

Social Media Moderation and Posting Guidelines

Moderation Guidelines

The appearance of external links, the website to which the link leads, or the information, products, or services contained therein does not constitute endorsement by Knoxville TVA Employees Credit Union.

Approved KTVAECU® employees continually review moderation of Knoxville TVA Employees Credit Union social media channels.

For matters needing immediate review or account-specific information, please contact us at 1-800-467-5427 or justask@tvacreditunion.com.

Since Facebook is not a secure platform, please do not post or request personal information, account information, or other confidential financial information. Visit <https://www.tvacreditunion.com/security.html> for more details.

Any posts with account information, personal information, or other secure information may be hidden for the protection of Members. All content posted is at your own risk and not the responsibility of KTVAECU.

Purpose of Page

KTVAECU social media pages and/or profiles serve as an educational resource and community platform for Members and prospective members. Knoxville TVA Employees Credit Union intends to provide a friendly and respectful atmosphere on all community platforms. Please follow our posting guidelines when engaging with KTVAECU social media pages. Content in violation of posting guidelines may be removed.

To maintain Member privacy and security, we may ask you to send us appropriate details in a private channel or give us a call to authenticate your identity. Please be aware we cannot discuss personal and confidential matters in a public channel and may utilize different channels for these types of requests.

We reserve the right to review, remove, or hide offensive, abusive, inflammatory, fraudulent, or inappropriate content. We may block users at any time, without notice, to maintain and allow for constructive and beneficial conversations.

Posting Guidelines

- Participation in KTVAECU social media channels is at your own risk. Therefore, you are taking personal responsibility for your posts/comments/reviews/messages, username, and any information you provide.

- Content deemed graphic, obscene, explicit, discriminatory, or disparaging in any form or context is not permitted and may be removed anytime and without notice.
- Content considered to be abusive, bullying, harassment, hateful, inflammatory, or intended to defame or defraud any person(s) and/or entity is not permitted.
- Content containing advertisements, solicitations, “spam” content, or reference to other websites, phone numbers, and communication apps, like WhatApps, are not permitted.
- Content containing suggestions or encouragement of illegal activity is not permitted.
- Content containing email addresses, URLs, phone numbers, physical addresses, or other contact information is not permitted.
- Content containing critical or spiteful comments on another post or comments on their authors are not permitted.
- Content that infringes intellectual property rights is not permitted.
- Content that includes the private information of a third party is not permitted.
- Content that deviates or is unrelated to the overall theme of a particular discussion thread may be removed anytime and without notice.
- Any repetitious or unrelated content by any single participant or group may be removed.

If you are found to violate the posting guidelines, you may risk being blocked on any Knoxville TVA Employees Credit Union social media channel.

Knoxville TVA Credit Union’s social media moderators are not equipped OR permitted to discuss any threatened or current litigation against the Credit Union. Posts mentioning specific or threatened litigation will be promptly hidden or removed without notice.

Disclaimers

By posting any content on Knoxville TVA Employees Credit Union social media channels, you grant Knoxville TVA Employees Credit Union the right to use this content in any and all Knoxville TVA Employees Credit Union properties, including social media channels, print, other promotional media, websites, including your likeness (your profile photograph/picture), without payment or any other considerations.

Participation on the KTVAECU Facebook page and all other KTVAECU social media channels is done so at your own risk; therefore, you take personal responsibility for your posts/comments, username, and any information you provide.

KTVAECU social media channel rules and guidelines are subject to change anytime and without notice.