



## Video Banking Terms and Conditions

For the purposes of these terms of use, all references to “I” mean each person who takes part of the video session. If more than one person is present during the video session, each individual should read and agree to these terms of use before initiating the video session.

As a user of this financial service video platform, I agree to the following terms of use:

- I am in a secure location where my privacy can be maintained.
- I understand that this video may be recorded for research, training and quality purposes.
- I will act and engage in a manner that is professional and courteous while on video with representatives from Southern Security Federal Credit Union. I shall not use language or gestures that are intended to harm, threaten, demean or that may otherwise be deemed inappropriate or abusive. I understand using such actions can result in a ban from the video platform, restriction of credit union services or membership expulsion.
- When using the video platform, I will be dressed appropriately such as in a way that would be consistent with being present in a physical branch.
- I shall not use the video platform while driving or operating other heavy machinery, and understand that all risks, injury and harm associated with doing so are NOT the responsibility of Southern Security Federal Credit Union.
- I will use only a secure internet connection in a location where my privacy will be protected and any email address that I provide will be for my secure account that cannot be accessed by others.
- If multiple parties are involved in a transaction the presence of all parties and signatures by all parties are required.

I understand that if I agree to these terms of use and fail to meet the requirements described above, the representative I am speaking with may terminate the video session, and I will not be allowed to receive services from Southern Security Federal Credit Union through the video platform. In the event that I do not meet these requirements Southern Security Federal Credit Union, to the extent permitted by law, will not be liable for any resulting losses, claims, or damages. I agree to indemnify Southern Security Federal Credit Union should it incur any costs or sustain any damages should I not meet these terms of use. Southern Security Federal Credit Union will operate in good faith while evaluating potential violation of these terms of use but will not accept any liability from my failure to read, understand, or follow these terms.

**IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT:** To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account. What this means for you: When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.