SOCIAL MEDIA
COMMUNITY GUIDELINES

We welcome open, respectful dialogue on our social media pages. To keep our platforms safe, inclusive, and helpful for all, we reserve the right to hide or delete comments that violate our community standards.

WHAT WE ALLOW

Honest questions and feedback.

Constructive conversations about mortgages, real estate, and financial topics.

Personal experience related to homeownership (within reason and without private details).

WHAT WE WILL REMOVE

We may delete or hide comments that include:

1. Hate Speech or Discrimination

- Any content targeting individuals or groups based on race, ethnicity, religion, gender, sexual orientation, or disability.

2. Harassment or Threats

- Personal attacks, bullying, or threatening language directed at our employees, customers, or other commenters.

3. Profanity or Obscene Content

- Vulgar language, sexual content, or anything inappropriate for a family-friendly space.

4. Misinformation or False Claims

- Unfounded accusations about New American Funding.
- False or misleading mortgage/financial advice that could harm others.

5. Spam and Self-Promotion

- Links to unrelated products or services.
- Repeated comments or solicitations.

6. Private Information

- Comments containing personal details such as phone numbers, email addresses, loan numbers, or financial information — for privacy and security, we will remove these.

7. Off-Topic or Disruptive Content

- Political or religious commentary unrelated to the post.
- Derailing conversations with off-topic rants.

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REPORTING AND ESCALATION

If you see a comment that concerns you, please email socialmarketing@nafinc.com.

We reserve the right to ban repeat offenders or escalate serious issues to Legal or HR.

A FRIENDLY REMINDER

Our social pages are here to support and inform. If you have a service issue or need loan assistance, we're happy to help—please DM us or call us directly at **800-450-2010 ext. 7100.**

Thank you for helping us keep this a positive and helpful space!



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