



Co-Browsing Terms and Conditions

By starting the co-browsing session, you agree that you are authorizing Consumers Credit Union agents to view your Web session using software and services provided by a third-party. You are agreeing that you fully understand and consent to be bound by these terms and conditions, effective on the date you agree to use the service.

About the Service

Through the co-browsing service, Consumers Credit Union (CCU) agents are able to view your active web session for CCU services and other applications on your desktop, along with you, to a limited extent in order to provide you with live assistance to address your questions.

Agents will have limited access through the service to view your active session with us. Agents will be able to view any websites associated with CCU services; however will be unable to input field information or initiate transactions through your Web and/or mobile session.

Password Security and Unauthorized Access

CCU agents are unable to input information but are able to view passwords or sensitive information on your session. To the extent your use of the service requires a username, password or other account information or credentials for access, you are solely responsible for all activity occurring under those credentials, and are prohibited from sharing or disclosing them. Therefore, you are solely responsible for safeguarding your access credentials at all times. You should log out of your account at the end of each session. This service is available to assist authorized users of your account only.

You must promptly notify us of any unauthorized use of the service with your information or credentials or any other breach of security you become aware of involving or relating to this service.

We have the right to interrupt or restrict use or access to the service, without notice to you, if we suspect fraudulent or abusive activity. You shall cooperate with us in any fraud investigation and to use any fraud prevention measures we prescribe. Failure to cooperate will result in your liability for all fraudulent usage.

Acknowledgement

You acknowledge that you are at least 18 years old, and agree to the terms and conditions presented above.

CCU reserves the right to revise these terms and conditions at any time. Please review terms and conditions prior to each co-browsing session.

You understand and agree that you use the service at your own discretion and that you will be solely responsible for any damages to your computer system or loss of data that results from your use of the service.

If you do not agree to the terms and conditions, or wish to discontinue your session at any time, simply click the **End Session** button on your screen.