

How Do I Establish Electronic Connections?

The Item Processing and Internet lines will be alt-routed to the contingency site by the phone company. Therefore, you should be able to connect and transmit the required files without any configuration changes.

During a disaster, our **APEX-ACH** users can access this service through the following alternate Internet address.

Contingency APEX-ACH Internet Address
<https://paylinks.cunet.org>

During a disaster, our **Cash Vault** users can access this service through the following alternate Internet address.

Contingency Cash Vault Internet Address
<https://xnet.loomisfargo.com/ico/login.asp>

During a disaster, our **EPD-Foreign Wires** users can access this service through the following alternate Internet address.

Contingency EPD-Foreign Wires Internet Address
<https://epd.uscentral.org/eProducts/homeView.action>

Please remember that we are processing from a disaster recovery site and the communication to and from your credit union will be slower due to the limited number of phone lines.

Will I Get Everything I Need?

During a disaster situation, we will strive to meet the same service levels that you are currently receiving on a day-to-day basis. We regularly test all contingency procedures and update our databases on a regular basis. Our entire system is backed up nightly and a weekly backup is stored offsite.

Share draft images will not be available immediately, but should be available within 48 hours.

Any Questions?

If there are any questions, simply call a Member Service Representative at: (800) 470-3444 or (615) 232-7900, Ext. 1.

January, 2012



Savings Federally Insured to at least \$250,000. NCUA, a U.S. Government Agency.

BUSINESS CONTINUITY GUIDELINES

Save for Future Reference

What You Need To Know . . .

VolCorp is committed to providing the highest degree of service reliability and availability to our member credit unions. However, events could occur that would result in a temporary disruption of service.

For all contingency situations, VolCorp has a full business recovery center located just outside the Nashville area. This allows us to begin recovery in a much timelier manner because of the closer proximity to our office.

If a disaster occurs, we will notify you either by telephone, email, fax or a combination of each. You will be given information regarding the status of the disaster and any special procedures that you may need to follow.

How Can I Access VolCorp?

You need only to call our "800" number or our local main phone number. We have procedures in place to alt-route all incoming telephone calls to our business recovery center.

continued on back ►



2460 Atrium Way, Nashville, Tennessee 37214

(615) 232-7900 or (800) 470-3444
Fax: (615) 232-7999 (Main) or Fax: (615) 232-7979 (Item Processing)
www.volcorp.org