

AEA FEDERAL CREDIT UNION (AEA) SOCIAL MEDIA POLICY & DISCLAIMER

Member participation through any of AEA interactive social media outlets is welcomed and members are encouraged to share their experiences and suggestions.

In order to maintain focused and productive communication and a minimum standard for expectations of conduct AEA has established we have set up the following policies/guidelines:

1. To ensure respectful, productive and informative communication AEA will not post, or will remove any comments that it perceives in its sole discretion to include (but not limited to) any of the following:

- Any comments posted that focus on selling a product or service or that is intended to divert traffic to a particular website for personal or monetary gain will not be permitted, this includes Spam.
- Comments posted by users must be related to the topic at hand. Off topic comments will be excluded and removed.
- AEA will not post and will remove any unlawful information it becomes aware of as posted on its social media outlets. All laws that govern the use of copyrights, trademarks, etc., will be followed.
- Users must refrain from posting disrespectful comments or personal attacks on any individual or entity. Comments submitted with malicious intent will be excluded and removed.
- Comments that include any kind of profanity or that are derogatory in content will be excluded and removed. This includes any threats, obscenity, sexually explicit language and hateful, ethnic or racially derogatory comments.
- Users are not to provide any of their account details or other personal information. This includes account numbers, PIN numbers, addresses, social security numbers, etc. AEA will remove comments and block or permanently ban users who AEA perceives have violated the guidelines set forth or abused AEA social media outlets for any purpose other than for their intended use.

2. AEA 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.

3. Comments in HTML format or URLs will not be accepted. All entries should be in plain text.

4. AEA cannot accept comments from individuals under the age of 13.

5. AEA 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 AEA. Any comments and opinions posted to any social media outlet by an AEA employee shall never be used as an official comment or endorsement of an AEA authorized spokesperson.

6. AEA reserves the right without notice to immediately terminate, modify or amend any of its social media outlets and access to its social media outlets.

7. AEA recognizes the importance of securing your financial information. As AEA will never ask you for private information, DO NOT ever disclose any secure information including account user names and numbers,

passwords, pins, social security numbers, or account details on AEA's social media or requested through or under the guise of AEA's social media. Please inform AEA's Member Care Center immediately at (928)783-8881 or toll free at (888)783-8881 if such information is requested of you.