

CREDIT UNION NATIONAL EMERGENCY INFORMATION SYSTEM

CUNA and your League are pleased to provide all credit union's nationally a means for which to communicate with their members in the event of a natural or intentional disaster.

Credit union members will be able to access the Credit Union National Emergency Information System using a toll-free number, **1-877-CULOCATE** (877-285-6228), to receive information about the status of a credit union affected by a crisis. The attached flowchart illustrates the current call flow. The messages will be posted in the form of "information only" mailboxes. Information only voice mailboxes have the capability for credit unions to provide announcement messages.

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. VoiceGard will be responsible for testing the system on a weekly basis to ensure availability and will also perform monthly audits on the call processor paths and dial-by-name directory services to ensure the system remains operational.

How It Works

At the time of a disaster, a member will dial **1-877-CULOCATE** (1-877-285-6228) and listen to a top-level message (2), 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 (3). 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.

Additionally, if your Credit Union has implemented a VoiceGard Telecommunication Continuity Plan, these messages will be delivered directly to your Credit Union VoiceGard mailbox as provided with your Telecommunication Continuity Plan.

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.

Instructions for Credit Union Set Up

Each credit union will be asked to set up two pre-recorded messages—one to have posted in a non-crisis or inactive situation (6) and the other to have posted during a crisis or active situation (7). It is recommended to keep the messages under 30 seconds in length to ensure peak efficiency of the call processing system. In the event of a disaster, the credit union will be able to contact VoiceGard's Recovery Team at 866-652-7022 or at operations@voicegard.com to update their message.