

## WesBanco Social Media Guidelines

WesBanco is involved with Social Media to listen to you and learn what is on your mind. We are interested in building long-term relationships with our customers and our employees and this can be accomplished by reaching out to the communities that we live and work in. An additional goal is to share educational information about banking, financial literacy, and just general information about what is going on in the communities that we serve. For your security, to protect your privacy and because of banking regulations there are certain rules that we have to follow.

We do moderate postings, where needed and ask that you do not post comments that:

- would offend others, particularly in reference to an individual's race, age, gender, sexuality, political leaning, religion or disability;
- are libelous, profane, defamatory, disparaging, hateful, harassing, threatening or obscene or violates another's copyright or intellectual property;
- condone or promote illegal activity;
- are fraudulent, deceptive or misleading;
- are sexual or offensive graphically or in tone;
- contain spam or is intended to cause technical disruptions to this page;
- are off-topic;
- promote anything that may constitute spam, such as commercial interests, solicitations, advertisements or endorsements of other agencies; and
- please do not post repeat comments continuously. Please be constructive and if multiple comments are made of a similar nature, we reserve the right to remove the comments.
- **And, never post personal, identifying or confidential information.** Privacy is very important to us, so if we see a post or comment that contains information that could pose a risk to your account or privacy (or someone else's), we will remove your comment.

Anyone repeatedly posting material that falls into the above categories will be removed and/or banned from participating with WesBanco Social Media pages. We will do our best to ensure the postings on our Social Media pages are in line with WesBanco values. All inappropriate content will be deleted.

Since Social Media is a public forum anyone can participate we cannot be responsible for views expressed other than our own. WesBanco does not endorse any opinions on Social Media that are not specifically posted by us. WesBanco is not responsible for the accuracy of the information posted by fans and visitors of the Social Media pages. WesBanco strongly encourages fans and followers to respect fellow community members and to follow the guidelines published by each Social Media community including but not limited to the following:

- Facebook – [Facebook Statement of Rights and Responsibilities](#)  
Facebook Community Standards – <https://www.facebook.com/communitystandards>
- Twitter Rules – <https://support.twitter.com/articles/18311#>  
Twitter Privacy – [Twitter Privacy](#)
- LinkedIn – [Professional Community Guidelines](#)

Please note that Social Media pages are moderated by WesBanco employees. We will make every effort to respond in a timely manner between 8:00 a.m. and 5:00 p.m., Monday-Friday (excluding Holidays).

**Customer Service Inquiries should be addressed via the following channels:**

- The Customer Service tab of our website: [www.wesbanco.com](http://www.wesbanco.com)
- By phone: 1-800-905-9043
- Through your local Banking Center: <http://wesbanco.locatorsearch.com/>

WesBanco's Social Media websites are not intended to be used to submit consumer transaction disputes or to request account information. If you would like to do so, please see the information below:

Type of Transaction	Contact Location	Information to Provide
Consumer Deposit Account Electronic Fund Transfer Notice of Error	Visit your nearest WesBanco Banking Center or write us at: WesBanco Bank, Inc. Electronic Banking Dept. 1 Bank Plaza Wheeling, WV 26003	(1) Your name and account number. (2) Describe the error or the transaction in question and explain as clearly as possible why you believe there is an error or your need for additional information. (3) The dollar amount of the suspected error.
Open-End Consumer Loan Billing Error	WesBanco Bank, Inc. Loan Operations – Department 3810 Customer Service Manager 1 Bank Plaza Wheeling, WV 26003	(1) Your name and account number. (2) Describe your belief and the reasons for the belief that a billing error exists. (3) The type, date, and dollar amount of the suspected error.
Mortgage Loan Notice of Error	WesBanco Bank, Inc. Loan Operations – Department 3810 Customer Service Manager 1 Bank Plaza Wheeling, WV 26003	(1) Your name and mortgage loan account number. (2) Your assertion of an error and the reasons for the belief that an error occurred.
Mortgage Loan Request for Information	WesBanco Bank, Inc. Loan Operations – Department 3810 Customer Service Manager 1 Bank Plaza Wheeling, WV 26003	(1) Your name and mortgage loan account number. (2) State the information that is being requested with respect to your mortgage loan.
Loan Credit Reporting Direct Dispute	WesBanco Bank, Inc. Loan Operations – Department 3810 Customer Service Manager 1 Bank Plaza Wheeling, WV 26003	(1) Your name, account number, address, and social security number. (2) Specific information that is disputed. (3) An explanation of the basis for the dispute and all supporting information and documentation to substantiate the basis of the dispute.

**Comments and conversations are accepted and encouraged!** We want to hear from all of our customers, neighbors and friends.

WesBanco's social media sites are not intended for use by, and are not directed toward, children under the age of 13. If WesBanco becomes aware that it has collected information for children under the age of 13, the information will be immediately deleted.