

YouTube

Community Guidelines



We publish video content to our YouTube channel at <https://www.youtube.com/@HeartlandBankAndTrustCompany>*. We encourage you to subscribe to our channel, share the videos, and embed them in your own sites. Please note that we often include additional context and information in the descriptions for the videos, which frequently lead to our Heartland Bank website, that you might find helpful.

Customer service inquiries

If you are a Heartland Bank customer with a specific question about your Heartland Bank account, you can get help by:

- Contacting us at [Contact Us | Heartland Bank and Trust Company \(hbtbank.com\)](#).
- Logging in to your Online Banking service.
- Calling us at 888-897-2276.
- Visiting one of our branch locations and speaking with a professional in person [Locations | Heartland Bank and Trust Company \(hbtbank.com\)](#).
- Contacting us by clicking the Facebook Messenger “Message” button on our Facebook page, which you can access [here](#)*

Heartland Bank has a presence in various social media/social networking outlets and may occasionally identify and respond to customers seeking assistance with banking-related issues. In the event a customer receives such a communication from the bank regarding a service request or other need, the customer may be offered other Heartland Bank channels to help address those concerns as smoothly and effectively as possible.

Those are the basics. Our full policies are as follows.

Moderation policies

Our YouTube channels are open to the public, which means you will be able to see all our videos, should you choose to

search for our content. While you can comment on some of our videos, we expect conversations to follow the rules of polite discourse and we ask that participants treat each other, as well as our employees, with respect. We may delete comments or posts that we deem to be:

- Profane, obscene, inappropriate, disruptive, or unrelated.
- Indecent, sexually explicit, or pornographic material of any kind—including masked profanity where symbols, initials, intentional misspellings, or other characters are used to suggest profane language.
- Threats; personal attacks; abusive, defamatory, derogatory, or inflammatory language; or stalking or harassment of any individual, entity, or organization.
- Discriminatory or that contain hateful speech of any kind regarding age, gender, race, religion, nationality, sexual orientation, gender identity or disability.
- False, inaccurate, libelous, or otherwise misleading in any way.
- Spam, or containing or linking to any kind of virus, malware, spyware, or similar program that could cause harm to a user’s computer.

Media inquiries

If you are a member of the media, please call 888-897-2276 for more information and for press contacts.

*Links to third-party sites

We may occasionally post links to third-party sites when we think you will find the information helpful. However, please note that this does not in any way constitute an official endorsement of the individual, site, or company. Heartland Bank is a large corporation with many advertising relationships. We will do our best to identify and disclose any relationships that Heartland Bank may have with an individual, site or company.



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Paid sponsors and sponsorships

Some linked third-party sites may contain content from sponsors, or sponsorships, paid for by Heartland Bank. These paid sponsors should disclose this relationship on their sites. Additionally, those paid sponsors' posts may contain the term "Paid Sponsor," indicating the paid nature of the relationship.

Privacy and security policies

With respect to content collected through our YouTube channel, Heartland Bank follows YouTube's privacy policy, which can be accessed [here*](#). Please note that when visiting Heartland Bank's YouTube channel, when applicable, you are also subject to the terms and conditions of [Heartland Bank's privacy policy](#) and general terms of use, as well as YouTube's terms of service and [privacy policy*](#). To read YouTube's terms of service, please [click here*](#).

Heartland Bank and Trust Company

"Heartland Bank" is the marketing name used by the Heartland Bank and Trust Company. Lending, other commercial banking activities, and trading in certain financial instruments are performed by banking affiliates of Heartland Bank. Member FDIC.

