



Your Trusted
Resource
For Credit Union Success™
Security

Business Continuity

How can I establish a business continuity plan and a course of action that will accelerate our return to “business as usual” in the wake of a crisis?

90% of companies who are unable to resume operations within five days after a disaster are out of business within a year. Use these resources to understand how to test and update your plan to ensure its ever-lasting dependability.



Products & Services

■ **Accel Members Financial Counseling**

How will your credit union assist your members in adjusting to life-changing experiences and get them on the road to financial recovery? Accel Members Financial Counseling offers confidential comprehensive financial counseling services including personal money management assistance, debt repayment plans, and information to avoid bankruptcy, foreclosure, and repossession.



■ **Agility Recovery Solutions**

Within 48 hours of a business interruption, Agility delivers a complete solution to get your credit union back up and running and connected to your members including mobile facility space, computer technology, satellite communications, and portable generators.



■ **Canon USA**

Digital imaging has changed the way credit unions manage their flow of information. Canon's innovative and user-friendly document imaging systems can help you protect the critical documents your credit union captures and stores like checks, member-related files, and loan applications. Canon can help you create a simple, turnkey approach to records management.



■ **Diebold**

Studies have shown the demand for services, like ATMs, may increase during a disaster. Diebold, the leading provider of ATMs to credit unions, has a full range of advanced-function ATMs, cash dispensers, mobile ATMs, and special application terminals ready to support your business continuity strategy.



■ **EPL**

Every credit union will inevitably experience a disruption to its operations. While natural and intentional disasters make headlines, credit unions are vulnerable to a multitude of everyday risks that can halt critical operations and undermine member service. Before and in the aftermath of the recent disasters, many credit unions turned to shared branching as a quick, reliable option to provide evacuees with immediate access to essential funds. EPL's CUE-Passport allows credit unions to accept transactions for participants in two of the leading shared branching networks.



For more information about these resources, visit buy.cuna.org and choose Security, or call 800-356-8010, press 3 to have a representative contact your credit union. Use source code CAT (catalog) when placing an order.



Credit Union
National Association

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■ **Perimeter**

Protecting your credit union's critical business information and having access to your network and e-mail is paramount at a time of emergency. Perimeter, a leading provider of managed network security services, has solutions to securely store and easily access records and access a secure connection to your network from anywhere. With Perimeter's e-mail archiving service, your credit union can search for, access, and quickly retrieve any archived e-mail record quickly and easily.



■ **Strohl Systems**

PLANet® is the industry's only Internet-based business continuity planning tool designed specifically to help your credit union meet NCUA and FFIEC regulations for business continuity and disaster recovery. Some of the standard consulting offerings include:



- Getting started
- Plan development
- Plan conversion
- Recovery readiness and review
- Plan testing

■ **Travelex**

Emergency gift cards are becoming a necessity for members to purchase food, water, clothing, prescription medicine, and other essentials during a disaster. With the turnkey Travelex Prepaid Card program there's no need for your credit union to change your Visa membership status or establish a new BIN to offer these cards to your members. This minimizes risk, reporting requirements, and costs to your credit union, while offering your members a way to purchase emergency necessities in times of a disaster.



■ **VoiceGard**

The VoiceGard Recovery Center (VRC) offers a secure and sustainable IP-based telecommunications platform, to route your members' calls anywhere 24/7. In the event of a service outage, your calls can be directed to the VoiceGard High Availability Network. You can receive your calls using VoiceGard IP phones connected to any broadband Internet connection, cell phones, home phones, or at an alternate facility.



■ **NEW! Credit Union National Emergency Information System**

Members seeking information about their credit union affected by a hurricane, earthquake, or other disaster or crisis will be able to call a toll-free number — 1-877-CULOCATE. The program, which is available to all credit unions across the country at no charge, allows credit union members to receive information about the status of their credit union affected by a crisis.

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