



Corporate Federal Credit Union

**Corporate Headquarters:**  
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[www.alloyacorp.org](http://www.alloyacorp.org)

March 10, 2020

Dear Members of Alloya Corporate FCU:

At Alloya, we take the responsibility of being an important part of your back-office operations very seriously and we are committed to supporting uninterrupted operations – even in the event that COVID-19 (coronavirus) becomes a pandemic with increased business continuity repercussions. Alloya would like to take this opportunity to share details about our preparedness for such an event.

### **People and Culture**

- All non-essential staff travel has been suspended indefinitely while we monitor how the virus develops and impacts the U.S.
- All staff have a laptop, mobile phone and VPN connection which provides each person with the ability to work remotely, if necessary. This ability to work from home has been successfully tested several times.
- As a result, if the situation warrants, our entire staff could work from home in isolation starting immediately with little or no impact to our members' ability to process transactions for their members.

### **Member Service**

- Premier View, our key member system, has full back-up and recovery capabilities. Alloya completed a full recovery test of Premier View the weekend of March 7 and testing results were excellent.
- A summary of Alloya's Business Continuity Program can be found at [www.alloyacorp.org/business-continuity](http://www.alloyacorp.org/business-continuity), which includes pandemic preparedness planning.
- Alloya also uses certain key vendors to provide services and we are continually reviewing their business continuity plans as part of our own plan. We have been in contact with all our vendors and believe they are prepared for a pandemic but will continue to monitor their communications.
- All incoming calls can be handled by our Member Service team regardless of their location.

### **Financial Performance and Compliance**

- As the market turmoil continues and interest rates continue to rapidly decline, Alloya will continue to responsibly monitor expenses, provide the best value possible and assist in new ways as the situation warrants.

Alloya is focused on the safety of our people and our members, and has taken steps to lessen the chances of disruption. While the situation remains fluid, we believe Alloya is well positioned to respond to the possible impact with our member-focused staff, the ability to work from home and proven business continuity and pandemic plans. If you have any questions, never hesitate to contact our team at (800) 342-4328. As more information becomes available, additional communications will be sent. Thank you for your support.

Sincerely,

A handwritten signature in black ink that reads 'Todd M. Adams'.

**Todd M. Adams**  
Chief Executive Officer