

How to Declare a Disaster

When a Disaster Strikes

Contact Ongoing Operations:

Via Phone at **877-552-7892, option 1** or **240-527-6800, option 1**

Before You Call

Take a moment to check that you are an authorized contact for your credit union.

Speaking with a representative who is authorized to declare a disaster will be required.

Information We'll Need

Be prepared to provide the following so we can respond properly:

- ✓ Name of Your Credit Union
- ✓ Your Name and Title
- ✓ Your Contact Information (current phone, email, location)
- ✓ Nature of the Disaster

Escalation Process

Within 30 minutes of declaring a disaster, an Ongoing Operations representative will contact you with specific response details.

If you are not contacted within 30 minutes, please contact:

- Kyle Stutzman, Chief Operating Officer -240-420-2718
- Pamela Buchheit, Director of Level 1 and 2 Support – 805-413-7474 x2964
- Kirk Drake, President/CEO - 240-527-6801

