



Discovery Federal Credit Union - Social Media Public Use Policy

We welcome member and non-member participation as a means of sharing experiences, suggesting improvements and contributing to conversations. We have established terms of use regarding the credit union's social media sites – this can include and is not limited to social networking sites, blogs, affinity websites, web bulletin board, etc.

To ensure exchanges that are productive, informative, respectful of diverse viewpoints and lawful, we will review all comments and we will not tolerate 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 a Discovery Federal Credit Union employee to follow-up with you, you may e-mail us directly at marketing@discoveryfcu.org.
- **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 the content, we would like to hear from you, but ask that you refrain from personal attacks or being disrespectful to others. Malicious intent and/or participation not in the spirit of civil conversation will be excluded.
- **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 excluded. Comments that contain threatening, hateful, offensive, derogatory, obscene or sexually explicit language will not be tolerated.
- **Private or Confidential Information** – Please do not provide any of your or anyone other individual's specific account details or other personal information when posting comments. If you have immediate service needs, please contact the Credit Union by calling 610.372.8010 or visit our branch for assistance.
- **Posts in HTML Format (or URLs) will not be accepted.** Please only use plain text when submitting your comments.
- **Posts from individuals under the age of 13 will not be accepted.**
- Posts Containing Photos will not be accepted unless specifically requested by an authorized Discovery Federal Credit Union executive management employee. In these instances, pictures will be reviewed and will be posted or will be removed if deemed inappropriate.

All credit union posts or comments are reviewed and approved by Discovery Federal Credit Union before posting to our social media sites. All public comments are continuously reviewed by a Discovery Federal Credit Union employee or authorized representative. **At our sole discretion, Discovery Federal Credit Union reserves the right to deny or delete the posting of any comment we deem inappropriate.**

Discovery Federal Credit Union does not endorse any comments made by its employees, unless they are an authorized representative of the 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 Discovery Federal Credit Union, 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.

Discovery Federal Credit Union reserves the right to change these terms and guidelines at any time at its sole discretion.