

In light of the recent concerns about the spread of COVID-19, I want to make sure you know that Corporate One has a comprehensive Business Continuity Plan, which identifies key personnel, ensures inter-departmental cross-training of employees, and confirms all written procedures are updated. As part of our Business Continuity Plan, we also have a formal Pandemic Plan in place to ensure our organization is positioned to provide consistent, critical service levels to our member credit unions should there be a pandemic outbreak in the U.S. The key components of this plan are as follows:

- **Scope:** The plan addresses potential threats to the ongoing service and delivery of products should a pandemic outbreak arise.
- **Preventative measures:** This part of the plan addresses monitoring outbreaks, educating employees, communicating with members and the public, and hygiene and sanitation efforts.
- **Strategy:** This part of the plan includes guidelines on social distancing; remote access, conferences, seminars and education events; and workplace access.

As outlined in Corporate One's Pandemic Plan, we have been diligently monitoring updates from the World Health Organization and the CDC to ensure we are kept abreast of the evolving outbreak. In addition, as part of our Third-Party Risk Management Program, Corporate One is actively working with our critical vendors to confirm their preparedness for COVID-19.

For more guidance on actions financial institutions should take to minimize the potential adverse effects of a pandemic, we encourage you to review the [NCUA's Interagency Statement on Pandemic Planning](#).

Should circumstances worsen, please be reassured we are prepared, we are monitoring the situation, and we will communicate directly with you through our regular communication channels and/or publish information on our website if the need arises.



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