

Aloha Pacific Federal Credit Union is dedicated to providing an environment that is safe and secure for its employees, members and volunteers. This Member Conduct Policy is not enacted in order to restrict the rights or freedoms of individuals, but to address any abusive or threatening behavior that affects the well-being of others.

Member Conduct Policy

Revised: 4/30/2013

Approved: 7/24/2013

General Policy Statement:

The Credit Union (CU) shall protect its employees, volunteers, and members from abusive members and conduct.

The Board of Directors believes that all members and employees should be able to conduct business without fear of harassment or abusive conduct as a result of their membership or employment with the CU. The Board of Directors is committed to treating the CU employees with the respect they deserve and is committed to endeavoring to maintain a work place free from abusive conduct.

This policy shall be reviewed on an as needed basis.

The word 'member' will heretofore be defined as a member or their agent.

Guidelines:

1. AUTHORITY. The Board of Directors designates the President/CEO or their designee, at their sole discretion, to impose sanctions against any member who engages in any type of abusive conduct, such as:

1. a member's abusive or threatening behavior, in any form, including verbal, written or physical;
2. causing the CU a loss or frivolous expense;
3. intentionally or otherwise perpetrating real or potential fraud on the CU; or
4. any other reason that poses a safety or soundness threat to the CU.

Further examples of abusive behavior are listed at the end of this policy.

2. RESTRICTION OR DENIAL OF SERVICES. Sanctions that may be imposed against a member who engages in abusive conduct include:

1. Denial or restriction of any and all CU services other than the right to maintain a Regular Share account and the right to vote at annual and special meetings. Such behavior and

conduct by a member may result in the closure of respective CU accounts, termination of services and physical removal from a facility or event.

Further examples of service denials and restrictions are listed at the end of this policy.

2. Denial of services which involve personal contact with CU employees.
3. Denial of access to CU premises and shared-branching network and revocation of shared branching privileges.
4. Recommending expulsion to the Board of Directors.
5. Taking any other action deemed necessary under the circumstances that is not expressly precluded by the Federal Credit Union Act, the National Credit Union Administration Rules and Regulations, APFCU's Bylaws, or other applicable law.
6. Obtaining a restraining order, or other form of protective order, to legally prohibit the individual from entering Credit Union property or participating in a Credit Union event.

Applicable members may be provided with an opportunity (as deemed appropriate by senior management) to cease the harassing behavior and to treat aforementioned individuals with respect.

3. **NOTIFICATION.** CU services shall be denied or restricted upon written notice to them.
4. **REINSTATEMENT AND APPEAL.** The CU will allow a member to request, in writing, a reinstatement of services from the supervisory committee or designee. Such a request may, at the discretion of the Committee, be supplemented by testimony either in person or in writing and will be considered by the Committee. A member may request a final review by the Board of Directors. Decisions made by the Board will be final and will be recorded in CU records.
5. Note: Special consideration may be provided to members in the loan modification program. **RECOMMENDATION TO EXPEL.** The member's name may be placed on a recommended list for expulsion, and such list will be provided to the Board of Directors.
6. **NOTIFICATION TO MEMBERS OF POLICY.** The CU shall notify all members of this Policy and provide a copy of the Policy to members upon request.
7. **NOTIFICATION TO BOARD.** The President/CEO, or their designee, will notify the Board of Directors of significant actions taken.

EXAMPLES OF ABUSIVE CONDUCT: For purposes of this policy, “abusive conduct” includes, but is not limited to, any of the following conduct:

- Any type of harassment, directly, indirectly, verbal, written or implied, including sexual, ethnic, or racial harassment;
- Racial or ethnic slurs;
- Engaging in sexual conduct;
- Sexual flirtation, overtures, advances or propositions;
- Displaying sexually aggressive objects or pictures;
- Engaging in verbal or written abuse of a sexual, racial or ethnic nature;
- Making graphic or degrading comments about an individual or their appearance;
- Engaging in offensive or abusive physical contact;
- Making false, vicious or malicious statements verbally, or in writing, about or any CU employee, officer or board member;
- Making false, vicious or malicious statements verbally, or in writing, about CU services, operations, policies, practices, or management;
- Using profane, abusive, intimidating, or threatening language verbally, or in writing, in any form of media towards the CU or any employee, officer, board member, or fellow member;
- Attempting to coerce or interfere with CU employees in the performance of their duties at any time;
- Conducting or attempting to conduct or engage in any fraudulent, dishonest or deceptive activity of any kind involving CU employees or CU services;
- Attempting to interfere in any way with the delivery of CU services or information to its members;
- Any posting, defacing, or removing of notices or signs on CU premises or on CU's website;
- Writing on CU's bulletin boards without management authorization;
- Appropriation or misappropriation of CU funds, property, or other material proprietary to CU;
- Immoral conduct or indecency on CU premises or at CU sponsored events;
- Deliberate or repeated violations of security procedures or safety rules;
- Possession, use or being under the influence of illegal substances on CU premises;
- Fighting or possession of weapons of any kind on CU premises or at CU sponsored events;
- Threatening the safety of employees or members, directly or indirectly thru inappropriate or criminal behavior(s).

EXAMPLES OF SERVICE DENIAL AND RESTRICTION:

- Services to the applicable member shall be suspended on all additional joint accounts where the member is named as an account owner.
- If the member has an existing Share Draft (checking) Account, Christmas Club, Money Market Account, Certificate or any other type of account offered by the credit union, the accounts will be closed and all available funds transferred to the Regular Share (savings) account.
- All other services will be suspended including, but not limited to, ATM Card, Debit Card, Phone Response system and the ability to obtain loans or advances on existing loans.

- The members general check cashing rights shall be suspended and the member will only be allowed to deposit checks into their account, which shall be subject to a one business day hold.
- The CU shall cease distribution of all marketing materials to the individual unless such distribution is necessary to comply with a law or regulation.
- All other CU services offered now and in the future shall be suspended if the CU is legally authorized to do so.
- Loans products and services may be modified or restricted subject to the terms of the loan agreement, as well as federal and state law.