

# **First Central Credit Union**

## **Member Conduct Policy**

All members and employees deserve the right to abide in an atmosphere free of abuse, violence and harassment or the threat of abuse, violence or harassment from any source. In an effort to ensure this environment, the Board of Directors (BOD) of First Central Credit Union (FCCU) adopts the following policy.

Abusive, violent conduct comes in many forms including, but not limited to:

Physical violence or the threat of same, degrading, abusive or profane language, sexual harassment, or any other action that otherwise indicates a member intends to intimidate or cause harm to another member, an employee or the credit union as a whole.

Any member who engages in behavior that disrupts the daily operations of this credit union shall be subject to revocation of credit union services either in part or in total. Should the behavior be considered extreme by management, proper authorities (i.e. police, FBI) will be called to handle the situation.

If any member or employee is subjected to abusive behavior, they shall report same to management immediately. Management shall investigate any reported incident and take action as deemed appropriate. Such action may range from making a note of the incident to bringing the member before the board of directors at the next regularly scheduled meeting for censure.

Should the incident, or member, be brought before the board of directors the board may, at their discretion, choose to conduct a separate investigation, warn the member that said behavior will not be tolerated and further behavior will result in loss of credit union services in part or whole, or that due to the nature of the incident, the member's rights to credit union services have been terminated immediately. The decision of the board does not have to be unanimous.

This policy will be available to members on the credit union website. Any member may view the policy in its entirety during normal lobby hours.