



Social Media Guidelines

Welcome to Devon Bank's Social Media platform (Facebook, Twitter, Instagram, LinkedIn and You Tube)! We are excited to bring you this page so we can make your time with us even better. It is a way for us to connect with you and bring you updates and useful information, as well as for our employees and the community to share ideas and experiences. This page is moderated by the Bank and it is our priority to respond to customer inquiries or issues in a timely manner.

We are glad you're visiting us, and we ask that you keep the following guidelines in mind:

Be relevant and constructive: Please post comments related to the subject of the conversation or purpose of the page. We always welcome constructive feedback.

Keep it private: Do not post personal or confidential information on this Facebook page; this includes your social security number, address, telephone number, account information and any other sensitive material. This is a public Facebook page and the information posted here can be visible in search engine results. To help protect your privacy, we reserve the right to delete any post that contains sensitive information. We will never ask for your personal information via social media. All communication that requires your confidential information will be handled in person, over the phone, or by private message.

Respect is key: All comments and responses on Devon Bank's social media pages are expected to be appropriate and respectful. Personal attacks, harassing comments, and posts containing offensive, obscene, abusive, defamatory, malicious or threatening material will not be tolerated, and we reserve the right to remove them.

No solicitations: This is not the place for comments intended to advertise or sell other products and services or to post links to other sites for the purpose of personal, political, monetary, or other gain.

Third Party Links: In an effort to bring relevant and useful information to our fans, we will occasionally post links to third-party websites. The inclusion of this material on our social media pages does not constitute an official endorsement from Devon Bank. If we have a relationship with any site or company, we will disclose that.

No prohibited content: Prohibited are comments suggesting or encouraging illegal activity, and comments that contain illegal or infringing content (such as copyrighted or trademarked materials), fraudulent or misleading information, or content that you do not have a right to make available (such as non-public information about publicly traded securities or confidential information learned as part of employment relationships). Comments containing any of the aforementioned prohibited information or content will be deleted.



Employees: While we love to hear from our employees, they are expected to disclose their employment status in comments mentioning a Devon Bank product or service. No comments made by any employee or agent of Devon Bank should be considered advice or recommendations.

Age limit: We cannot accept comments from anyone under 13 years of age.

Customer service issues: While our social media platforms are an additional way to reach out to Devon Bank, when you have a customer service question, contacting us in person or over the phone will help resolve it more efficiently. Any customer service requests or questions will be passed onto the appropriate Devon Bank representative. Existing customers can reach us by calling customer service at (773) 465-2500 or by contacting one of our bank representatives.

Discretionary review: Devon Bank may remove any posts, comments, or fans at any time in its sole discretion, without notice. Also, occasionally a user's comment on our page may be hidden from view if either another user or the social media platform has marked it as spam. Devon Bank reserves the right to delete any duplicate or identical posts so only the original comment remains.

Limitations of Devon Bank: We comply with the terms of service of all social media platforms we engage with, which owns this site. All social media platforms are owned and operated by an independent third party, which is not affiliated with Devon Bank. Devon Bank is not responsible for their actions, omissions, terms, privacy and security policies or that of any third-party site that may be linked to this page. Additionally, Devon Bank is not responsible for any ads that the accounts may place on the Bank's page. Viewpoints expressed in comments on this page are those of the commenter and do not necessarily represent the position of Devon Bank. Devon Bank does not endorse or warrant the accuracy of any comments made by its employees or third parties, unless they are authorized representatives of Devon Bank.