



Corporate Central is Prepared for COVID-19

March 12, 2020 – There is no higher priority for Corporate Central than the safety of our employees and members, and the continuity of our operations. We are monitoring the potential impact related to COVID-19, commonly referred to as the Coronavirus, which has recently been declared a pandemic. As a trusted partner, Corporate Central is committed to supporting our member credit unions through these uncertain events. There is so much information circulating from various media outlets and governments, but one message remains clear – preparation is key.

Corporate Central has completed our digital transformation and cloud migration to achieve our highest levels of business resiliency. Innovative technology solutions allow communication systems and work resources to be securely available to our staff from anywhere. Telecommuting guidelines are in place for our staff and every department regularly participates in working remotely to ensure services and support can be maintained without any disruption or impact to our members.

Corporate Central has a detailed business continuity plan for the continuation of critical processes and operations. We have dedicated resources to our contingency planning and disaster recovery program. Our plan is designed to ensure that Corporate Central can maintain our critical functions to support our members. Corporate Central maintains a pandemic plan as part of our business continuity plan that prepares for any pandemic threats by identifying critical services and personnel needed to support them. A tiered program outlines various scenarios and the expected responses for each level of severity.

Corporate Central has set guidelines, which incorporate Federal Financial Institutions Examination Council (FFIEC) and National Credit Union Association (NCUA) requirements and industry best practices, for critical business units.

- Business Impact Analysis – Corporate Central identifies business impacts and recovery time objectives for time sensitive critical processes.
- Business Continuity Planning – Corporate Central prepares and regularly updates our business continuity plan to support business needs. This includes contingency planning, employee communication, alternate site requirements, business service impact, maximum allowable interruption, and lead-time to implement contingency.
- Business Continuity Testing – All aspects of the plan are tested annually in accordance with regulatory requirements. In addition, periodic testing is conducted within each department as staff regularly works remotely to ensure day to day operations continue without disruption.
- Audit Review – Corporate Central’s plan and testing have been reviewed by an independent third-party. Business continuity control testing and risk assessments are included in the review.
- Board of Directors Update – Management provides regular updates on the status of our business continuity program to the board of directors.

- Employee Training – Training includes promoting awareness, remote procedures, establishing employee criticality roles, and identifying backup roles for any contingencies. Corporate Central has developed a communication line and list of contacts that are available to all staff.
- Third Party Due Diligence – Corporate Central receives updates from critical service providers on their business continuity plans and test results. Corporate Central performs due diligence on third party partners that provide services and monitors them on a regular basis to ensure they meet service requirements.
- Information Sharing – Corporate Central monitors communications from industry resources such as FS-ISAC and InfraGard for information involving incident response, safety, and security.

Please contact Corporate Central at [\(800\) 242-4747](tel:8002424747) if you have any questions.