

We can't predict natural disasters.

We *can* make life a little easier, getting you on the road to recovery.

DRBC Support

DISASTER RECOVERY BUSINESS CONTINUITY



CALL XTEND AT 1-800-327-3478 x 313

This is the most crucial setup necessary for your credit union - don't hesitate! Contact us to discuss your DRBC options and begin your journey on the road to recovery! Whether it be outbound communications such as emails, our inbound contact center or back-office bookkeeping assistance, Xtend will make sure you have the proper configurations in place.

1

When in need of DRBC services, **Xtend Bookkeeping** has the following covered:

- **Share Draft Exceptions**
- **ACH Exceptions**
- **Working with PACHSU**

We work with credit unions once they sign a contract with us to create a "Policies and Procedures Guide" on how to process their branch when in need.

Xtend Contact Center also ensures that its clients are covered in case of an emergency. A new contract with the contact center or an existing Branch XT contract guarantees the same coverage.

By utilizing our DRBC services, members can:

- **Perform transfers**
- **Inquire on a balance**
- **Reset OLB pins, etc.**

Xtend will provide a toll-free number to which calls will be routed as well as providing many other vital services regarding your Contact Center DRBC needs.

2

Xtend Communications is happy to safeguard your member connectivity with its DRBC services in addition to those listed prior!

- **HTML or plain text emails**
- **Option to send messages via Online Banking**

Please call or submit the form found on our website:

<https://www.xtendcu.com/portfolio-item/single-send-message>

Once the steps are complete, members will start to receive your vital communications.

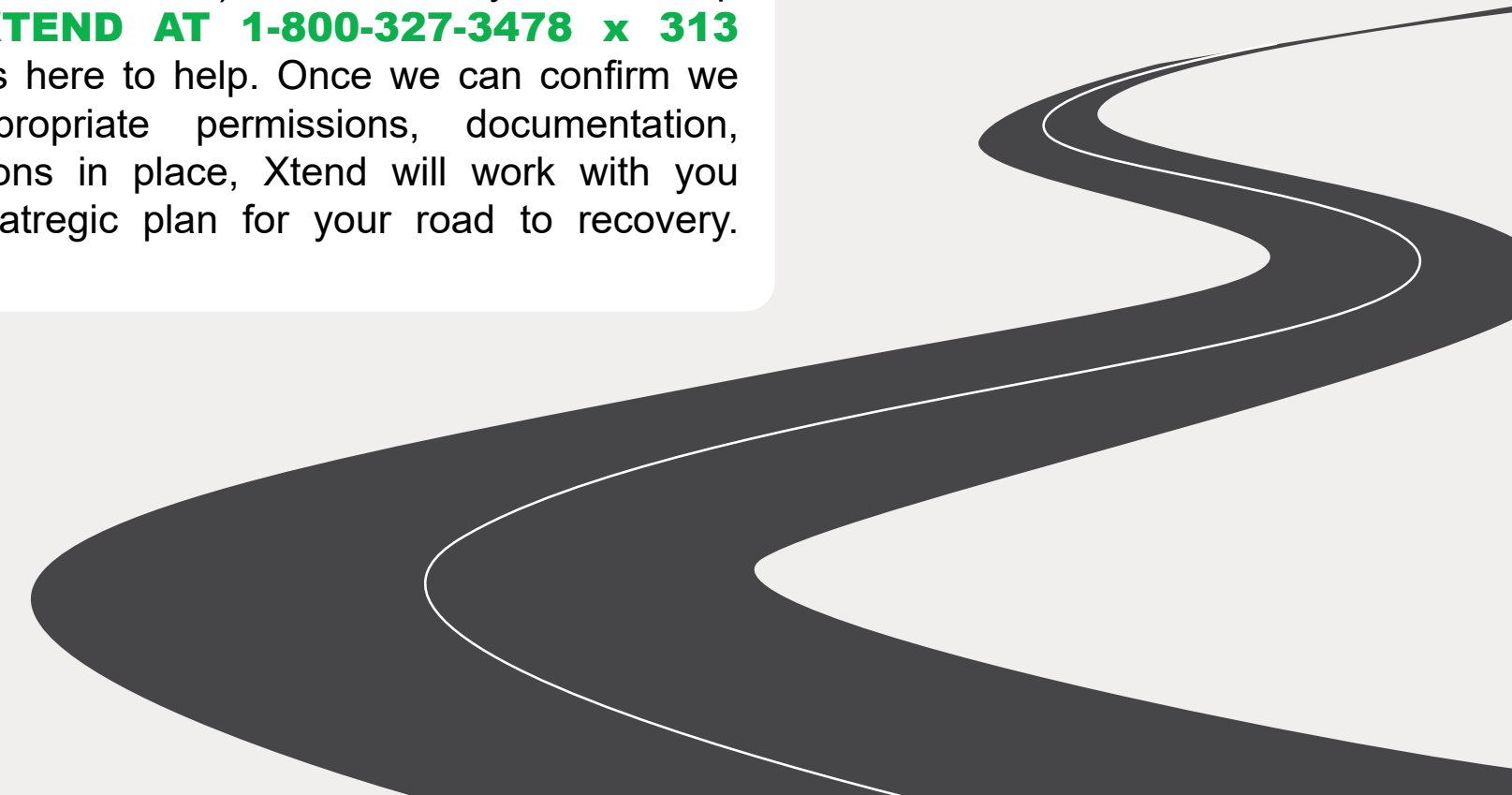
3

Xtend knows that during a disaster, you want the most important information necessary to stand out so you're not overwhelmed when it comes time to take action. That's why we've created a loud, bold, three-step system for you to reference during any unfortunate events.

To best use the services offered by our departments during a natural disaster, Xtend does recommend that you have a contract in place before there is imminent threat of a natural disaster (i.e. a hurricane). However, if you do not have a contract with us and a hurricane (or otherwise unfortunate event) is inevitable, your first step is to **CALL XTEND AT 1-800-327-3478 x 313** and our team is here to help. Once we can confirm we have the appropriate permissions, documentation, and configurations in place, Xtend will work with you to create a strategic plan for your road to recovery.

THINGS TO KNOW

After following the steps on the previous page, please review the following information.



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