



## TRUE Community Credit Union Social Media Community Guidelines

TRUE Community welcomes and encourages your participation in our online communities as a means of sharing your own experiences, suggesting improvements, and getting involved in the conversations.

"Community" includes any social media profile created and managed by TRUE Community, including, but not limited to Facebook and Twitter. Our community also includes any web space hosted and managed by TRUE Community Credit Union.

To keep our community focused, we have set the following guidelines:

1. This Community is moderated. All comments are reviewed and may be removed at any time for any reason.
2. To ensure exchanges that are productive, informative, respectful of diverse viewpoints and lawful, we will NOT allow comments that are or include:
  - **Off Topic.** We will exclude comments not related to the subject of the conversation. If you have an idea for a subject, would like to provide feedback, or would like follow-up, please contact us.
  - **Spam.** Comments focused on selling a product or service, or comments posted for a purpose of driving traffic to a particular website for personal, political, or monetary gain, will be excluded.
  - **Personal Attacks.** If you disagree with any content posted, we encourage your participation, but we ask that you refrain from disrespecting others and their opinions. Any comment not in the spirit of civil conversation will be excluded.
  - **Illegal.** Federal, State, and Local laws that govern use of copyrights, trade secrets, etc. must be followed.
  - **Offensive Language.** Comments including, but not limited to, profane or provocative language will be excluded (which means that hateful, racially or ethnically offensive or derogatory content, threats, obscenities or sexually explicit language will not be tolerated).
  - **Private or Confidential Information.** TRUE Community Credit Union cares about your identity and security. Please do not provide any of your specific account details or other personal information. If you have immediate service needs, please contact us or visit a TRUE Community Credit Union branch.
  - **Threatened or Actual Litigation.** We will exclude posting comments concerning threatened or actual litigation or disputes, between you and any other person or entity. If you have concerns about an issue and would like to provide feedback, or would like a response from us, please contact us.
3. We will not accept comments or interaction from users under the age of 13.
4. TRUE Community Credit Union reserves the right to change these guidelines at any time at its sole discretion. The most current guidelines will be available to you online.

1100 Clinton Road | Jackson, MI  
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Online at [trueccu.com](http://trueccu.com)



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5. TRUE Community Credit Union does not endorse any comments made by its employees, unless they are acting as an authorized representative of TRUE Community Credit Union. All statements and viewpoints expressed in the comments are strictly those of the commenter alone and do not constitute an official position of TRUE Community Credit Union unless they are posted by the original author (who is an authorized representative) or by a subject matter expert responding on behalf of that authorized representative.
6. **Are you a TRUE Community Credit Union Team Member?** Please remember you are a representative of our organization whether you are at home or at work when interacting and commenting in our community; you are expected to act in accordance with TRUE Community Credit Union employee conduct guidelines. If we feel the nature of your comment is confidential, shares information not generally available, or recommends an action which could adversely affect TRUE Community Credit Union, our customers, or our Team Members, we reserve the right to remove or not post your comment(s). Thank you for helping maintain the integrity of our community.
7. **Claims of Copyright Infringement.** If you believe in good faith that materials available on TRUE Community Credit Union community pages infringe your copyright, you (or your agent) may send TRUE Community Credit Union a notice requesting us to remove the material or block access to it. If you believe in good faith that someone has wrongly filed a notice of copyright infringement against you, the Digital Millennium Copyright Act permits you to send TRUE Community Credit Union a counter-notice. Details on notices and counter-notices are available on the Copyright Office site at <http://www.copyright.gov>.
8. **Third-Party Website Links.** TRUE Community Credit Union will occasionally provide links to third party websites on our online communities. External links will be provided as a convenience only; TRUE Community Credit Union does not endorse and is not responsible for the content, links, privacy policy, or security policy of external websites.

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