

Limitation of Services Policy

Most recent update: November 8, 2019

I. Purpose

The purpose of this Policy is to outline standards which maintain an environment free of inappropriate conduct thereby ensuring the well-being, rights and protections of Pittsford Federal Credit Union (the "Credit Union"), its employees, volunteers and members.

II. Policy

The CEO, in his/her sole and absolute discretion and without any further prior notice, is hereby authorized to apply appropriate remedial measures outlined herein against any individual that engages in inappropriate conduct towards, or causes injury to, the Credit Union, its members, employees or volunteers engaged in Credit Union business.

II. Scope

This Policy shall extend to any member, as well as any non-member, who accesses the Credit Union services, or contacts the Credit Union, directly or indirectly and who:

- A. Fails to comply with the terms and conditions of any lawful obligation with this Credit Union and cause the Credit Union to suffer a "pecuniary loss" as described in Section D, below;
- B. Manipulates or otherwise abuses Credit Union services or products to the detriment of the Credit Union or the Credit Union's membership;
- C. Commits fraud or engages in unusual account activity in violation of State or Federal laws or regulations or as determined in good faith by Senior Management; or
- D. Causes a pecuniary loss to the Credit Union through negative account balances or unpaid loan amounts that the Credit Union, in good faith, considers to be uncollectible and are charged off or any other demonstrable loss as determined by Management.
- E. Engages in abusive, harassing, or intimidating behavior.

The determination of whether any individual has engaged in any of the activities described above shall be made by the Credit Union's CEO in his/her sole and absolute discretion.

III. Definitions

- A. "Member services" includes, any product or service now or hereafter provided or sponsored by the Credit Union other than the right to vote and to maintain a share account. Services may include, but are not limited to: loans, deposit accounts, check cashing, official checks, money orders, wire transfers, ATM services, online banking services, mobile and remote deposit capture digital banking services and other electronic fund transfer services.

- B. “Unusual account activity” may include, but is not limited to: kiting of funds, member-maker returned deposit items, check fraud, ATM fraud, endorsement or maker’s signature forged, deposit of stolen or counterfeit item, identity theft, elder financial exploitation or other transaction or pattern of unusual account activity in violation of the Bank Secrecy Act (BSA) or other Federal or State regulations.
- C. “Abusive, harassing or intimidating behavior” includes, but is not limited to, any of the following conduct, or attempted conduct, directed towards the Credit Union, its members, employees or volunteers:
1. Any threats of, or actual, bodily harm or illegal activity.
 2. Any form of action that may constitute harassment such as:
 - a. Sexual harassment or any harassment based on an individual’s age, race, ethnicity, religion, disability, protected medical condition, marital status, sexual orientation or any other legally protected status.
 - b. Inappropriate or unwanted contact.
 - c. Making sexual flirtations, advances or propositions; engaging in verbal abuse of a sexual, racial or ethnic nature; making graphic or degrading comments about an individual or his or her appearance.
 - d. Displaying or transmitting offensive objects or pictures.
 3. Fighting, kicking or causing physical harm.
 4. Cursing or the use of other abusive, inflammatory, vulgar, profane, intimidating or threatening language.
 5. Bringing or possessing illegal firearms or weapons or any hazardous or dangerous device on Credit Union premises or to a Credit Union function.
 6. Possession, sale, use or being under the influence of an unlawful or unauthorized alcoholic or other substance on Credit Union premises or at a Credit Union function.
 7. Coercing, frustrating, or interfering with a Credit Union employee or volunteer in the performance of their duties at any time.
 8. Uncivil conduct or failure to maintain satisfactory or business-like working relationships.
 9. Engaging in any fraudulent, dishonest or deceptive activity of any kind involving Credit Union employees or Credit Union services.
 10. Any posting, defacing, or removing notices or signs on Credit Union premises without proper authorization.

11. Appropriation or misappropriation of Credit Union funds, property or other material proprietary to the Credit Union.
12. Immoral or indecent conduct on Credit Union premises.
13. Deliberate or repeated violations of security procedures or safety rules.
14. Any other act which endangers the safety, health or well-being of another person or which is of such magnitude to cause disruption of business at the Credit Union.

The list is not comprehensive and merely provides a subset of examples of types of behavior that may be deemed as “abusive, harassing or intimidating behavior” by the Credit Union.

IV. Remedial Measures

Any individual deemed to be in violation of the standards herein shall be subject to the following actions by the Credit Union:

- A. Denial of all Credit Union services other than the right to maintain a share account and the right to vote at annual and special meetings.
- B. Preclusion from personal contact with Credit Union employees or volunteers (in person, via telephone, and/or electronic messaging of all types) such that Credit Union services may be available only through written communication through the U.S. mail, online banking, or other remote access device as designated by Credit Union Senior Management.
- C. Preclusion from access to the Credit Union premises.
- D. Taking any other action deemed appropriate under the circumstances by the CEO in his/her sole and absolute judgment provided it is not precluded by the Federal Credit Union Act, NCUA Rules and Regulations, the Credit Union’s Bylaws or other applicable federal or state law.
- E. Reporting such actions to appropriate federal, state and/or local authorities.
- F. Removal from membership at a special meeting of the members or at the next annual meeting of the membership.

Nothing herein shall prohibit an individual from exercising his or her rights under federal or state law or regulation (e.g., Regulation “E” or Regulation “Z”).

Any and all remedial measures taken pursuant to this Policy shall be reported to the Board of Directors at its next regularly scheduled meeting.

The CEO may delegate his/her authority hereunder to the then acting CEO during their absence.