



Corporate Cash Services – COVID-19 Update

March 16, 2020 – Corporate Central receives updates from our critical service providers on their business continuity plans and test results. We perform due diligence on third party partners that provide services and we monitor them on a regular basis to ensure they meet service requirements.

The Federal Reserve Bank has informed us that normal operating procedures include having currency reserves on hand to meet the needs of financial institutions. If you anticipate any significant increase, decrease, or change in your process for accepting currency orders (**such as branch lobby closures/drive up access only**) please email mrr@corpccu.com to advise us of those changes. Proactively communicating anticipated changes will assist us in monitoring currency orders/volumes to stay ahead of any additional demand that might impact armored transportation/truck capacity.

Each branch receiving currency under our Corporate Cash delivery service has been assigned a liability limit based on historical ordering practices. If cash orders exceed the liability limit that is defined for a branch, there is a liability fee of \$0.30 for each \$1,000 in excess of the limit.

To ensure the best possible service, we are currently unable to execute any frequency changes and day of service changes until further notice. Previously scheduled services will proceed as planned. This does not apply for requests for Additional, Special, or Emergency services. If your location is closing due to COVID-19, please [notify](#) us immediately.

To learn more about our pandemic preparedness, our response to COVID-19, and other ongoing operational updates, please refer to our Pandemic [Preparedness and COVID-19 Resource Center](#) on our website.