Greater Experience Credit Union

Social Media Public Use Guidelines & Disclaimer Notice

Adopted: January 2015

The intention of Greater Experience Credit Union's Social Media presence is to engage our members and the community for the purpose of financial education and to provide information about credit union products, services, events and promotions.

We invite you to share experiences and contribute to conversations. We ask you to treat each other, and our employees, with respect. While we encourage member (and non-member) participation, we cannot respond to every comment. Our failure to respond to, or act on a comment, should not be seen as acceptance nor an endorsement of that comment. Greater Experience Credit Union (Greater Experience) is not responsible or liable, directly or indirectly, for content posted by third parties. If you see inappropriate content, please report it to: memberservice@greaterexperience.org.

Greater Experience Credit Union respects the confidentiality of each of our members' unique financial situation and their personal financial information. Because responding to account-specific posts would infringe upon such rights, Greater Experience may remove any posts and/or request for the individual to contact us directly to discuss their individual situation.

Greater Experience Credit Union encourages participation in discussions and would like to keep commentary friendly for all ages. While this is an open forum, we intend to maintain a family-friendly atmosphere. Please always use appropriate language when posting and/or commenting.

By submitting any content, you grant Greater Experience Credit Union the right to use this content in all Greater Experience Web sites, including social media channels, print and other media, without payment or any other considerations.

Use Limitations – To ensure exchanges are productive, informative, respectful of diverse viewpoints and lawful, we will review all comments and we reserve the right to remove any posts or comments that are, or include but are not limited to:

Off Topic – Greater Experience will delete 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 a Greater Experience employee to follow up with you, email us at memberservice@greaterexperience.org.

Spam – Comments focused on selling a product or service, or comments posted for a purpose of driving traffic to a particular Web site for personal, political, or monetary gain will be excluded.

Personal Attacks – If you disagree with the content, we ask that you refrain from personal attacks or being disrespectful. Malicious intent and/or participation not in the spirit of civil conversation will be deleted.

Illegal – Posts must not violate laws that govern use of copyrights, trade secrets, etc.

Offensive Language – Comments including, but not limited to, profane or provocative language will be deleted. Comments that contain threatening, hateful, offensive, derogatory, obscene or sexually explicit language will not be tolerated.

Private or Confidential Information – For your protection, please refrain from posting any personal identifying information such as your account number, PIN, etc. Do not provide any of your specific account details or other personal information when posting comments. If you have a question about a specific account(s) or products with Greater Experience, we ask you to not post any personal account information. Contact us at (423) 283-4300 or visit a convenient branch location.

Posts in HTML Format or URLs – These formats will not be accepted. Please use only plain text when submitting your comments.

Posts from Individuals under the Age of 13 – These posts **will not be accepted.**

Posts Containing Photos – These posts will not be accepted unless specifically requested by an authorized representative of Greater Experience Credit Union for a contest or other business-related purpose. In these instances, pictures will be reviewed and posted only when appropriate.

Comments are reviewed and monitored but not controlled by Greater Experience Credit Union. We reserve the right to remove or to deny posting, at our sole discretion, of any material that violates our guidelines or is otherwise not in keeping with the tone or intent of our social media policy. Additionally, we reserve the right to, where possible, block any user from participating in our social media sites, without notice, for violating these guidelines.

Endorsements – Greater Experience does not endorse any comments made by its employees, unless they are an authorized representative of the credit union. Greater Experience does not validate assertions, opinions or statements in the comments. All statements and viewpoints expressed in the comments are strictly those of the commenter alone, and do not constitute an official position of Greater Experience, unless they are posted by the original author (who is an authorized representative of the credit union) or by a subject matter expert responding on behalf of that authorized representative.

Privacy – Your use of Greater Experience Credit Union's social media site constitutes your consent to use the information obtained through your site visits and postings. With respect to content collected through our sites, Greater Experience follows the applicable privacy policies of the third-party hosts of our sites. Please note that when visiting any Greater Experience site, you are subject to the terms and conditions of our privacy notices, as well as the terms of service and privacy policies of third-party hosts (such as Facebook), when applicable.

Greater Experience Credit Union Employees – If you are a Greater Experience Credit Union employee, you **MUST** disclose your employment status when you submit a comment or questions; do no misrepresent yourself. This helps to maintain the integrity of our community by disclosing your employment relationship. Whether you are at home or in the office, working for Greater Experience is a material fact that may influence content, and community members have a right to know you work for Greater Experience. When commenting on the credit union, unless you are authorized to speak on behalf of Greater Experience, you must state that the views expressed are your own. If we feel the nature of your comment is confidential, shares information not generally available, or recommends an action that could adversely affect our members, we reserve the right to not post your comment.

Greater Experience Credit Union reserves the right to change these guidelines at any time at our sole discretion.