



## **MEMBER CODE OF CONDUCT POLICY**

### **Purpose**

The Board of Directors of the Municipal Credit Union (“MCU”) determined that the privilege of MCU services available to members must be reserved only for members who are in “good standing” with MCU. The purpose of this policy is to protect the employees, agents, volunteers, and members of MCU from abusive members. This policy is enacted to address standards of member conduct to assure that rights and protection of MCU’s employees, volunteers, and members.

MCU’s good reputation is due in large part to the loyalty, commitment, and continued efforts of its employees, volunteers and members. MCU is committed to treating its employees, volunteers, and members with the respect they deserve and is committed to maintaining a work place free from unacceptable conduct from any source.

### **Policy Statement**

In the event that any member or non-member (i) engages in any type of abusive conduct towards an MCU member or an MCU employee or volunteer engaged in MCU business or (ii) is deemed, in the sole discretion of MCU, to be “not in good standing” who seeks access to MCU services directly or indirectly, the Chief Executive Officer, or his/her designee, is authorized to apply appropriate remedial measures against such individual.

### **Scope**

This policy shall extend to any member “not in good standing” who seeks member services whether directly or indirectly through an MCU account. This policy shall also apply to any person who has access to MCU services directly or indirectly through a member who is considered to be “not in good standing” with MCU.

A member will be considered “not in good standing” with MCU if:

- The member fails to comply with the terms and conditions of any lawful obligation with MCU and causes, or puts MCU at risk of, a “pecuniary loss” as defined below;
- The member manipulates or otherwise abuses MCU services or products to the detriment of MCU’s membership; or
- The member’s share account balance drops below par value and does not replenish the shortfall within 6 months.



The determination of whether a member is or is not “in good standing” with MCU will be made at the sole discretion of the Senior Management of MCU. Any member deemed to be “not in good standing” will be reported at the next regular board meeting.

### **Appropriate Remedial Actions Permitted**

In that regard, any or all of the following actions may be imposed against (i) any individuals who have engaged in abusive conduct or (ii) any member deemed to be “not in good standing”:

- Denial of all services other than the right to maintain a share account and the right to vote at annual meetings and at special meetings.
- Preclusion from personal contacts with MCU employees or volunteers such that MCU services may be available only by remote means.
- Preclusion from access to MCU premises.
- Taking any other action deemed appropriate under the circumstances that is not precluded by Article XI of New York Banking Law, New York Department of Financial Services Rules and Regulations, MCU’s Bylaws, or other applicable federal or state law.
- Threats of bodily harm, actual bodily harm, or any other illegal activity against any MCU employee, volunteer, or other member will be reported to appropriate local, state or federal authorities. In addition, MCU at its discretion may seek a restraining order.
- In the cases of continued abusive behavior or an extremely abusive incident, a member shall be subject to expulsion from membership under New York Banking Law Section 464.

### **Definitions**

“**Abusive conduct**” includes, but is not limited to, any of the following conduct:

- Any threats of or actual bodily harm or illegal activity against another member or an employee or volunteer engaged in MCU business.
- Any form of action that may constitute harassment under MCU’s harassment policy.
- Any type of harassment, including age, sexual, ethnic, or racial harassment; making racial or ethnic slurs, engaging in sexual conduct; making sexual overtures.
- Inappropriate touching.
- Making sexual flirtations, advances or propositions; engaging in verbal abuse of a sexual, racial or ethnic nature; making graphic or degrading comments about an individual or his or her appearance.



- Displaying sexually suggestive objects or pictures.
- Fighting, kicking or other physical harm or attempted harm towards an MCU member, employee, or volunteer engaged in MCU business.
- Engaging in offensive or abusive physical contact.
- Making false, vicious or malicious statements about any MCU employee, member, volunteer, or MCU and its services, operations, policies, practices, or management.
- Cursing or other abusive or vulgar language directed towards an MCU member, employee, or volunteer engaged in MCU business. For example; using profane, abusive, inappropriate, intimidating, or threatening language.
- Bringing or possessing firearms or weapons or any hazardous or dangerous device on MCU premises or at an MCU function, unless such firearm is in your possession in the performance of work-related duties.
- Possession, sale, use, or being under the influence of an unlawful or unauthorized substance on MCU premises or at an MCU function.
- Being intoxicated or under the influence of alcohol on MCU premises or at an MCU function.
- Attempting to coerce or interfere with an MCU employee or volunteer in the performance of their duties at any time.
- Uncivil conduct or failure to maintain satisfactory working relationships with other members, employees and volunteers at MCU.
- Conducting or attempting to conduct or engage in any fraudulent, dishonest or deceptive activity of any kind involving MCU employees or MCU services.
- Any posting, defacing, or removing notices or signs on MCU premises; writing on MCU bulletin boards without management authorization.
- Appropriation or misappropriation of MCU funds, property or other material proprietary to MCU.
- Immoral conduct or indecency on MCU premises.
- Deliberate or repeated violations of security procedures or safety rules.
- Any other act which endangers the safety, health or well-being of another person or which is of sufficient magnitude that it causes disruption of business at MCU.

*This list is not comprehensive and is used only as an example of types of behavior that may be viewed as “abusive” by MCU.*



“**Member services**” are hereby defined as any products or services now or hereafter provided or sponsored by MCU or otherwise made available to MCU members, which services shall include, but are not limited to: loans, deposit accounts, checking or share drafts, ATM services, online banking services, and other electronic fund transfer services.

A “**pecuniary loss**” to MCU occurs when MCU writes off as uncollectible any monies which the member owes, for whatever reason, to MCU.

- For loans: the pecuniary loss is defined as the principal amount of any monies owed and written off as uncollectible. The amount of the pecuniary loss does not include interest and expenses.
- For shares: the pecuniary loss is defined as the negative balance in the share account written off as uncollectible.

### **Social Channel Responsibility**

Members are encouraged to engage and dialogue with MCU via our online social channels on Facebook, Twitter and YouTube. We may also employ other social channels in the future. Members have a responsibility to keep the conversations in these public forums free of inappropriate language, terms and subjects. They also have a responsibility to avoid derogatory or defamatory statements or claims. MCU reserves the right, at its discretion, to remove any post or comments that it deems in violation of these standards.

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