

Before Disaster

A business continuity plan (BCP) is a plan to help ensure that credit union processes can continue during a time of emergency or disaster. The NCUA expects credit union management to develop BCPs based on the size and complexity of the credit union and remain consistent with the credit union's overall business strategy.

- Credit unions can leverage the BCP resources the NWCUA provides within InfoSight. These resources assist credit unions through the process of planning, conducting business impact analysis and risk assessments, as well as creating and testing their plan. In addition, these resources have links to guidance from the regulators that assist credit unions in planning for disasters, such as government shutdowns, pandemics, and severe weather.
- Credit unions may wish to work with the NWCUA public affairs team to review or create scripts for the credit union to have ready to use in case of an emergency or disaster situation. Having messaging and scripts already created will ensure the credit union is able to message its members, staff, and community in a timely fashion.
- The Risk Management Council provides an opportunity for professionals in various risk-related roles to discuss trends, share best practices, and discover solutions to shared challenges. This council focuses on physical, information, and cyber-security risk, as well as business continuity and disaster recovery.
- Our Strategic Link partners have a number of services credit unions should consider before a disaster happens. The core providers have back-up and recovery systems. Eltropy can be leveraged for sending out text messages to credit union employees or members. IP Services has a variety of proven solutions to ensure credit union systems and applications are properly protected to mitigate the risk of service interruptions.

After Incident

After an incident, your Association's team is prepared to reach out and respond as needed, and to direct you to Credit Union Movement colleagues, Strategic Link partners, and other resources.

- Coordinate with other credit unions to provide operational assistance to credit unions in the impacted area (as needed)
- Act a liaison to provide status information to regulators (as needed)
- Based on credit unions' needs, work with Strategic Link partners to bring in needed resources

The NWCUF will activate their plan as needed to serve as a common point to collect and provide donations to support relief efforts in the community.

- Provide seed funding to relief efforts
- Set up disaster relief page to collect donations