

# **Denial of Membership Benefits Policy**

## **TruGrocer Federal Credit Union**

### **Policy Statement**

TruGrocer Federal Credit Union values its members, staff, volunteers, and vendors. Occasionally, a member will engage in unacceptable behavior, putting a burden on employees, staff, volunteers, and vendors, hindering the Credit Union's ability to fulfill its goals and objectives. The following are examples that may ultimately harm the Credit Union:

- If a member harasses, threatens, or behaves inappropriately toward Credit Union staff, volunteers, vendors, or other members
- If a member presents counterfeit items, commits fraud, engages in check kiting, or participates in suspicious transactions
- If a member's actions cause the Credit Union a monetary loss, or causes the Credit Union to waste its resources

### **Purpose of Policy**

To advise members of actions which may negatively affect their membership in the Credit Union and cause their Credit Union benefits to be denied.

### **Policy**

It is the policy of TruGrocer Federal Credit Union to deny membership benefits of any member who:

- A. Harasses, threatens, or behaves inappropriately towards Credit Union staff, volunteers, vendors, or other members,
- B. Causes a financial loss to the Credit Union,
- C. Presents counterfeit items,
- D. Commits fraud,
- E. Engages in check kiting,
- F. Participates in any activity that harms the Credit Union, or
- G. Engages in suspicious transactions.

If a member's benefits are being denied:

- A. The member shall be limited to a single primary share account with a balance not to exceed \$5, unless:
  - a. The member chooses to voluntarily close the account,
  - b. The member chooses to voluntarily withdraw from membership, or
  - c. The member is expelled in a manner permitted by law.
- B. Members who maintain a primary share account will continue to have the right to vote at any regular or special meetings of the membership.
- C. Written notice of this policy shall be provided to each member as soon as the Board of Directors or the Asset-Liability Committee (ALCO) determines that the member's benefits are to be denied.
- D. TruGrocer will post this policy on the TruGrocer website.

### **POLICY CHANGES**

**Adopted February 5, 1993**

**Reviewed JUL 1997, APR 2000, DEC 2000, APR 2004, AUG 2009, JUL 2012**

**Revised JUN 2007, JAN 2017, MAR 2022, MAY 2026**