



# Contingency Guidelines

## Corporate One Federal Credit Union

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(866/692-6771)  
614/825-9201 fax  
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## A Word about Business Continuity

Corporate One has developed contingency plans to deal with conditions that would affect service to members – from a temporary shutdown to a catastrophic incident. This brochure is a guide to how we will maintain service under those plans. Please keep it for reference in the event of an emergency affecting Corporate One. Our contingency plans would be activated in the event that we cannot perform normal business operations from 8700 Orion Place.

### Facilities

We have established alternate site facilities with office space and alternative computer systems for use in an emergency. These facilities are:

- ★ Corporate One FCU, Hilliard, Ohio (Franklin County, OH)
- ★ Fidelity National Information Services, Inc. (FIS) Image Capture, Oklahoma City, OK

The FIS alternate site will provide computer facilities for share draft processing and imaging; all other services will be provided from the Columbus alternate site.

### Relocation Procedures

Relocation efforts could take one to four hours, and telephone contact may be interrupted while staff and systems move to the appropriate alternate site. We will re-establish normal procedures and communications as quickly as possible.

If you are notified that our contingency plan has been activated, or if you are unable to reach Corporate One due to an emergency, please keep complete records of any transactions processed just prior to this time and until normal operations are established from our alternate sites.

### Communications

If our contingency plan is activated, Corporate One will immediately notify all members via e-mail, fax or telephone. If you suspect our plan has been activated or if you cannot contact Corporate One through normal means, please check for such notifications.

As soon as communications are reestablished, contact us at the following numbers:

- ★ 866/MyCorp1 (866/692-6771)
- ★ 800/366-2677 (investments)
- ★ 614/255-2720 (direct number)
- ★ 614/255-2741 (FAX)

All toll-free calls will automatically forward to the alternate site. Please use the direct number for local calls.

In the event of contingency measures, questions relating to your accounts, including ACH, ATM or share draft transmissions, will be handled at the alternate site location by our member service representatives.

The post office will forward our mail to the alternate site and all incoming faxes will automatically be redirected.

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## **STAR® Files**

As soon as Corporate One staff relocates to the Hilliard alternate site, uploading of STAR files to MemberView® will take place and may be later than usual.

## **Receiving and Originating ACH Files**

Your normal reconciliation procedures and verification of totals are important safeguards against processing difficulties. Please have your staff confirm totals prior to posting your files.

Normal procedures will be followed for ACH Origination. As a safeguard, please verify all anticipated ACH origination entries.

## **Receiving Share Draft Files**

Share draft files will be sent from the Hilliard alternate site as soon as relocation and uploading to MemberView is complete. Availability of the share draft files may be delayed due to relocation of staff to alternate site.

Maintain normal procedures for receiving your share draft files. Our staff will contact you if any changes occur.

## **Automated Capture & Exchange (ACE)**

Normal procedures will be followed for Automated Capture & Exchange. As a safeguard, please verify all ACE transmissions.

## **Wire Transfer and Member Services**

Once wire transfer and member service staffs relocate to the alternate site, we will resume normal service for outgoing wires.

Wires in will be received at the alternate site and any anticipated wire can be verified by telephone. It may be necessary to delay notification of incoming wire information until late in the day. Please call the originator to obtain time of delivery and Federal Reserve Bank reference number and then contact us to verify receipt of any urgent wires, particularly those expected just prior to, or during the emergency.

## **Vault Services**

An incident at Corporate One may not impact your vault services. In the event there is an interruption to these services, follow your VRU procedures for ordering.

## **All Other Departments**

If our contingency procedures are activated, other departments will proceed as follows:

- ★ Member services staff will relocate to the alternate site. Normal service will resume after relocation has been completed.
- ★ Photocopy requests will be received and processed at the alternate site. Photocopies may be delayed by 48 hours due to the relocation of the share draft imaging facility.
- ★ MemberView users should begin calling in requests in the event of a service interruption. Forms are located in the product manuals.
- ★ Investment staff will relocate to the alternate site. Our toll free numbers will automatically forward, or you may call 614/255-2720. We will resume normal investment services when relocation is complete.