COVID-19 Questions for Non-ONES Credit Unions

1) Do you have a Business Continuity/Disaster Recovery Plan/Program?

2) When was the last time management and the board reviewed/revised the plan/program?

3) Have you considered all relevant risk exposures (including COVID-19 or other outbreaks; how members, employees are affected; etc.) when reviewing/updating your BCP/DRP?

4) How is your credit union preparing for business disruptions related to COVID-19?

5) Does the credit union have adequate technology for employees to work remotely, if necessary?

6) Do you have a plan to communicate with your members how the credit union is responding to potential disruptions such as changes in member services, access to credit union facilities, etc.?

7) What plans do you have in place to manage changes in liquidity (for example inflows of deposits due to stock market/financial market volatility)?

8) Have you experienced/are you experiencing unusual increased/decreased deposit levels?

9) Please keep us informed regarding any changes in availability, accessibility, and other COVID-19 related issues with your credit union.