



Prepare for the Unexpected

Steps to Help Ensure Uninterrupted Service During Emergencies

Do you have an updated contingency plan in place to ensure your credit union is prepared to operate amid the COVID-19 (coronavirus) pandemic?

Here are some proactive steps that you can take with your Alloya relationship to help provide uninterrupted service to your members:

- Ensure that the key contacts at your credit union are up to date in Premier View. For a refresher on the Key Organizational Contacts feature of Premier View (launched in mid-2019), visit [this helpful microsite](#) or watch [this tutorial](#) (login to Premier View required for tutorial viewing).
- Ensure that Trusteer Rapport security software is installed on all devices used to access Premier View.
- Bring home tokens to access Premier View securely from remote locations.
- Review your credit union's authorizations and ensure you have sufficient coverage for potential staff absenteeism. View the [Quick Reference Guide for Member Credit Union Administration Reports](#) for instructions on reviewing your authorizations (login to Premier View required).
- If you have IP lockdown, ensure your disaster recovery locations are whitelisted with Alloya. View the [IP Lockdown Request/Change Form](#) to submit additional locations for whitelisting (login to Premier View required).
- Consider inputting ACH Originations, ordering coin and currency, and scheduling ATM cash replenishments in advance.
- Have Alloya's contact information accessible at remote work locations.

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