2018 HAPPY NEW YEAR

Real-Life Examples of Member Value
How Alloya is An Extension of Your Credit Union

Situation: *A credit union member was recently impacted by a virus called "Nation Attack" – a disruptive virus that attacks hardware. No data was lost – but mapping was obstructed.*

The credit union isolated the impacted machines and removed them from their system as they had to rebuild the hard drives. This left credit union staff unable to review share drafts and returns or perform other operational work.

Solution: After the credit union initiated their business continuity plan, Alloya's Member Services team helped the credit union review their items and provided daily account information. With Alloya's staff working as the back office during the lockout, the credit union's cash management function and other operational work would not have been completed, potentially resulting in a public relations and reputational risk crisis.

Thanks in large part to the new TranzCapture system and its portability, the credit union had a window of opportunity to scan deposited items from a remote location. However, 7:00 pm that Friday evening, they realized the necessary software still needed to be downloaded. The credit union reached out to their Senior Business Consultant for guidance, and within minutes, Alloya's Assistant Vice President of Member Services, Kim Perkins (who was already home for the evening), called the credit union's CEO.

"We essentially called in the cavalry and within no time, the software was downloaded, and batches started to come through. It's hard for me to imagine any other institution working through the night to resolve this issue for the credit union," said Jackie Vrigian, Vice President of Business Consulting. "Credit union people believe in the cooperative spirit and exemplify it every day. This is what separates Alloya from any other provider. It's not what we do, it's how we do it, and I am proud to have amazing people on our team serving members in such a selfless way."

The impacted credit union's CEO said, "Personally, I could not be more at peace with knowing that our corporate is here for us working in the shadows, so to speak. Having our systems down and not being able to function as we would on a 'normal' day could have resulted in a very trying situation. But Alloya came through for us."

Alloya's business model is based on helping members realize efficiencies – and this model is consistent for liquidity, payment, technology or investment services that Alloya offers – as well as navigate through situations described above. Every individual at the corporate takes great pride in helping credit unions and building long lasting relationships. Alloya's 180 employees view themselves as an extension of the credit union, committed to complement each credit union member's team.

Tell Us Your Story: We would love to hear how your credit union is making the most of its Alloya membership. Visit **www.alloyacorp.org/value_story** to fill out and submit the story form, or share your story with your Senior Business Consultant.

Keeping Your Systems Secure

Implementing these four controls could potentially protect you from many online threats.

1. Application Whitelisting
   - Only authorized programs can run on a system
2. Patching Windows
   - Install critical Windows patches within 10 days of the patch being released.
   - Malware is often developed within 48 hours of a patch being publicized.
3. Patching Third Party Applications
   - Install critical third-party application patches (Adobe, Java, etc.) within 10 days of the patch being released.
   - Keep your software up to date and current.
4. Restrict Administrative Privileges
   - When hackers target a system, they will look for user accounts with administrative privileges.
   - Users who do not have administrative privileges do not have the rights to install malware on machines.

For more information, please email Dean Choudhri, Assistant Vice President of Information Security at **dean.choudhri@alloyacorp.org**.

2018 BCP To Do Items

Start by reviewing your current business continuity plan (BCP). Make sure it aligns with your credit union's strategic business objectives. Remember: Test to verify the plan adequately addresses the size, culture, dependencies and operating environment. The policy should provide direction on scope and boundaries for business continuity, including limitations and exclusions.

Other areas for consideration:

Staff
Make sure everyone assigned a role in business continuity has time to fulfill their responsibilities. Verify that staff roles and responsibilities are written and distributed to staff. Also, verify that all staff is cross-trained to perform multiple jobs. Then plan training and awareness tests or drills so staff can rehearse and exercise their business continuity responsibilities.

Facilities
Verify that backup locations still meet the requirements for business resumption, and that the alternate site has the appropriate infrastructure for continuing critical business processes. Consider having a work-from-home policy – if staff can work from home, make sure the policy addresses the situations that may affect working remotely.

Information/Technology/Suppliers
- Test data back-up and recovery procedures to verify they meet business continuity requirements.
- Test to verify adequate power and alternative sources are available to support critical technology.
- Review contractual agreements to ensure they are current and meet business continuity requirements.