

## MEMBER CONDUCT POLICY

For the safety and comfort of our staff, volunteers and members, the Board has adopted a Member Conduct Policy. All members, joint owners and authorized agents of account owners must comply with this Policy.

A member who requires the help of a service animal (defined by 28 CFR 36.104 as "any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability") will be permitted to bring a service animal to the building, provided that the animal's presence does not create a danger to others and does not impose an undue hardship upon the credit union. Proper documentation or identification of the animal as a service animal may be requested. Emotional support and therapy animals are prohibited as they are not recognized under the ADA, even with a doctor's note, to accompany their owner into public establishments.

All dogs must be leashed at all times. All animals must be in the physical presence of the owner and in continuous full control of their owners. Owners are expected to clean up, completely and immediately, after their animals. A member who brings a service animal into the building is completely and solely liable for any injuries or any damage to personal property caused by the animal. Any repair or cleaning/maintenance costs incurred by an animal will be charged in full to the owner.

You agree to conduct your Credit Union business in a civil and business-like way. You have the right to expect quality service and attention from us. We will not, however, tolerate verbal or physical harassment or abuse, disruptive behavior, or violence or threats of violence.

Any breach of the Member Conduct Policy may result in the breaching individual being denied access to branches or other services, or expulsion from the Credit Union.