Social Media Public Use Policy

Shell Federal Credit Union (Shell FCU) values responsible, open and ongoing dialogue with our members and our community. The goal of our social media pages is to provide a forum for engaging, positive conversation on topics that are important and valuable to the financial well-being of the communities we serve.

Currently, the primary social media tools of Shell FCU are:

Facebook: https://www.facebook.com/ShellFederalCreditUnion
Instagram: https://www.instagram.com/shellfcu/
Twitter: https://twitter.com/shellfcu
LinkedIn: https://www.linkedin.com/company/shell-federal-credit-union
YouTube: https://www.youtube.com/@ShellFCU

Other social media tools may be added from time to time or social media tools may be discontinued at any time at the sole discretion of Shell FCU.

Member and non-member participation is welcomed as a means of sharing experiences, suggesting improvements, contributing to conversations and participating in contests and activities. In order to maintain the integrity of Shell FCU, and protect our members’ information, the following terms of use regarding our social media presence have been established. Shell FCU reserves the right in its sole discretion to remove any post that it determines does not adhere to these guidelines and may block anyone who repeatedly violates them.

1. **Be polite and courteous** – Abusive, hateful, offensive, bullying, profanity, or the like will not be tolerated.
2. **Obey all laws** – Obey official terms and conditions for individual social media platforms. This includes but is not limited to copyright, privacy, and proprietary rights.
3. **No anonymous or fake posting** – All postings must be from a real person and a valid social media profile. Profiles of suspicion may have their posts or comments removed or hidden and/or access blocked.
4. **Private information** – Do not post personal or sensitive information. [Contact us](https://www.shellfcu.com/contact) directly for any member service related questions about your accounts, service experiences, or concerns and we will respond in a timely manner. Please note that Shell FCU may in its sole discretion remove or hide from view any personal or sensitive information posted on its social media pages.
5. **Endorsement by Shell FCU** – Following a verified Shell FCU social media account or including a Shell FCU account in a post does not constitute endorsement by Shell FCU.
6. **Post and comment monitoring** – Posts and comments are monitored, but not controlled. Shell FCU does not endorse any comments made by its employees, unless they are an authorized representative of the Credit Union. Shell FCU does not validate assertions or statements in comments on Shell FCU social media pages. All statements and viewpoints expressed are strictly those of the poster and/or commenter alone, and do not constitute an official position of Shell FCU, unless posted by the authorized representative of the Credit Union. Content that is promotional, or has an embedded link to draw traffic to another inappropriate site will be removed or hidden.
7. **Promotional winners** – Except for posting a winner’s first name, last initial and city of residence as related to, or identified with, giveaways, contests, or other promotions, Shell FCU will implement commercially reasonable policies and procedures to protect against the posting of identifiable member information on social media.

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