



VIDEO BANKING TERMS AND CONDITIONS

Our Member Experiences Matter! That is why we'd like to walk through a few important parts of our agreement with you during this interaction.

As a user of this video platform, I agree to the following terms of use. I will act and engage in a manner that is professional and courteous while on video with representatives from Great River FCU. I will 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 for the interaction. I will 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 Great River FCU. I will use only a secure internet connection in a location where my privacy will be protected, and any email address 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 may not be allowed to receive services from Great River FCU through the video platform. In the event that I do not meet these requirements, Great River FCU to the extent permitted by law, will not be liable for any resulting losses, claims, or damages. I agree to indemnify Great River FCU should it incur any costs or sustain any damages should I not meet these terms of use. Great River FCU 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 PROCEUDRES 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 personal information that will allow us to identify you. We may also ask to see your driver's license and/or other identifying documents.