

Social Media Policy

SDCCU® monitors and may respond to posts or direct messages, hide or delete inappropriate comments, or block users, on our official social media sites during normal business hours (PT). Current locations and business hours are maintained at www.sdccu.com/locations.

Members who require immediate attention during normal business hours may contact us at: (877) 732-2848. From outside the U.S. call: (858) 453-2112. External links are provided for convenience and are not an official endorsement by SDCCU.

Message to Members regarding the Purpose of This Site:

SDCCU believes that our social media sites are an open forum of SDCCU members and the community at large. We strongly believe that this is **not** the channel for cyber-bullying or ranting. It is never our intention to ban individuals from our page; however, if the content becomes abusive, inflammatory, deemed as harassment, or is identified as an attempt to phish or scam SDCCU members, moderators have the directive to remove such posts and block users/accounts from our various sites.

We are trying to make our social media sites a place on the Internet where members of our community can feel free to express their concern, find help if they have a question or in most instances, express gratitude for all the great things we do at SDCCU for our members and the community!

Mistakes do happen from time to time, feel free to bring up the situation on our page; however, if we ask you to send an email to social@sdccu.com or send us a direct message to further discuss this situation, we're simply trying to protect your personal information and move things to a private versus public channel. Our moderators will not and cannot discuss private matters in a public forum. Additionally, please do not call out our employees by name or comment on other posts to keep your issue at the top of the wall. This will be deemed as harassment and the post(s) will be removed or you will be blocked from the site. Continuous complaints and criticism of SDCCU, employees or other members of our community will not be tolerated and will be promptly removed. Please, think twice before hitting post.

We do know that many of you are active in various community outreach programs, volunteer and provide your time, energy and money with other philanthropic activities. However, we cannot allow advertisements or solicitations for groups we decide do not foster our community spirit.

As this is a public forum, you do participate at your own risk. This means you are fully aware that when you post, you're also posting your name, your comments and all information you decide to put in such post. You grant us permission to use your name and your comments, with others on and off social media.