



Mission Valley Bank Social Media Guidelines

Last Updated: February 11, 2026

Mission Valley Bank uses social media to share general information, educational content, community updates, and service announcements. These platforms are not intended for account servicing or confidential communications.

Our Use of Social Media

We may use social media platforms such as Facebook, Instagram, LinkedIn, X, YouTube, or similar channels to:

- Share bank news and announcements
- Provide financial education and fraud-prevention tips
- Highlight community involvement and events
- Share career and culture-related information

Social media content is informational in nature and should not be relied upon as financial, legal, or investment advice.

Customer Communications

- Do **not** post or send confidential or non-public personal information (such as account numbers, Social Security numbers, or login credentials) through social media.
- Social media is **not monitored for account servicing requests**.
- For account-specific questions, please contact us directly through official bank channels.

Comments and Third-Party Content

Mission Valley Bank values respectful and constructive dialogue. We may remove comments that are:

- Obscene, abusive, threatening, or discriminatory
- Fraudulent or misleading
- Promotional or spam-related



- In violation of applicable laws or platform rules

We do not endorse third-party comments or opinions expressed on our social media pages.

Complaints and Issues

Comments or messages that appear to involve complaints may be routed internally and addressed in accordance with applicable banking regulations. Social media should not be used for dispute resolution.

Security Reminder

Mission Valley Bank will **never** request passwords, access codes, or sensitive personal information through social media.

Changes

These guidelines may be updated periodically. Updates will be reflected by the “Last Updated” date above.

Contact Us Information:

You may contact us as follows:

Click on the link [CONTACT US – Mission Valley Bank](#) and complete the Contact Us information.

You can email us, write to us or call us at:

Mission Valley Bank
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