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## CREDIT UNION NATIONAL EMERGENCY INFORMATION SYSTEM *Service Description*

In reviewing the lessons learned from last year's hurricane season, CUNA's Disaster Preparedness Committee identified a need to have a toll-free emergency number to publish or broadcast to credit union members and provide information about the status of their credit union in the event of a natural or intentional disaster.

The Credit Union National Emergency Information System has been developed and is being offered to all credit unions through a collaborative effort among CUNA, CUNA Strategic Services and your League. The system was developed and will be maintained by VoiceGard, one of CUNA Strategic Services' newest strategic alliance providers for telecommunications continuity and recovery services.

### How It Works

When a disaster occurs, CUNA is expected to receive notification from CUNA Mutual Group and/or the League(s) of any and all credit unions affected in each state and will activate the Credit Union National Emergency Information System. The system's main greeting will be updated by CUNA to allow access for the call routing paths to occur within each respective state. In addition, CUNA will publish and/or broadcast the toll-free number with the proper media channels.

At the time of a disaster, a member will dial a toll-free number, **1-877-CULOCATE** (1-877-285-6228), and listen to a top-level message, which will provide a prompt representing the affected state(s). Once the caller selects their respective state, the call processing system will prompt him/her to spell the name of the credit union. For example, "Using the keys on your keypad, please spell the first five letters of your credit union's name". Once the spelling of the name has been entered, the system will play back the closest match to that name. If the credit union cannot be identified, the system will list all possible matches in alphabetical order until the caller reaches the correct information mailbox. If the member experiences difficulty identifying his/her credit union, a general voice mailbox, which will be managed by CUNA, will allow callers to leave messages if immediate attention is required.

If the caller was successful at identifying the credit union, he/she will hear a pre-recorded message from the credit union with information on how to contact them during the crisis event or information stating that the credit union is not in a crisis situation. If a credit union has implemented VoiceGard's Telecommunications Continuity Services, these calls can be redirected in accordance with their telecommunications continuity plan.



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