

1st State Bank
Social Media Community Guidelines

1st State Bank is committed to be the Bank of choice for business in the Great Lakes Bay Region. We are proud to be active members of the community and we would like to introduce you to another community that we are members of, the social media community.

We are on social networking sites such as LinkedIn, Facebook and Twitter to share timely information with our customers and to provide them with a forum to talk. Our social media sites are a great way to stay current on 1st State Bank news and information. Want to share your experiences about the Bank, good or bad, we will listen.

For our social media community to be strong and vibrant, we would like to present the following guidelines for participation:

- Be Respectful - We look forward to open discussion and feedback, but please refrain from the use of obscenities, profanity, or making comments that may be illegal, offensive, abusive, defamatory or harmful.
- Protect Your Identity - Social media is public by nature. To protect your personal and financial information, do not post anything to social media that you would not share publicly. Never share your social security number, bank account numbers, online banking sign-in, debit or credit card numbers. We will never ask for any personal information from our customers on any of our social networking sites.
- No Spamming – Please, repeated message blasts disrupt our social community. Posts that appear to be spam will be deleted and the users who post such content may be blocked from future interaction.
- Keep It Constructive – We welcome feedback as to how we can make 1st State Bank and your experience at the Bank better. We look forward to thoughtful posts on the Bank and its accounts and services. If you have a specific issue, please contact us at (989) 799-7500 or stop by any of our locations and speak to any of our bankers.
- Keep It Legal – You agree to comply with all laws and regulations as it pertains to the use of social media. Please do not post content unless you are the creator of that content.
- Consider The Privacy of Our Bank Employees – Please feel free to give positive feedback about our employees and any excellent customer service experiences they may have provided. If your experience did not meet your expectation, we hope that you would reach out to us directly at (989) 799-7500.

Monitoring

We monitor our social media sites during normal business hours, excluding bank holidays and will respond to your comments within a reasonable period of time. However, if your comment is related to your accounts or your online banking service, please contact us directly at (989) 799-7500 or visit any of our branch offices so that we can resolve your situation. If your issue is related to an issue with any of our social media sites, please email your issue to info@1ststatebk.com.

Terms and Conditions for Use

You understand that you participate in social media at your own risk. Please refer to the following terms and conditions, which provide guidelines for the use of each social networking site:

- Facebook TOU Link
- Twitter TOU Link
- LinkedIn TOU Link

We take no responsibility for the content posted by our users. Posts on our social networking sites do not necessarily reflect the views of 1st State Bank. We are not responsible for nor do we endorse third party sites or their content.

By engaging with our social networking sites, you agree to grant 1st State Bank the right to utilize all posted content without any legal or monetary obligation to the poster or author.