

Astera Social Media Community Standards

Astera Credit Union's social media pages are public pages which allow our members and other interested parties to contact us via messaging systems. We love interacting with our members and encourage everyone to post messages or photos. Social media is meant to be a friendly environment to communicate with our members and we wish to keep it this way. Therefore all posts, videos or shared comments should follow these guidelines:

- Be courteous of others views, beliefs and opinions
- Do not use explicit language or post sexually explicit content
- Do not personally attack another individual or group of individuals
- Personal information cannot and will not be discussed through any method on social media per Astera CU policy

Astera CU reserves the right to delete any post or ban any social media account that does not abide to these standards. While we accept all forms of critique, posts must be in a respectable manner to all parties.

Moderation

Although we strive to respond to every post and message, this may not always be immediately possible. If you are posting a question or concern on our wall during non-business hours, you can expect a response within 12-24 hours or during the next business day.

Contact

Branch locations - <https://www.asteracu.com/about-us/locations.html>

Phone - (517) 323 – 3644

Toll Free - (800) 323 – 0048

Website – <https://www.asteracu.com>

For immediate assistance you may reach a member specialist in our Call Center at 517-323-3644. For hours of operation please go to <https://www.asteracu.com/about-us/locations.html>.