



Privacy Disclosure Notice

PRIVACY STATEMENT

Thank you for choosing Coast360 Federal Credit Union to assist you in handling and managing your financial needs. For this reason alone, we take a strong position in ensuring the personal information about you and your accounts are secured and maintained in confidence, whether you provide the information to us in person, in writing, or through our website. The following is our notice, which states the details as to what information we collect and disclose about you and your accounts, to include how we manage the privacy of the information.

ACCURACY OF INFORMATION

In line with our commitment in maintaining your privacy, Coast360 Federal Credit Union will make every effort to ensure the information in our records about you and your accounts are correct and in doing so, your cooperation is needed. Please be advised, that in the event you find an error on your account statement (share/loan) or any other information you receive from us, please let us know so we may review our records. In addition, we require that you provide to us a written notice about the error including supporting documents in order for us to make the appropriate corrections. In the event the error you discovered is an electronic funds transfer (EFT) please refer to your CUE Card disclosure for the limitation on the time frames related to the transaction. For all disputes regarding your personal information, we will provide you a response within ten (10) business days upon receipt of your written dispute.

OUR PRIVACY PRACTICE

As part of our commitment in maintaining your information privacy, the Board of Directors, management and staff have worked together to establish the following:

- Password controlled computer system which access is defined to the employee needs based on position description.
- Controls are in place limiting direct access to consumer/member information.
- Procedures restricting on how consumer/member information is handled and disclosed.
- A system that addresses how consumer/member information is collected, utilized, and maintained. (Please refer to The Collection And Usage Of Information section below).
- A procedure on how member information is updated.
- A requirement that third-party services (out-sourced) agreements and/or contracts include a clause, which restrict the usage of member information as specified on the agreement of the service.
- All employees and officials are required annually to acknowledge they have read the Fraud Prevention, Detection and Bank Bribery Policy. In addition, all officials/volunteers are required as part of their oath of office review and sign the Conflict of Interest and Code of Ethics Policy. Furthermore, we have identified specific requirements that are essential in order for the credit union to be successful in ensuring your information privacy maintained.

- We have established a training program to assist staff, management and officials in understanding the requirements of the regulation and improve their awareness in protecting member information.
- The Credit Union will provide its members and potential members a notice about its privacy practice when membership is established, annually, and at the request of the individual. Please note the annual privacy notice will be provided to the member with the 3rd quarter statement of the statement ending September 30th of each year.
- The credit union has identified the circumstance when member information may be released to nonaffiliated third parties which are in accordance with the exceptions noted in 12 CFR §§ 716.14 or 716.15 and are done in the ordinary course of business to carry out such purpose.
- The credit union will automatically opt-out and will not disclose members' non-public personal information to nonaffiliated third parties, with exception allowed in 12 CFR §§ 716.14 or 716.15.

THE COLLECTION AND USAGE OF INFORMATION

In order for us to service your financial needs we must first establish a business relationship, for this reason it is important that we collect personal information about you. Based on our policy and procedures, information you provide is kept secure and confidential. In addition, we collect nonpublic personal information about you through:

- The information we received from signature cards, credit application, and other forms you completed when you requested for or utilized a product or service of the credit union.
- The transaction you conducted (e.g. deposits, withdrawals, payments, etc.)
- The information we received from a consumer reporting agency.

As part of our commitment to you, the credit union will continue to be in compliance with this regulation, should you become an inactive member or choose to close your account(s).

This information collected and used is only for the purpose of developing quality products and services, in order to best serve our membership or as authorized in 12 CFR §§ 716.14 or 716.15. The staff, management and officials of Coast360 Federal Credit Union have been trained to ensure strict confidentiality of consumer or member information we look and review the availability of new technology to support these needs and as well as protect your privacy.

QUESTIONS OR CONCERNS

Should you have any questions or concerns about the credit union's privacy policy and/or practice, please feel free to call our Contact Center or visit our offices in Maite, Harmon or Tamuning.

COAST360 FEDERAL CREDIT UNION

450 ROUTE 8 MAITE, GUAM 96910

Tel. **(671) 477-8736**