

# **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**