

Holy Rosary Credit Union
Member Conduct Policy
Last Reviewed and Adopted by the Board: June 26, 2019

Purpose

The purpose of Holy Rosary Credit Union, hereinafter also called "Credit Union," is to serve members' financial needs and therefore protect the assets of the members. It is also important that the Credit Union provide a work environment for employees that is comfortable and free of abuse. To that end, the following policy for the sanction, termination, or expulsion of members has been established. A copy of this policy may be published on the website and distributed to members from time-to-time.

Definition Abusive Behavior

Abusive behavior shall be defined as behavior, either direct or indirect, which may be offensive to Holy Rosary Credit Union employees or members through physical, mental, or verbal abuse. Examples of abusive member behavior include, but are not limited to, the following:

- a) Making racial or ethnic slurs.
- b) Making sexual overtures, flirtations, or advances or employing sexual practices.
- c) Making graphic or degrading comments about individuals or their appearance.
- d) Engaging in offensive or abusive physical contact.
- e) Making false, vicious, or malicious statements about any Credit Union employee or the Credit Union and its services, operations, policies, practices, or management.
- f) Using profane, abusive, intimidating, or threatening language toward employees or fellow members.
- g) Attempting to coerce or interfere with Credit Union employees in the performance of their duties.
- h) Conducting any fraudulent, dishonest, or deceptive activity involving Credit Union employees or services.
- i) Deliberate or repeated violations of security procedures.
- j) Possession, use, or being under the influence of drugs or alcoholic substances on Credit Union premises.
- k) Possession of weapons of any kind on Credit Union premises.
- l) Inferring with another's physical access to the Credit Union premises or personal automobile.

Sanctions

The use of word "sanctions" in this policy is defined as a penalty, especially for violating a principle or law. One or more of the following sanctions may be imposed by a member of the Management Team against a member who has behaved abusively.

- a) Denial of all services other than the right to maintain a share account and the right to vote at annual and special meetings.
- b) Denial of services that involves personal contact with Credit Union employees.
- c) Denial of access to the Credit Union premises.

A sanctioned member may request a hearing before the President of the Credit Union to reconsider a sanction imposed by a member of the Management Team. The request for hearing must be made in writing and delivered to the Board.

Expulsion

Pursuant to Missouri Revised Statute Section 370.340, the Board of Directors may expel a member from membership in the Credit Union in the event the member shall:

- a) Cause, or make known his/her intention to cause a financial loss to the Credit Union, whether by way of loan default, account overdraft or otherwise, or take any action that would render all or a part of his/her obligation(s) to the Credit Union unenforceable or adversely affect, damage, or conceal collateral for any loan.
- b) Adversely affect, disrupt, or interfere with the business operations and activities of the Credit Union.
- c) Have his/her employment with the Credit Union terminated for cause.
- d) Take any action which adversely affects the safety or soundness of the Credit Union.
- e) Disrupt or interfere with the activities of any membership, committee, or board meeting, or the election of any officer, director, or committee person of the Credit Union.
- f) Conduct his/her business affairs with the Credit Union in a manner contrary to the safe and sound operations of the Credit Union.
- g) Cause embarrassment or public disfavor to the reputation of the Credit Union.
- h) Commit any crime in which any member, volunteer, or staff person of the Credit Union is a victim or in which any property of the Credit Union is damaged.
- i) Harass or act abusive toward, in any way, manner or form, any volunteer, member or staff person of the Credit Union.
- j) Take any other action for which, under the circumstances, the Credit Union deems it necessary to expel the member, even though the action is not expressly prohibited by the Missouri Division of Credit Unions or the Credit Union's bylaws.

Any person expelled by the Board of Directors may request a hearing before the Board to reconsider the expulsion. The request for hearing must be made in writing and be delivered to the President of the Credit Union before the close of business within ten business days of the date of expulsion.

Reinstatement is solely within the authority of the Board of Directors. Reinstatement to the Credit Union will be considered upon written request and information submitted by the former member.

Termination

As directed by the Credit Union By-Laws in Section 4.4, members who fail to maintain at least one general share in the Credit Union thereby terminate their membership (RSMo 370.020, 370.080). This shall mean that if a members fails to complete one share within six months of either his admissions to membership or the increase in the par value in shares, or reduces his or her share balance below the par value of one share but does not increase the balance to at least the par value of one share within six months of the reduction, the member may be terminated from membership at the end of the interest period.

Review:

The Board of Directors shall review this policy on a bi-annual basis (defined as every other year).