

Elevations Credit Union Social Media and Community Guidelines

Elevations Credit Union (Elevations) values open and ongoing dialogue with our members and our community. Through our social media channels, we strive to provide a forum for engaging, positive conversations on topics that are important and valuable to the people we serve. Our objective is to provide our members, as well as the entire community, with unbiased consumer information.

Understand that the financial industry is highly regulated, and while we strive to provide clear and transparent communication, we have certain rules to follow to protect individual privacy. All content is monitored, and though we will make every effort to be responsive, we may not be able to reply to every comment. Please note that our social media pages are monitored Monday through Friday, from 8:00 a.m. until 5:00 p.m. We make every effort to respond in a timely manner.

The list below contains the official active social media channels utilized by Elevations. It is possible that Elevations will add more social media channels as social networks grow and emerge. This listing will be updated as that occurs. If you find a social media channel which is identified as being owned by Elevations that is not listed here, we ask that you please reach out to us to determine its validity.

The below social channels are actively monitored and updated by Elevations:

[Facebook](#)

[LinkedIn](#)

[Twitter](#)

[Instagram](#)

[YouTube](#)

[Eventbrite](#)

You may see that there are many websites with social media aspects not owned or managed by Elevations. However, Elevations may periodically provide third-party updates to the information to more accurately reflect branch location information as well as examine posted member reviews. Examples of these sites include branch location pages on GoogleMyBusiness and Yelp.

Because our pages are public, and any person or entity can participate, we cannot be responsible for views expressed other than our own. We cannot guarantee the accuracy of content posted by anyone other than the administrators of our pages, and Elevations and its employees are not legally responsible for content posted by third parties.

Our social media pages are public, which means that anyone can see your posts and your comments may show up in search-engine results (like on Google or Bing). While we want to foster healthy discussion, Elevations may remove posts, comments or reviews that do not fit our community guidelines.

Please DO NOT:

- Post about your specific situation. While we want to be as helpful as we can, we cannot provide investment, legal, tax or other specialist advice through social media.
- Post personal information. Our social media channels are open, public sites, so do not post personal information about yourself or others, such as account details or contact details. These will be deleted.

- Harass, cause distress or inconvenience to, or infringe the rights of, another person.
- Use profanities, racist, sexist, abusive, threatening, defamatory, obscene, pornographic or deliberately inflammatory language – any serious or repeated offenses will result in your comment being deleted and could lead to your account being blocked from our page.
- Use these online spaces for illegal purposes or to breach any laws.
- Upload or transmit any computer viruses or material that is defamatory, offensive or obscene.
- Post any advertisements or solicitations by third parties.
- Post the same comment multiple times.

If you post a comment, links or images which violates one of these house rules then we will delete your post and your social media profile account may be blocked.

Elevations Credit Union is unable to service account-specific requests directly through social media channels. If you are a customer with a specific question about an account or loan, please log into your Online Banking by visiting elevationscu.com, send a contact request via the [Contact Us page](#), call our Contact Center at 800.429.7626 (Monday – Friday 7 a.m. – 8 p.m., Saturday 8 a.m. - 1PM), or visit your nearest Elevations Credit Union branch to speak with a representative in person.