

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.**