

March 18, 2020

Dear Members:

As our country navigates the uncertain waters of COVID-19 together, Corporate One takes seriously its ability to support its members during these unprecedented times. We will be providing regular updates on our pandemic response and market changes, so you are aware of how and what we are doing along the way. Most importantly, we want you to remain confident in us as your corporate partner and know we are here to help you should you find your credit union facing any sort of challenge.

Corporate One activated a key component of our Pandemic Plan this week and now most staff are working from home. We are successfully serving members and are well-prepared to continue operations without any anticipated disruption in services. And, as we know many of you are working hard to do the same for your respective members, this update includes a focus on vault/cash ordering and important logistics for any of your staff that are ACH and/or Wire users working from home.

Vault services:

Corporate One is closely monitoring credit union coin and currency needs as the COVID-19 pandemic unfolds. While we have observed some increases in the amounts of individual orders, we want to assure our members that there are no current reported issues of cash shortages. As a precautionary measure, we are working with our currency provider to ensure that additional currency will be available throughout our serviced territories should the need arise. Please be aware that each of our vault sites has a backup location, and staff can be moved between sites as necessary. If required, temporary staff will be hired, and additional equipment will be provided to support the demand. We ask that you are mindful of the following best practices that will help us continue to provide smooth and efficient operations:

- To the extent possible, please provide advance notice to Corporate One of any anticipated increase in currency requests. If your credit union anticipates an increase in cash orders for more than two weeks, you can complete the “Vault Order Limit” form found in Members Only/Member Resource Center/Vault Services. It will be less paperwork than completing multiple, one-time “Over Limit Order Requests.”
- Please recycle coin and currency to the degree possible to avoid cross shipping with the vault locations (i.e. one branch depositing excess cash while another branch requests cash from vault).
- Make sure you have good communications with the armored courier providing your credit union service. A significant increase in requests may require couriers to increase security and add staffing.
- If increasing the frequency of courier runs, ensure clear communication with your armored carrier to ensure capacity is available to accommodate schedule changes.

Please be assured that Corporate One will closely monitor cash ordering patterns and take appropriate actions to provide services to meet credit union currency requirements. We will continue to monitor updates from the World Health Organization and the CDC to ensure we are kept abreast of the events that may impact our ability to provide products and services during this critical period.

ACH/wire users working from home:

If users of Corporate One's ACH Services, OneWire Domestic and/or International Wires are working from home or from a different location than usual and notice links for ACH and/or Wires are not available on their Members Only home page, there is no need to panic. To access these applications, users must either connect to their organization's network through a VPN connection, or they can contact Corporate One's Member Experience team to request the temporary deactivation of IP Lockdown that may be applicable to their organization or to add the current internet connection to the list of approved IP addresses. Any user experiencing issues can call Member Experience at 866/MyCorp1, Option 1, or send an email to memexp@corporateone.coop for assistance.

As a reminder, our Contingency Services Guide outlines ways we can ensure continuity of certain services in the event your organization is experiencing any challenges or disruption related to COVID-19. This guide is also available through Members Only, our online member portal, or by contacting our Member Experience Team at 866/MyCorp1. Be assured that we stand ready to help and support you as you work through these challenges. We remain well positioned to provide consistent, critical service levels to our members as we work together to deal with the impacts of this virus.