Social Media Policy

San Diego County Credit Union
sdccu.com

Social Media Policy
SDCCU® monitors our official social media sites during normal business hours (PST).

Monday - Thursday: 8 a.m. to 5 p.m.
Friday: 8 a.m. to 6 p.m.
Saturday: 9 a.m. to 4 p.m.

If you need immediate attention during normal business hours, please 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.

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 or deemed as harassment, SDCCU moderators have the directive to remove such posts or block a user from our site.

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 really cool 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 wall; however, if we ask you to send an email to social@sdccu.com 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 manners 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 will be removed. 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 appreciate all our members, and 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.