



## Social Media Disclosures

Achieve Financial Credit Union sponsors select pages on social media outlets that include, but are not limited to, Facebook, Twitter and YouTube. We participate as a way to interact with a community of people interested in discussing topics pertinent to Achieve Financial Credit Union's products, services and members. Please understand that non-Achieve Financial Credit Union postings to Achieve Financial Credit Union sponsored pages are not representative of the opinions of Achieve Financial Credit Union. Nor does Achieve Financial Credit Union confirm the accuracy of content posted by other users.

Please do not include personal or account information in posts or private messages. Achieve Financial Credit Union will never ask for your Social Security number, account information, passwords or PINs via social outlets or email. We may direct you to complete an online form or call a Member Service Representative to provide further assistance.

Achieve Financial Credit Union is excited to stay connected with our membership through our social media channels. However, as a financial institution, there are certain rules and procedures that must be followed to ensure proper service to all of our membership.

Achieve Financial Credit Union is not affiliated, nor responsible, for the security, privacy or any other operations of the social media outlet or service or third party applications and advertising that may be connected to or linked to by the third party. We discourage clicking on links posted by other users, as these links may pose risk to your computer or take you to inappropriate sites. We do not compensate for suggestions or ideas posted on Achieve Financial Credit Union sponsored pages and we reserve the right to remove postings that are:

- Abusive, defamatory, or obscene
- Fraudulent, deceptive or misleading
- In violation of any intellectual property right of another
- In violation of any law or regulation
- Promoting or advertising a business, service or entity unrelated to Achieve Financial Credit Union
- Postings that are disrespectful or personal attacks on any individual or entity. Comments submitted with malicious intent will be excluded and removed.
- Otherwise inappropriate

Achieve Financial Credit Union will remove comments and block or permanently ban users who Achieve Financial Credit Union perceives have violated the guidelines set forth or abused Achieve Financial Credit Union social media outlets for any purpose other than for their intended use.

Achieve Financial Credit Union reserves the right to immediately change these guidelines at any time at its sole discretion and will keep the most current guidelines available to users online.

Achieve Financial Credit Union does not endorse any comments made by its employees on any of its social media outlets. Statements and comments made are the views of the employee making them and do not in any way represent the views or opinions of Achieve Financial Credit Union. Any comments and opinions posted to any social media outlet by an Achieve Financial Credit Union employee shall never be used as an official comment or endorsement of an Achieve Financial Credit Union authorized spokesperson.

Achieve Financial Credit Union reserves the right without notice to immediately terminate, modify or amend any of its social media outlets and access to its social media outlets.

We actively monitor our social media channels during business hours Monday through Friday, eastern standard time, with the exclusion of all bank holidays. While Achieve Financial Credit Union will make a concerted effort to review and respond to all comments and questions as soon as possible, please allow up to one to two business days for a response. This will allow us to perform any additional research necessary to get you the correct information or connect you with the right person. Members requiring immediate assistance are always asked to contact Achieve Financial Credit Union's Call Center by phone 860-828-2790.

Achieve Financial Credit Union may occasionally post links to third-party websites which may relate to the topics discussed on our social media. Please note that this does not in any way constitute an endorsement of the website and/or company. We do not control the content, advertising or views of any such third-party website. The thoughts and opinions of third-party websites do not represent the opinions of Achieve Financial Credit Union management or Achieve Financial Credit Union directors.

If you have a complaint about any of the information you see on our social media channels, please contact us at Achieve Financial Credit Union, P.O. Box 7030, Berlin, CT 06037; by phone at 860-828-2790 or by email at [marketing@achievefinancialcu.com](mailto:marketing@achievefinancialcu.com)

By visiting any of our social media channels, you are agreeing to the above guidelines for use as well as to any of the terms of use/service for the respective social media channels you use.

Refer to the specific social media site outlet regarding their privacy and security policies.