



Strategic Services

strategicservices.cuna.org

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Instructions for Credit Union Set Up 1-877-CU LOCATE (1-877-285-6228) CU NATIONAL EMERGENCY INFORMATION SYSTEM

To participate in the CU National Emergency Information System, each credit union needs to set up two pre-recorded messages—one to have posted in a non-crisis or inactive situation and the other to have posted during a crisis or active situation. Additionally, the credit union has the ability to update the information as often as needed. It is recommended that the messages be under 30 seconds in length to ensure peak efficiency of the call processing system. To set up these messages, all you need to do is contact VoiceGard's Recovery Team at 866-652-7022 or at operations@voicegard.com. Below are examples for each greeting:

Sample Greeting – Active Message

You have reached the [ABC Employees] Credit Union. We are expecting a business interruption at our main office located on [street address]. Please call our toll-free emergency information number at 1-800-XXX-XXXX for further details and regular updates.

Sample Greeting – Active Message

You have reached the [ABC Employees] Credit Union. We are expecting a business interruption at our main office located on [street address]. Please call back for further updates as they become available.

Sample Greeting – Inactive Message

You have reached the [ABC Employees] Credit Union. There are no service-affecting outages at this time. Your credit union is operating under normal business conditions.

Instructions for Updating Credit Union Messages

Your credit unions can update the active and inactive greeting messages at any time by contacting VoiceGard's Recovery Team at 866-652-7022 or at operations@voicegard.com.

Set Up Your Messages Today!



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