

## Sturdy Savings Bank Social Media Guidelines

Thank you for visiting the official social media pages for Sturdy Savings Bank!

Sturdy Savings Bank social media pages are intended to expand communication with our customers regarding Sturdy Savings Bank, related financial topics, and the communities we serve.

We want to hear from you, and we welcome all questions and comments that are presented in a respectful manner. Your messages and comments may be presented to us at any time; however, our responses will generally occur during business hours.

By using or accessing Sturdy Savings Bank's social media pages, you agree to comply with the page provider's Terms & Conditions. In order to maintain a safe and respectful environment, use of Sturdy Savings Bank social media pages also requires compliance with the following guidelines:

- Always keep your private information private. Never disclose personal, identifiable information such as your location, social security number, financial information, or personal banking information on any social media page. Additionally, Sturdy Savings Bank will never contact you through social media to request or communicate this information.
- To protect customer information, Sturdy Savings Bank will not address specific customer service issues or account questions on our social media pages. If you need assistance with banking and financial matters, please contact us directly at 609-463-5220 or visit any of our branch locations.
- We encourage open discussion and communication, including constructive criticism; however, we reserve the right to remove any post at our discretion. Specifically posts of the following nature:
  - Abusive, profane, or defamatory towards any person, entity, or belief
  - Offensive, obscene, or vulgar
  - Off-topic, spamming in nature, inclusions of outside advertising links, violations of intellectual property rights and/or law, and solicitations of any kind
  - Containing sensitive, personal, or account information.

By submitting content on Sturdy Savings Bank's social media pages, you understand and acknowledge that this information becomes public domain, and that Sturdy Savings Bank may use this information for internal or promotional purposes. Please note that other participants' use of your posted information is beyond the control of Sturdy Savings Bank. If you do not want your information, published, copied, and/or reprinted, please do not post it.

Information we post on our social media pages is for general informational purposes. Third-party comments presented on Sturdy Savings Bank social media pages do not reflect the opinions or positions of its Directors, officers and staff. Links to other websites found within Sturdy Savings Bank social media pages are provided as a service to readers and do not constitute endorsement of those sites by Sturdy Savings Bank; as such we are not responsible for the content of external third-party websites. After a period of time, links embedded in posts may expire and the information will no longer be accessible.

Effective 2/2021