

WEOKIE Federal Credit Union Chatbot and Live Chat Service Disclosure

Okie – WEOKIE’s Digital Assistant (the Bot)

Okie is a chatbot powered by artificial intelligence (AI) with a conversational interface to users. It is not a live engagement with a human WEOKIE agent, however, you may request to speak to a human agent or have a member service representative contact you.

The Bot uses natural language recognition capabilities to determine the user’s intent and how to respond to the user’s questions and requests. Because the Bot uses AI, it learns continuously from each user interaction.

Chat with the Bot

If you choose to use the Bot, know that it is enabled by our service provider interface.ai, its affiliates, and its own service providers. All images, video, audio, other data provided to the Bot, and your general interaction with the Bot are monitored, recorded, transcribed, and received by WEOKIE Federal Credit Union and interface.ai. We do not control interface.ai collection, storage, use and subsequent disclosure of your personal information to third parties, including its service providers.

During your interaction with the Bot, you may be asked to provide basic information such as your name, email address, phone number and/or account number. Use of this information will be subject to interface.ai’s privacy policy and the Gramm-Leach-Bliley Act.

Assumption of Risk and Consent

With any electronic or digital service, there is some level of risk when communicating through electronic means. By using the service through the Bot you give WEOKIE Federal Credit Union permission to provide you with assistance via AI or other means WEOKIE Federal Credit Union deems acceptable. Moreover, you understand that, while WEOKIE will undertake efforts to protect your personal information, it is not responsible for any non-public information you may enter during the use of the Bot or information that WEOKIE Federal Credit Union is legally required to disclose.

By using the Bot, you agree to the terms in this disclosure and in WEOKIE’s privacy policy.