

SOCU-Video Terms of Use

As a user of the financial service, 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 the financial service. I shall not use language or gestures that are intended to harm, threaten, or demean. I understand using such actions can result in a ban from the video platform. When using the system, I will be dressed in such a way that would be consistent with being present in a physical branch. I shall not use this service while driving or operating other heavy machinery, and understand that all risks, injury and harm associated with doing so are my responsibility and NOT responsibility of the financial service.

If multiple parties are involved in a product purchase or service acquisition and signatures are required, I understand that all involved parties must be present.

I understand that it is my responsibility to ensure my surroundings are secure while I engage in the service. This includes but is not limited to securing my environment sufficiently from the possibility of any other individuals or devices, e.g., cell phones, Alexa, etc., from listening, broadcasting or otherwise intercepting, either purposefully or inadvertently, any transaction, information or other activity occurring while the service is in use.

I understand that if I agree to the terms of use, and fail to meet the requirements as described above, the representative I am speaking with may terminate our current video session, and I will not be allowed to receive services from the financial service through this channel. The financial service will operate in good faith, and use just cause while evaluating potential abuse, but will not accept any liability from failure to read, understand, or follow the above-mentioned terms.

Our policy may require methods of verifying your identity before providing you with a service or allowing you access to your account. We can decide what identification is reasonable under the circumstances. For example, process and identification requirements may vary depending on whether they are online or in person. Identification may be documentary or physical and may include collecting a fingerprint, voiceprint, or other biometric information.

I understand and agree that SOCU may save, record, and/or archive the conversations and messages processed through chat, video, voice, or text.

Contact Us

Virtual Communications Center

Toll Free: 1-800-595-2454

Email: communications@socu.org

Secure Message: Online Banking at socu.org

General Mail

Streator Onized Credit Union

912 N Shabbona St.

Streator, IL 61364

Update Personal Information

In the event you plan to move or perhaps your contact information has changed you can easily update your information through one of the following convenient methods:

1. Online Banking: Simply log in to Online Banking and select the "Profile Settings" option from the profile menu. Update your information accordingly and follow verification steps.
2. Online Banking: Secure Message. Simply log in to Online Banking and select the "Secure Message" option from the profile menu.
3. Contact Us Directly: Call us toll free at 1-800-595-2454. You will be asked a number of questions for security reasons and verification purposes.
4. Visit any one of our branch locations.

By clicking, initiating, or engaging in SOCU online services, I confirm that:

- I can access and read this **E-Signature- Electronic Signature Consent; Consent to Electronic Delivery of Disclosures and Notices**; and
- Until or unless I notify SOCU as described above, I consent to receive through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to me by SOCU during the course of my relationship with you.