



Social Media Disclosure

Ellafi Federal Credit Union sponsors select pages on social media outlets that include, but are not limited to, Facebook, Twitter (X), YouTube and Instagram. We participate as a way to interact with a community of people interested in discussing topics pertinent to Ellafi Federal Credit Union's products, services and members. Please understand that non-Ellafi Federal Credit Union postings to Ellafi Federal Credit Union sponsored pages are not representative of the opinions of Ellafi Federal Credit Union. Nor does Ellafi Federal Credit Union confirm the accuracy of content posted by other users.

Do not include personal or account information in posts or private messages. Ellafi Federal Credit Union will never ask for your Social Security number, account information, passwords or PINs via social outlets. We may also direct you to complete an online form or call a Member Service Representative to provide further assistance and the best member service.

Ellafi Federal Credit Union is not affiliated, nor responsible, for the security, privacy or any other operations of the social media outlet or service or third party applications and advertising that may be connected to or linked to by them. We discourage clicking on links posted by other users, as these links may pose risk to your computer or take you to inappropriate sites. We do not compensate for suggestions or ideas posted on Ellafi Federal Credit Union sponsored pages and we need to share some ground rules and guidelines for participation:

1. Be respectful
 - We welcome conversations, and we welcome honest and open feedback; however, please refrain from using obscenities, profanity or making any comments that are illegal, offensive, abusive, defamatory or harmful.
2. Protect your identity
 - Social media sites are public. In order to protect the security of your personal and financial information, don't post anything you wouldn't share publicly. Never share your Social Security Number, online banking information, account numbers, debit or credit card numbers. We'll never ask for any personal information from our members on our social media sites.
3. Stay on topic and don't spam
 - Repeated message blasts and off-topic comments disrupt the strength and value of the community. Posts that appear to be spam will be deleted and the users who are posting spam messages may be blocked.
4. Keep it constructive

- We welcome helpful feedback on how we can make our services and your experience better. And if you have an issue with Ellafi, or our products and services, we're happy to listen. We look forward to responding to constructive, thoughtful posts and comments made on our social pages. If you have a specific issue, please feel free to contact us directly at 860-346-6614 to talk, or stop by one of our branches where our representatives would be happy to assist you.
5. Keep things legal
 - When engaging with our social media channels you agree to comply with all applicable laws and use these communities for lawful purposes only. Don't post content that you don't own.
 6. Consider the privacy of our colleagues
 - We know our members have great relationships with our staff and branches, and we encourage you to give a "shout out" if one is due. We do our best to provide our members with excellent service. If you feel we're not, we hope you will contact us directly at 860-346-6614 to talk about the issue. Please respect these individuals' privacy – and hold back from posting any personally identifiable information about our colleagues.
 7. Moderation
 - As community managers, we reserve the right to remove, hide or delete any posts that violate our guidelines or terms and conditions.
 8. Monitoring & Contacting Us
 - We work hard to monitor all of our social media channels daily, during the hours of 9 a.m. – 5 p.m. ET Monday – Friday, with the exclusion of all bank holidays. While we sometimes might respond after normal business hours, we cannot guarantee we will be able to resolve issues until close of the following business day.
 - For any issues concerning your personal accounts, you must contact our colleagues at Ellafi FCU – our member service team is ready to help with any account questions or issues you may be having via phone at 860-346-6614, in our branches or through your online account.
 9. Ellafi Federal Credit Union Colleagues on Social
 - Ellafi Federal Credit Union colleagues are required to self-identify if posting about Ellafi Federal Credit Union-related items. Colleagues should refer to the Social Media Policy in their Employee Handbook for more guidelines.

The official voice of Ellafi Federal Credit Union is the social media page owner, posting as Ellafi Federal Credit Union. If you feel someone is posting falsely as Ellafi FCU – please contact us immediately at info@Ellafifcu.org.

Refer to the specific social media site outlet regarding their privacy and security policies.