

Purpose:

Homeland Credit Union will use social media as an outlet to communicate with members and potential members with the goals of building interaction, education, and awareness.

Why should I connect with Homeland Credit Union on social media?

Connecting with Homeland Credit Union on social media gives you access to the latest information on topics such as:

- Special announcements
- Event updates
- Community activities or accomplishments
- Exclusive offers
- Financial education and personal finance tips
- HCU News
- Industry news about credit unions and finance
- Product announcements

What types of things should I utilize the Homeland Credit Union social media sites for?

The security of our members is of utmost importance to us! We will not be able to answer account-specific questions on our social media sites. For account-specific issues, please use the following services during business hours:

- Complete the “Contact Us” form at www.homelandcu.com under About Us.
- Give us a call, 740-775-3331
- Send us an email at caldwell@homelandcu.com
- Visit one of [our branches](#)
- Send us a secure message through your online banking
- Contact us on our website using the chat beacon located in the bottom right hand corner

How responsive is Homeland Credit Union on social media?

We welcome members and non-members alike to use our social media to ask us general questions and give us your feedback. Please note that our social media pages are moderated Monday through Friday, from 8:30am until 5:00pm by Homeland Credit Union team members. We make every effort to respond in a timely manner, but we cannot guarantee that we will be able to reply to every comment.

Public Usage:

Homeland Credit Union social media channels are all public, which means that anyone can see your posts and comments. Please note this also means that your posts, and comments may show up in search-engine results. It is our goal to foster health discussion, but please note that we may occasionally remove posts and comments that do not fit with our philosophy and guidelines. When you visit, post, or comment on any of the Homeland Credit Union social media channels, we respectfully ask that you follow the below guidelines:

- Stay on topic
- Use common courtesy and be respectful to others
- Submit your own original content, and avoid content that you know to be fraudulent
- Do not post someone else’s copyrighted work unless you have permission
- Never post personal, identifying, or confidential information

Social Media Policy

- Do not use this site to communicate or ask questions specific to your personal account or loan information.

Comment and Posting Policy:

- All comments made by Homeland Credit Union follows will be reviewed, and posts that are derogatory, defamatory, obscene, hateful, discriminatory, off topic, sexually explicit, spam, personal attacks, illegal, offensive, those that contain profanity, those that are private or confidential, or any comment that is deemed to be inappropriate will be removed.
- We ask that our followers please exercise polite discourse and that participants treat each other, as well as our employees, with respect.
- Posts must be in a text format from someone over the age of 13 years of age.
- Except for posting winner names as related to, or identified with, giveaways, contests, special events or other promotions, Homeland Credit Union will not post identifiable member information on the page. Prior to posting photos of this nature individuals will be asked to complete a photo release form.
- All rights reserved: Homeland Credit Union reserves the right to edit, delete, move, or mark as spam any and all user comments, and also has the right to block access to any group from commenting, or from the page.

Copyright and Intellectual Property Policies:

Please note that by posting comments, posts, tagged photos, videos, ideas, or any other content to our social media channels, you are granting Homeland Credit Union nonexclusive, worldwide right to republish, redistribute, or otherwise use this content in any way we see fit. This includes but is not limited to marketing and advertising materials.

Links to Third-Party Sites:

Homeland Credit Union may occasionally post links to third-party sites whenever we think our followers will find the information helpful. However, please note that this does not in any way constitute an official endorsement of the site or the company.

Social Media Properties Disclaimer:

Facebook®, Twitter®, Instagram®, Youtube®, LinkedIn®, and Google+® are owned by third parties unaffiliated with Homeland Credit Union. Homeland Credit Union is not responsible for the privacy or security policies at these sites or other third party sites that may be promoted via advertising within these social media properties. Registered trademarks of these social media channels are properties of their respective owners.

Homeland Credit Union reserves the right to change these guidelines at any time at its sole discretion.