



CREDIT UNION DEPARTMENT

Emergency Preparedness

Credit unions should have an Emergency Preparedness and Business Resumption Plan in place documenting how they will respond to various scenarios and adversity in the event of a disaster or emergency. The plan should be in writing, communicated and shared with all employees, and tested periodically. The following are a few questions that are commonly asked following disasters and emergencies.

Frequently Asked Questions

- 1. Prior to a storm or emergency, if we find it necessary to close an office early, what should we do?**

If a credit union finds it necessary to close any office(s) as a result of and/or precaution against a storm or emergency, you should contact the Department by fax, e-mail, or telephone before closing, providing the date and time of closing and the address of the affected office(s). [See Rule 91.5001]

- 2. What is the preferred method of communication?**

A credit union may communicate by the most convenient means available. E-mail messages may be sent to info@tcud.state.tx.us, fax notification to (512) 832-0278, or we may be reached by telephone at (512) 837-9236.

Helpful Hint: On e-mail communications with the Department, please include your credit union's name. Many credit unions have similar domain names used in their e-mail addresses, so it is not always readily apparent who is sending the e-mail.

3. If the credit union's officers must evacuate the area for their safety, what should they do?

The safety of credit union employees should always come first. If the officers/manager of any credit union must evacuate, please get in contact with the Department as soon as practical to report (1) your contact information and (2) the plans for your credit union.

4. What does the Department require if the credit union suffers damages as a result of a storm or other disaster?

If a credit union suffers the whole or partial loss of its principal office or a branch office due to a disaster, it is not necessary to provide prior notice to the Department in order to establish a temporary location to replace an existing office as long as notice is given, promptly after-the-fact, of the creation of the temporary location and its address. It will also be helpful to notify your members of your plans and alternate site(s) to use in the interim.

If a credit union is closing an office or facility for a limited time in order to complete repairs, you are required to notify the Department. An office or operation may not be closed for more than three consecutive days, excluding days on which the credit union is customarily closed, without the written approval of the Department. We also ask that you prominently post signs of your plans for restoration, noting alternate site(s) for members to use, and potential timeframes for completion of the repairs.

Helpful Hint: If some of your offices are undamaged but may not be re-opened after a disaster because of the lack of services such as electricity, telephone, or security, consider posting signs on the closed offices directing members to other opened facilities/offices in the area, or if you are waiving foreign ATM fees at any other ATM for a time, this information is helpful to members as well.

5. Why won't the regulators leave us alone when we are trying to rebuild/reopen after a disaster?

After a disaster, regulators and others will be contacting you to assess the level of damage to an area and the credit union's most critical needs. When a disaster is widespread, the regulators may call all credit unions in the State to be sure that no one is missed. If a disaster is contained to a small area, the regulators will likely call all credit unions with a location in the devastated area.

Helpful Hint: Once the Department has contacted you for the initial assessment, you may arrange to contact the Department at a specified time on some agreed upon frequency so that you are not disturbed at random, inopportune times.