



TOPCU Annual Member Conduct Notice

Dear Valued Member,

TOPCU is a great place to conduct your financial business and a sound place for employees to work. It is the responsibility of the TOPCU Management team to keep our Credit Union safe and comfortable for members and employees. Membership at a Credit Union is not taken lightly. At times, there may be situations that may not be favorable to one or more members/employees. In order to keep our TOPCU a place where everyone, members and employees, feel safe and welcome we ask that all members read and follow the Member Conduct Policy.

TUCSON OLD PUEBLO CREDIT UNION

Membership & Member Code of Conduct

Any person who qualifies for membership in the Tucson Old Pueblo Credit Union in accordance with Article III of the By-Laws may open an account in his/her name.

A person is considered a member with all privileges, services, and benefits when the minimum Primary Share Account Deposit is met.

Member Initiated Withdrawal of Membership

A member may terminate their membership by giving the credit union written notice or by withdrawing their minimum required membership shares and closing all their accounts.

Member Conduct

The Board of Directors recognizes that Tucson Old Pueblo Credit Union's outstanding reputation is due in large part to the loyalty, commitment and continued efforts of its employees. The Board is committed to treating the employees of Tucson Old Pueblo Credit Union with the respect they deserve and is committed to maintaining a work place free from any type of abuse or disruptive atmosphere.

The purpose of this section of the policy is to protect both employees and members of Tucson Old Pueblo Credit Union from disruptive or abusive members. This policy is not enacted to restrict the rights or freedoms of anyone, but rather to address certain unacceptable conduct.

In the event that any member of Tucson Old Credit Union shall engage in any type of unacceptable conduct, the President, on behalf of the Board in the President's sole discretion, is hereby authorized to impose sanctions against any member who engages in any type of unacceptable conduct.

In that regard, any or all of the following sanctions may be imposed against a member who has engaged in unacceptable conduct:

1. Denial of all services other than the right to maintain a dividend bearing Regular Share Account and the right to vote at annual and special meetings.
2. Denial of services which involve personal contact with Tucson Old Pueblo Credit Union employees.
3. Denial of access to Tucson Old Pueblo Credit Union premises.
4. Taking any other action that is not expressly precluded by the Federal Credit Union Act or Tucson Old Pueblo Credit Union's Bylaws.

For purposes of this policy, "unacceptable conduct" includes, but is not limited to, any of the following or similar conduct involving the credit union or on credit union premises:

- Fraudulent, dishonest or deceptive activity;
- posting, defacing or removing notices or signs;
- theft of property;
- misuse or damage of property;
- deliberate or repeated violations of security procedures or safety rules;
- possession, use or being under the influence of illegal drugs or alcohol;
- possession of weapons of any kind;
- immoral or indecent conduct;
- harassment, of any kind including sexual, ethnic or racial harassment; making racial or ethnic slurs, engaging in sexual conduct, making sexual overtures, making sexual flirtations, advances or propositions; engaging in verbal abuse of a sexual, racial or ethnic nature; making graphic or degrading comments about an individual; displaying sexually suggestive objects or pictures;
- engaging in offensive or abusive physical contact;
- making false, vicious or malicious statements about any employee or the Credit Union and its services, operations, policies, practices, or management;
- using profane, abusive, intimidating or threatening language toward employees or members; attempting to coerce or interfere with employees in the performance of their duties;
- Cause or threaten to cause a loss to the credit union;
- Are deemed by the credit union to pose a potential risk to the credit union's members, assets, officers, or employees; or
- Are deemed by the credit union to engage in any illegal, unethical, or disruptive conduct.

Expulsion of a Member

Pursuant to Arizona Revised Statute Section ARS 6-524

6-524. Termination of membership

A. A member may withdraw from a credit union at any time on giving notice of withdrawal as required in the bylaws. The credit union may require up to sixty days' notice of the intention to withdraw shares or deposits, but the notice does not entitle the member to any preferred or prior claim in the event of liquidation.

B. A member may be expelled by a two-thirds vote of the members present at any regular meeting or a special meeting of the membership, but only after the member has had an opportunity to be heard at the meeting, or the board of directors may expel a member pursuant to a written policy adopted by it. The board shall give all members written notice of the terms of any such policy. A person being considered for expulsion by the board has the right to a hearing before the board. Not less than ten days before the consideration of any expulsion of a member, whether by action of the membership or of the board, the affected member shall be provided with a written notice of the potential expulsion and a list of the reasons for the expulsion.

C. As monies become available and after deducting all amounts due from the member to the credit union, the credit union shall pay to the withdrawing or expelled member the amounts paid on shares and deposits by the withdrawing or expelled member, with any dividends or earnings accredited. Withdrawing or expelled members have no further rights in the credit union but are not released, by the withdrawal or expulsion, from any remaining liability to the credit union.

The board of directors may expel a member pursuant to this policy.

The Board of Directors may expel a member from membership in the Credit Union for cause, upon a finding by the board that expulsion is in the best interest of the Credit Union. Examples of cause for expulsion would include, but not be limited to:

Members who:

- cause or threaten to cause a Credit Union loss,
OR
- are deemed by the Credit Union to pose a potential risk to the Credit Union's members, assets, officers, or employees,
OR
- are deemed by the Credit union to engage in any illegal, unethical, or disruptive conduct.



Expulsion Process: In the event a member causes a loss to the credit union or meets the expulsion criteria, the board of directors may expel the member in accordance with Arizona Revised Statute Section ARS 6-524.

Expulsion or termination of membership shall not operate to relieve the member of any existing liability to the credit union, and the credit union can exercise the right of offset to recover any funds which are due and payable to it from the member.

Exceptions: A member who files bankruptcy, but signs an enforceable reaffirmation agreement or otherwise voluntarily makes arrangements to repay all amounts due, will remain eligible for membership.

Notice to Members: The expulsion criteria will be communicated to all members as stated in the Arizona Revised Statute Section ARS 6-524.

A handwritten signature in cursive script, appearing to read "G. Vernon Babilon".

G. Vernon Babilon
President/CEO