



## **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

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