

SOCIAL MEDIA STANDARDS –

TTCU Federal Credit Union

TTCU Standards and Expectations for the Use of our Social Media Channels

TTCU Federal Credit Union welcomes social media conversations. TTCU will share important information about our credit union, communities, financial literacy, events and other helpful information. TTCU will also provide solutions to your questions and assist with your concerns.

However, as a business, TTCU needs to protect itself from exposure to risks that would have a legal impact or negatively affect our reputation. Considering this, we're providing the following guidelines and standards. TTCU always reserves the right to restrict or remove posts to protect the best interests of our members, our employees and our company.

TTCU will follow the community standards set forth by the social media channels. TTCU will also follow the social media standards below, including standards against violence and threats, bullying and harassment, hate speech, graphic content and more. As indicated within these standards, the internet is a diverse community. It is possible that posts and comments may be disagreeable or disturbing to an individual but still acceptable for our social media channels. If you have an issue with something on our social media channels, please email us at marketing@ttcu.com. Our goal is open dialogue and effective communication.

- We're a family-friendly institution. We reserve the right to edit or remove posts we consider inappropriate or discriminatory.
- Everyone loves to hear positive feedback. But if you have negative feedback about one of our specific employees, please respect their privacy and refrain from posting it in this public forum. Email any employee-specific negative criticism to marketing@ttcu.com, and we will forward it to the appropriate individuals.
- Honesty and authenticity are pillars of TTCU. We appreciate your help in upholding these on our social media channels. Never misrepresent yourself, your views, or any other type of interaction on our sites. Do not post words or photos that have someone else's copyright.
- We treat your security and privacy with the utmost priority. Don't include personal account or contact information, including email addresses, in your posts — and don't post anyone else's information.
- Help us avoid controversy. Many other sites serve as online "soapboxes." Please don't post information advancing overtly political, moral or religious positions, events or causes.
- We mean business. We will remove any contributions that we deem to violate the letter or spirit of these guidelines. We will give no advance notice. We reserve the right to remove any post we consider inappropriate, especially if it exposes us to any legal or reputation risks.
- Our social media channels, like Facebook or Twitter, engage discussion amongst our members and the community at large. Our social media channels are not for advertising products or services not related to TTCU or our affiliates. We will remove any posts which use our channel to solicit business.
- We're all about putting our members first. We believe that social media offers an open opportunity for conversation. By allowing individuals to post to our social media channels, we understand the risk. If it appears that an individual is using our social media channel to promote their own company, product or agenda, we will remove the posts. Use the interactive features to their fullest, but responsibly. Show restraint, and we'll all benefit — individually and collectively.
- Don't give abusers a free pass. If you become aware of any postings that violate these expectations or believe it is objectionable, please email us at marketing@ttcu.com.
- We reserve the right to remove any post at any time.

By posting on our social media channels, you agree to these Standards and Expectations and that any material you post conforms. You also understand that submitting content via our social media channels grants TTCU permission for publicity and promotional purposes - your name, likeness, photographs, and any other submitted content, without additional consideration or compensation to you. Furthermore, you agree to hold harmless, release, indemnify and discharge from any and all liability TTCU and its affiliates, successors, assigns, officers, directors, and employees, and each of them, from any and all claims, demands, obligations, losses, causes of action (whether in law or equity), costs, expenses, attorney's fees and liabilities of any nature whatsoever, whether based on contract, tort, statute or other legal or equitable theory of recovery, whether known or unknown, asserted or unasserted, which you now have or which arise out of or relate to submitting the content.

Using Social Media

First and foremost, social media is a public space. TTCU welcome comments and feedback. Members should be aware that public posts on our social media channels are not for member service requests. For the safety of your account and personal and financial

information, please do not post private information. For TTCU support, [contact Member Relations](#) by phone at (918) 749-8828 or toll-free (800) 234-8828. We are happy to assist you in an environment and with procedures that ensure your safety.

Please Note - Social media channels and the associated links for TTCU's website are presented and monitored by TTCU. Social media providers, like Facebook and Twitter, are owned by third-party companies. TTCU is not responsible for the privacy or security policies of any third-party sites we may link to from our social media channels. TTCU does not endorse and is not responsible for any ads that a social media provider may place on our channels or for the content, products, advice, opinions, or any other information provided by third-party sites or individuals posting on our channels. Content submitted by users to our social media channels is subject to approval based on our Guidelines as included here.

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