

## **MEMBERS HOTLINK GUIDELINES**

If you have experienced or observed something that you feel the Supervisory Committee should know about; or which you do not feel comfortable discussing with Credit Union management, contact us on the Hotlink. The Hotlink is a private link to the Supervisory Committee. All matters will be treated confidentially.

Please note that the Credit Union website has a link called Feedback (under the About UWI Credit Union tab) which takes you to a form where members can have a problem addressed. This is separate from the Hotlink.

1. The Hotlink is for Members only.
2. Members are not required to provide contact information but it will be useful in the event that the Supervisory Committee requires further information or needs to otherwise communicate with the member.
3. The Committee will assess issues or concerns received, but those that do not meet the criteria for Supervisory Committee involvement will be forwarded to the respective Office Supervisor or Manager.
4. The Committee will endeavour to treat with all applicable issues and communicate with members who leave contact information to provide a final response.