



**Business Continuity Program Summary for Members**  
**Updated February 10, 2010**

## **Purpose**

In accordance with mandates set by the Federal Financial Institution Examination Council (FFIEC) Business Continuity Planning Information Technology Handbook (March 2008), and the National Credit Union Administration's Corporate Credit Union Guidance Letters 2004-04 and 2004-05, Members United Corporate Federal Credit Union (Members United) would like to make you aware of our Business Continuity Program (BCP).

Our program is designed to help ensure that we can continue to do business with little or no disruption, that your assets will be secure and accessible and that you will be able to reach us regardless of the unplanned business interruption or scope of the situation.

## **Recovery Plan Objectives**

Members United's BCP addresses all essential elements of the corporate's business infrastructure to enable timely response to an event in such a manner that critical business functions continue without interruption or significant change. Members United's Board of Directors and leadership team support the corporate's business continuity preparedness efforts by supporting each of the following objectives:

- Ensure the allocation of sufficient resources with the knowledge to evaluate and maintain a thorough and effective BCP.
- Establish policies for business continuity and business resumption efforts by determining how the corporate will manage and control identified risks.
- Review simulated recovery test results.
- Approve the corporate's business continuity plan annually.
- Ensure the BCP is kept up-to-date and affected employees are aware and trained of individual roles.

To ensure objectives set forth by the Board of Directors are met, Members United's BCP includes the active participation of a Business Continuity Executive Management Team (BCEMT), Business Continuity Planning & Response Team (BCPRT) and the Business Continuity Department. Working together with the BCEMT and BCPRT, the department coordinates and executes all program development, implementation, maintenance and testing activity. Additionally, the Business Continuity Department is available to coordinate all activities of the BCEMT and BCPRT during a contingency environment and manage restoration and resumption to normal operations. Participants of the BCEMT and the BCPRT establish recovery teams, which are available to address the immediate response to an incident and management of the situation from the time an incident occurs until the matter is resolved. Team members are assigned specific responsibilities within each plan type.

In creating the BCP, we assume the locations we identified as "pre-designated alternative sites" are available, that we have sufficient personnel, and that external organizations such as the Federal Reserve, government agencies and market systems, are operational.

Nevertheless there can be no assurance service will continue without interruption in certain circumstances, such as a regional blackout, a natural disaster or a terrorist attack. However, in the unlikely event that Members United has determined it cannot resume operations within a reasonable amount of time, Members United will provide as much advance notice as possible regarding its ongoing operations.

In the event Members United is impacted by a pandemic situation, we have identified staff to perform the essential job functions required to continue operations. A detailed plan documents the procedures Members United initiates in preparation for, and in response to, a pandemic outbreak. Our pandemic plan complies with FFIEC and NCUA guidance by: incorporating a preventative program to reduce the likelihood operations will be significantly impacted by a pandemic event; documenting our strategy for scaling pandemic efforts; outlining a framework for facilities, systems and procedures if staff is unavailable for prolonged periods; and testing our capacity to operate in a pandemic situation.

### **Program/Plan Testing and Updating**

While no business continuity plan can eliminate all risk or delay resulting from an unplanned business interruption or disruption in service, Members United does conduct regular assessments, updating and testing our plans annually to ensure that we have taken the steps necessary to protect our members.

### **Preparation**

Although Members United is confident members will continue to have access to their accounts and access to the settlement funds and payment systems in the event of a significant business disruption, it is possible there may be some temporary disruption or change in the manner in which you can access your account. Members United will notify customers of any such changes or disruptions by posting a notice on the corporate's website or through a message on our telephone system.

To best prepare for such contingencies we suggest you become familiar with the various means through which you can access Members United headquarters and major operations centers:

- ***Headquarters – Warrenville, Illinois***  
4450 Weaver Parkway  
Warrenville, IL 60555  
800-782-2431
- ***Albany, New York***  
1021 Watervliet-Shaker Road  
Albany, NY 12205  
800-253-0053
- ***Indianapolis, Indiana***  
8440 Allison Pointe Boulevard, Suite 150  
Indianapolis, IN 46250  
800-782-2431