



How to Declare a Disaster

When a Disaster Strikes

Contact Ongoing Operations:

Via Phone at **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:

- Jonathan Derby, Director Testing, Implementations and Level 3 Support - 301-785-3532
- Kirk Drake, President/CEO - 240-527-6801

For non-disaster related issues, please escalate to:

- Kyle Stutzman, Director Level 1 & 2 Support – 240-420-2718
- Don Stewart, Director of Professional Services – 240-527-2161

Ongoing Operations, LLC – 877-296-4355

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