

Tendto Credit Union's participation on social media sites is intended to enhance communication within membership and gain valuable feedback. We encourage you to engage in open discussion with us and we look forward to hearing about your experiences. In order to create a safe and productive social networking environment for all of our members as well as non-members, we ask that you abide by the following guidelines:

- **Account Help:** If you require immediate assistance regarding your account, please call us at 814.455.6400 or visit us at one of our locations, rather than using social media as a substitute.
- **Private Information:** Your privacy is very important to us. Please do not post any personal information or account specific details on our social media sites. Also, please be aware that we will never ask you to provide personal information through any social media channel.
- **Communication and Content:** We value your opinion and encourage open communication on our social media channels, but we do ask that comments are kept constructive in nature. Please refrain from using offensive and disrespectful language or posting copyrighted content. Content we consider to be abusive, hateful, or intended to defame any person(s) and/or entity is not permitted. All inappropriate material will be removed.
- **Spam:** Please do not post advertisements or solicitations of any kind. Content posted for the purpose of driving traffic to a particular website for personal or monetary gain is not appropriate and will be removed from any Tendto social media site.

At our sole discretion, we reserve the right to remove all inappropriate and explicit content, and if necessary, ban any user who is in violation of the above social media guidelines.

In regard to Tendto's activity on social media channels:

- **Photographs:** We may occasionally post photos taken at community and credit union sponsored events, but we will not tag any individuals in these photos.
- **Links:** We may occasionally post links to external sites that offer information we believe will be of benefit to you. However, this does not constitute an official endorsement by us.
- **Endorsements:** We are not responsible for advertisements posted by Facebook or of third party sites or applications that may appear on our social media pages. We are not responsible for any views expressed other than our own, including comments made by employees unless they are an authorized representative of the credit union.
- **Responses:** We will make our best effort to reply to questions and inquiries in a timely manner. However, we cannot guarantee that we will reply to each comment.

Through your participation in our social media channels, you have agreed to the Tendto Credit Union Social Media Guidelines for Public Use. Tendto reserves the right to amend these guidelines at any time.