

NE PA Community Federal Credit Union Credit Union Social Media Policy

Our social media pages are public. Your posts and your comments will be visible to anyone who visits the **NE PA Community Federal Credit Union (NE PA)** social media sites and may show up in search-engine results (i.e., Google, Bing or Yahoo!). While we want to encourage conversation and discussion, NE PA Community Federal Credit Union reserves the right to remove any posts that don't conform to our community guidelines.

Because our pages are public, NE PA is not responsible for posts or opinions that do not explicitly come from NE PA.

Everyone is encouraged to follow general rules of social media etiquette and safety.

- Do not post personal information, account numbers, phone numbers or any confidential or identifying information
- Be respectful of others and use common courtesy as though you were speaking face-to-face
- Don't derail posts with unrelated comments and information
- Check content for accuracy before posting
- Post original content, and avoid content that you know to be fraudulent
- Do not post someone else's copyrighted work without permission

NE PA social media is moderated Mon. - Fri. 7 a.m. to 5 p.m. EST, by NE PA Community Federal Credit Union and its representatives. While we try to respond to posts or questions promptly, we cannot guarantee replies to every post or comment.

Customer Service Inquiries

NE PA members with a question about their accounts or services are encouraged to contact a Call Center Representative. NE PA will never ask you for confidential or private information on social media. You may also contact us at **570-421-5585**.

All comments, posts and content are reviewed to ensure that they comply with our social media and company policies. We reserve the right to delete abusive, inflammatory or inappropriate content in posts and comments.

We encourage interaction and conversations between our members, potential members, the public and NE PA Community Federal Credit Union. However, social media is not a substitute for our other official channels for services or questions. If you need information about specific NE PA services or products, please visit www.nepafcu.org.

- Do not illegally post or transmit material you do not have the right to post or transmit under law, including copyrighted material, trade secrets or securities, or that are illegal based on your own contractual or fiduciary relationships.

- NE PA social media pages are not an official channel for the submission of any claim, demand, complaint, or any other form of legal and/or administrative notice or process, or for the exhaustion of any legal and/or administrative remedy.
- Our social media pages are also not to be used to report phishing, fraud or other criminal activity. To make a report, call **570-421-5585** and a Call Center Representative can assist you.
- NE PA reserves the right to ban any user from our social properties without prior written notice or consent. We will report comments and contents we deem criminal, or that instigate or imply violence toward yourself or another person.

Comment and Posting Policy

We expect conversations to follow the rules of polite and respectful social interaction. Treat each other and NE PA employees with respect.

We may, without notice or explanation, delete comments or posts that we determine are:

- Profane, obscene, or inappropriate
- Disruptive or unrelated
- Indecent, sexually explicit or pornographic
- Profanity or instances using symbols, initials, intentional misspellings, etc. to suggest profane language
- Threats, personal attacks; abusive, defamatory, derogatory, or inflammatory language
- Stalking or harassment of any individual, entity or organization
- Discriminatory or hateful speech of any kind regarding age, gender, race, religion, nationality, sexual orientation or disability
- False, inaccurate, libelous or otherwise misleading information
- Spam, or posts or comments containing or linking to any virus, malware, spyware, or similar program that could harm a user's computer

For the benefit of creating engaging discussion, we ask that comments remain on topic, meaning comments should relate to the specific topic being discussed in each post. While we welcome reasonable critiques, we may delete negative comments about NE PA and/or our competitors if they are not relevant or do not add to the online conversation.

We may delete at our discretion comments that we decide are off topic, including solicitations. We may also remove identical or duplicated posts by the same user under different aliases or repetitive posts by a group of people sending identical messages.

Media Inquiries

Media should contact Christine Andrew at 570-421-5585 ext. 1126. If you have non-media related questions, please visit our [Contact Us](#) page for additional information.

Copyright and Intellectual Property Policies

Please note our copyright and intellectual property policies:

- Infringement of any party's copyright, trademark, patent, trade secret, intellectual property, or other proprietary rights, or right of publicity or privacy is strictly prohibited. It is the sole responsibility of the person posting or communicating the information.
- By submitting any content to our social media pages, you warrant and represent that you are the copyright owner of the content or that the copyright owner of the content has permitted you to use such content consistent with the manner and purpose of your use.
- Using NE PA social media pages to distribute unauthorized copies of copyrighted material, including photos, artwork, text, recordings, designs, computer programs or derivative works of such programs is strictly prohibited and subject to removal.
- By posting comments, posts, tagged photos, videos, ideas, or any other content on our social media pages, you are granting NE PA non-exclusive, worldwide rights to republish, redistribute, or otherwise use this content in perpetuity in any way we see fit. This includes, but is not limited to, marketing and advertising materials.

Links to Third-Party Sites

We may occasionally post links to helpful or interesting third-party sites when we think you'll find the information useful, but these links do not imply official endorsement of the website or company.

Privacy and Security Policies

NE PA follows Facebook's [Privacy Policy](#) regarding posts and content collected. Visitors to NE PA Facebook page are also subject to the Terms and Conditions of the NE PA Community Federal Credit Union's Privacy Policy and General Terms of Use, as well as Facebook's [Terms of Service](#) and Privacy Policy. Protect your private information and the privacy of others; do not post or communicate information that leaves an individual's identity vulnerable, such as Social Security numbers, account numbers, phone numbers or email addresses through social media. Posts or comments that include this type of compromising information may be deleted.

Please visit www.nepafcu.org to learn more or follow the Credit Union on Facebook at <https://www.facebook.com/nepafcu/>.