

## Alive Credit Union Social Media Guidelines

Alive Credit Union's social media pages are public and used as a channel of communication to members or potential members. Our goal is to share posts that are informational, educational, and thoughtful in nature. These include financial education, staff events, member recognitions, products and services, amongst other credit union related information.

All communications are intended for and should be posted from members over the age of thirteen. A dedicated Twitter handle @DrPennyANickels is intended to provide educational and promotional materials to members ages zero to twelve.

### Active Platforms

Facebook: <https://www.facebook.com/alivecreditunion/>

Twitter: <https://twitter.com/AliveCU> AND <https://twitter.com/DrPennyANickels>

Instagram: <https://www.instagram.com/alivecreditunion/>

YouTube: <https://www.youtube.com/channel/UCjx0udHjDn0tdF8nGcOmGfg>

### Enforcement

Member and non-member participation is welcomed and encouraged. However, Alive CU reserves the right to remove and/or report any communication, posts or comments which are:

- Negative, mean spirited, regarding gender, race, sexual orientation, religion, political affiliation, sexual in nature, graphic, obscene, threatening, harassing, obscene, defamatory, racist, violent, slanderous, or embarrassing to any other entity.
- Comments that violate the privacy of our members.
- Unauthorized advertisements, solicitations, or copyrighted materials.
- Condone or promote any activity that violates local, state, federal laws or regulations.

### Member Privacy, Security and Accessibility

Members should not disclose any sensitive personal information- including account number, social security number, date of birth, or other identifying information, in any social media channel.

Alive CU has no control over the utilized social platforms policies or terms of service. Please visit each site directly to review their terms and accessibility policies.

### Links to Third-Party Sites

Occasionally, we will share posts to links with information we may deem as relevant or informational. However, please note that this action in no way implies an endorsement of the content or company from which the posts are being shared.

### Disclaimer

Our social media pages are moderated Monday through Friday, from 8 a.m. until 4:30 p.m. by Alive CU. We will make every effort to respond in a timely manner. However, we cannot guarantee that we will reply to every comment. For immediate assistance, please contact our member services team at 904-296-1292, during our regular business hours.