

## Social Media Community Guidelines

mBank is on social media to provide you with a community where you can learn, discuss ideas, and converse about any aspects of mBank products, services and initiatives with others that share your interest in mBank and our communities. Social media works best when participants treat their fellow posters with respect and courtesy and add value to the conversation by staying on topic. Therefore, we ask that you keep the following guidelines in mind as you engage with mBank on any social media platform.

### General Guidelines:

1. **Keep it Clean** — Refrain from using obscenities, pornography, illegal or otherwise harmful or offensive content in posts, images, subject lines or usernames. It doesn't add to the conversation.
2. **Protect Your Identity** — To ensure the security of your personal and financial information, do not post personal information that you do not want publicly available and do not post or share any information that can be used to illegally obtain access to your financial information - such as your Social Security Number, online banking password or user id or debit or credit card number.
3. **Respect Diversity** — We value all members and therefore remind members to be respectful of others and refrain from promoting hatred based on race, gender, religious beliefs, ethnic background or sexual preference, through words or images, either implicitly or explicitly.
4. **Please Don't Solicit or Advertise** — mBank uses social media platforms to freely exchange ideas and enhance the financial IQ of members. Solicitations and personal promotion add clutter and devalue the conversation.
5. **No Spamming** — Posting the same note more than once does not add value. And, please don't repost something that was deleted from the community. Do not use personal information that may be made available by users to send commercial emails. We simply will not allow spam.
6. **Keep it Legal** — Do not use the community to promote or participate in illegal activity, including embedding viruses, Trojan horses, worms, corrupted files, malicious code, active code or any materials in posts that could harm another user's computer. You agree to use mBank's online communities solely for lawful purposes and in compliance with all applicable laws.
7. **Respect Intellectual Property Rights** — Post only content that you have created, or include source credit. Posting others' materials, including third party trademarks, may be infringement. Passing materials off as yours is, quite frankly, stealing.
8. **Be Reasonable** — The community is not your personal soapbox. Please don't use it as a forum to vent your frustrations, rant or bore members. If you have an issue with mBank or one of our products or services, please let us know and give us a chance to make it right. We will certainly respond to your post in a timely manner, but for more immediate concerns please feel free to contact us directly at 888-343-8147.
9. **No Cyber-Stalking** — Behavior deemed to be stalking or threatening to another member may be reported to the authorities.

### Moderation:

We reserve the right to remove any postings we believe violate these guidelines and are blatantly off topic and to temporarily or permanently hide posts from any individual who repeatedly violates these guidelines.

### Monitoring and Contacting Us:

We work hard to monitor all our social media channels daily, during the hours of 8 a.m. – 5 p.m. ET Monday – Friday, with the exclusion of all bank holidays. While we sometimes might respond after

normal business hours, we cannot guarantee we will be able to resolve issues until close of the following business day.

For matters requiring more immediate assistance, please contact us 888-343-8147 between 9 a.m. and 5 p.m., ET, Monday through Friday. Please do not use our social media sites to request financial information or secure transactions.

**Links to Third-Party Sites:**

We may occasionally post links to third-party sites when we think you'll find the information helpful. However, please note that this does not in any way constitute an official endorsement of the site or company. mBank is a large corporation with many advertising relationships. We will do our best to identify and disclose any relationships that mBank may have with a site or company.

**Limitation of Liability**

You participate at your own risk on all mBank social media platforms. All content may be monitored. You are responsible for any and all postings under your username.

Use the information provided on our social media sites at your own risk. To ensure the authenticity of the comments and protect the opinions of users, we cannot take responsibility for the content or opinions posted by users.

By using or accessing mBank's social media sites, you also agree to comply with the platform's specific Terms and Conditions and Privacy Policies.

[Facebook Terms of Service](#)

[Facebook Privacy Policy](#)

[LinkedIn User Agreement](#)

[LinkedIn Privacy Policy](#)

Because we are committed to allowing and showing all comments that adhere to the above guidelines, it is important to note that not all posts on the mBank social media sites necessarily reflect the opinions of mBank, nor does mBank confirm their accuracy.

In addition to the rights that you grant the social media platform, you also grant to mBank and its affiliates the right to utilize all posted content in any manner or media without any legal or monetary obligation to the author.

If you decide you no longer "like" the mBank Facebook page, while we hope that day never comes, please feel free to "unlike" our page by clicking the "unlike" button.

[mBank PRIVACY POLICY](#)