



**CorporateAmerica**  
CREDIT UNION

DIFFERENT **STARTS HERE**™

# BUSINESS CONTINUITY INFORMATION

Excellent member service is a core value at Corporate America Credit Union. Part of Corporate America's commitment to our members is to help you continue operations during any disaster scenario. Our business continuity planning and testing allow us offer business as usual operations during any contingency situation.

If your credit union is enacting contingency operations, please notify Corporate America as soon as possible. Our staff will work diligently to assist you in continuing your critical operations.

Please share the following information with your staff as part of your disaster planning:

#### **Funds Transfers**

If you are operating from a contingency site, please be aware that you will need the same credentials to access online wires via our Single Sign On site, <https://sso.corpam.org>. Make sure staff has their user IDs, passwords and can receive their one time passcode via email. If you need to call in a wire, make sure you have your phone-in password. You can reach our Member Services department at (800) 292-6242 or by email at [msr@corpam.org](mailto:msr@corpam.org).

#### **Account Management System (AMS)**

If you are operating from a contingency site, please be aware that you will need the same credentials to access AMS via our Single Sign On site, <https://sso.corpam.org>. Make sure staff has their user IDs, passwords and can receive their one time passcode via email. If you cannot access AMS at your contingency site, Corporate America will be able to manually assist with account inquiries, transfers, investments and loan requests. You can reach our Member Services department at (800) 292-6242 or by email at [msr@corpam.org](mailto:msr@corpam.org).

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## ACH Services

If you are operating from a contingency site, please be aware that you will need the same credentials to access our ACH system via our Single Sign On site, <https://sso.corpam.org>. Make sure staff has their user IDs, passwords and can receive their one time passcode via email.

The NACHA Operating Rules include a provision for Excused Delay. This provision is intended to apply to processing delays caused by an interruption of communication or computer facilities that is out of the control of the credit union, due to an act of God or war. Under this provision you can submit your returns once you resume operations. Our ACH staff will be glad to assist you with any posting or return issues you encounter.

Since your ACH files contain credit as well as debit entries, posting the ACH files as quickly as possible will help you serve your members by allowing them access to their funds. If you need to receive a report to manually post your entries, please contact the ACH Department. If you need assistance with manual entry of return items, the ACH staff can assist you. The ACH Department can be reached at (800) 292-6242 ext. 224 or by email at [ACHdept@corpam.org](mailto:ACHdept@corpam.org).

## Cash Services

Your business continuity plans should include emergency cash stock levels. As communication services may be affected, your members may have an increased demand for cash. It is also possible that there could be an interruption or delay of future cash deliveries. If you need to place emergency cash orders, please contact our Member Services department at (800) 292-6242 or by email at [cashvault@corpam.org](mailto:cashvault@corpam.org).

## Investments / Loans

For our members that are operating in contingency situations, we have several credit related services that you may request:

1. Waiving the line of credit over limit fees to credit unions affected by severe weather
2. Backdating of interest for missed transfers
3. Reversal of settlement loan interest
4. Backdating of certificate purchases for maturing investments

Please contact us at (800) 292-6242 if assistance is needed.

## Share Draft Processing & Returns

If your credit union is closing early or closing for several days due to evacuations or disaster, please alert Corporate America as soon as possible at (800) 242-6242.

**Share Drafts** - Our Share Draft Processing staff will make arrangements to save your share draft file(s) to be made available to your credit union when you are open for business.

**Share Draft Returns** - If you are unable to transmit share draft returns to Corporate America due to contingency operations, you may submit your returns on the day that you re-open and all late fees will be waived.

**Connectivity to SFTP site** – If you have trouble connecting to our SFTP site to retrieve your share draft files or upload your returns, please call our IT department at (800) 292-6242 ext 222.

## Branch Capture & Deposit Return Notifications

If your credit union is closing early or closing for several days due to evacuations or disaster, please alert Corporate America as soon as possible at (800) 242-6242.

**Branch Capture** - Our Branch Capture department is staffed until midnight CT. We are available at (800) 292-6242 ext 221 or 226 to assist you with your deposits. We are able to extend the processing deadline for our members that are operating in a contingency situation.

**Deposit Return Notifications** – Our returns staff will make arrangements to save your deposit return PDF files until you are reopen for business, or we can direct the information to another email address for processing.



## Corporate America Emergency Contacts:

### Member Services/Funds Transfers/Cash Orders

Lisa Coffey	(800) 292-6242 Ext. 151	(904) 502-4005 (cell)
Alison Dagnan	(800) 292-6242 Ext. 120	(205) 482-6043 (cell)
Tameka Bray	(800) 292-6242 Ext. 126	(205) 500-2075 (cell)

### Information Technology

Donald Eagen	(800) 292-6242 Ext. 136	(205) 596-1794 (cell)
Shane St. John	(800) 292-6242 Ext. 131	(205) 577-5133 (cell)

### ACH

Raven Johnson	(800) 292-6242 Ext. 130	(205) 617-1012 (cell)
Michael Kennedy	(800) 292-6242 Ext. 149	(205) 516-5254 (cell)

### Item Processing/Branch Capture

Michael Kennedy	(800) 292-6242 Ext. 149	(205) 516-5254 (cell)
Jenny Edgeworth	(800) 292-6242 Ext. 115	(205) 383-5040 (cell)

### Investments

Tanya DeVliieger	(800) 292-6242 Ext. 163	(850) 510-4821 (cell)
Denise Hill	(800) 292-6242 Ext. 160	(770) 868-6332 (cell)
Allyson Gilbert	(800) 292-6242 Ext. 185	(205) 529-0735 (cell)

### Liquidity

Trey Rudder	(800) 292-6242 Ext. 107	(205) 834-3042 (cell)
Jackie Walker	(800) 292-6242 Ext. 106	

### Member Alliance Group

Gisli Magnusson	(800) 292-6242 Ext. 171	(904) 553-5544 (cell)
Denise Hill	(800) 292-6242 Ext. 160	(770) 868-6332 (cell)
Ashley Daniels	(800) 292-6242 Ext. 167	(205) 441-2589 (cell)
Trey Rudder	(800) 292-6242 Ext. 107	(205) 834-3042 (cell)
John Lorenzo	(800) 292-6242 Ext. 127	(949) 813-5861 (cell)
Dan Olley	(800) 292-6242 Ext. 137	(205) 260-5623 (cell)