

Denial of Membership Benefits Policy

TruGrocer Federal Credit Union

Policy Statement

TruGrocer Federal Credit Union values its members, staff, volunteers, and vendors. Occasionally, a member will engage in unacceptable behavior, putting a burden on employees, staff, volunteers, and vendors, hindering the Credit Union's ability to fulfill its goals and objectives. The following are examples that may ultimately harm the Credit Union:

- If a member harasses, threatens, or behaves inappropriately toward Credit Union staff, volunteers, vendors, or other members
- If a member presents counterfeit items, commits fraud, engages in check kiting, or participates in suspicious transactions
- If a member's actions cause the Credit Union a monetary loss, or causes the Credit Union to waste its resources

Purpose of Policy

To advise members of actions which may negatively affect their membership in the Credit Union and cause their Credit Union services to be suspended.

Policy

It is the policy of TruGrocer Federal Credit Union to suspend services of any member who:

- A. Harasses, threatens, or behaves inappropriately towards Credit Union staff, volunteers, vendors, or other members
- B. Causes a financial loss to the Credit Union
- C. Presents counterfeit items, commits fraud, engages in check kiting, participates in any activity that harms the Credit Union
- D. Engages in suspicious transactions

If a member's services are suspended:

- A. The member will still have the right to maintain a basic share account unless:
 - a. The individual chooses to voluntarily close the account,
 - b. The individual chooses to voluntarily withdraw from membership, or
 - c. The individual is expelled as a member in a manner permitted by law.
- B. Members who have lost the right to use Credit Union services will continue to have the right to vote at any regular or special meetings of the membership

- C. Notice of this policy shall be given in writing to each member as soon as a determination has been made by the Board of Directors, or their designated officer, that the member will have their services suspended
- D. TruGrocer will post this policy on the TruGrocer website

POLICY CHANGES

Adopted February 5, 1993

Reviewed JUL 1997, APR 2000, DEC 2000, APR 2004, AUG 2009, JUL 2012

Revised JUN 2007, JAN 2017, MAR 2022