



## Social Media Public Use Policy

Shell Federal Credit Union (Shell FCU) values responsible, open, and ongoing dialogue with our members and the communities we serve. Our social media pages are designed to create a welcoming space for positive, engaging conversations about topics that support financial well-being, community involvement, and meaningful experiences.

Shell FCU currently maintains an active presence on the following platforms:

- Facebook: <https://www.facebook.com/ShellFederalCreditUnion>
- Instagram: <https://www.instagram.com/shellfcu/>
- X: <https://x.com/shellfcu>
- LinkedIn: <https://www.linkedin.com/company/shell-federal-credit-union>
- YouTube: <https://www.youtube.com/@ShellFCU>
- TikTok: [https://www.tiktok.com/@shellfcu?\\_r=1&\\_t=ZT-93UDO5wy0lB](https://www.tiktok.com/@shellfcu?_r=1&_t=ZT-93UDO5wy0lB)

Additional platforms may be added or discontinued at any time at the sole discretion of Shell FCU. Our social media channels are monitored during business hours, Monday through Friday, and we strive to respond to general questions or concerns within one business day.

Participation from both members and non-members is welcome and encouraged. Whether you're sharing experiences, offering suggestions, joining a conversation, or participating in a contest or activity, your contributions help strengthen our online community. To maintain a safe, respectful, and constructive environment, the following social media terms of use have been established. Shell FCU reserves the right, at its sole discretion, to remove any post that does not follow these guidelines and may block users who repeatedly violate them.

1. **Be respectful and courteous**

We encourage open dialogue, but abusive, hateful, offensive, bullying, or profane language will not be tolerated.

2. **Follow all applicable laws**

Please adhere to the terms and conditions of each social media platform, including copyright, privacy, and proprietary rights.

3. **Use authentic profiles**

Posts should come from real people using valid social media profiles. Accounts that appear misleading or suspicious may have content removed or hidden, and access may be restricted.

4. **Protect private information**

For your security, please avoid posting any personal or sensitive details. For account-specific or service-related questions, contact us directly and we will gladly assist. Shell FCU may remove or hide any post that includes sensitive information. Shell FCU will never request account numbers, passwords, or other confidential information through social media. If you receive such a request, please contact us immediately at 713-844-1100.

5. **Endorsement clarification**

Following a Shell FCU account or tagging us in a post does not imply endorsement by Shell FCU.

6. **Post and comment monitoring**

While posts and comments are monitored, they are not controlled by Shell FCU. Comments made by individuals, including employees posting from personal accounts, do not represent the official views of Shell FCU unless posted by an authorized representative. Content that is promotional, misleading, or includes inappropriate or harmful links may be removed or hidden.

7. **Promotion and contest winners**

For giveaways and promotions, Shell FCU may share winners' first names, last initials, and cities of residence. We maintain commercially reasonable practices to protect identifiable member information.

8. **Tagging and sharing**

We welcome tags, mentions, and the use of our branded hashtags in posts highlighting positive experiences or community involvement. By tagging Shell FCU or using branded hashtags, you grant us permission to share or repost your content with proper credit, unless you prefer otherwise.