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## Business Continuity for Members

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### **Purpose**

In accordance with mandates set by the Federal Financial Institution Examination Council (FFIEC) Business Continuity Planning Information Technology Handbook and the National Credit Union Administration's Corporate Credit Union Guidance Letters, WESLA Federal Credit Union would like to make our members aware of our Business Continuity Program (BCP). Our program is designed to ensure we can continue to do business with little or no disruption, that your assets will be secure and accessible, and that you will be able to reach us regardless of an unplanned business interruption or the scope of the situation.

### **Recovery Plan Objectives**

WESLA Federal Credit Union BCP addresses all essential elements of our business infrastructure to enable timely response to an event that proves disruptive to critical business functions. Representatives of WESLA's leadership team oversee and direct the Credit Union's business continuity preparedness efforts by supporting each of the following objectives:

- Ensure the allocation of sufficient resources with the knowledge to evaluate and maintain a thorough and effective BCP.
- Establish policies for business continuity and business resumption efforts by determining how the Credit Union will manage and control identified risks.
- Review simulated recovery test results.
- Approve the Credit Union's business continuity plan annually.
- Ensure the BCP is kept up-to-date and affected employees are aware and trained of individual roles.

To ensure BCP objectives set forth by WESLA's leadership, the planning process involves collaboration with executive leaders on the Business Continuity Executive Management Team. The Business Continuity Team works with the credit unions core processor and The Purple Guys to develop department business continuity plans, and executes continuity program development, implementation, maintenance, and testing activity.

Additionally, the Business Continuity Team coordinates disaster management activities, to restoration and resumption of normal operations. Members of the Business Continuity Team will establish recovery personnel to address the immediate response to an incident and management of the situation from the time an incident occurs until the matter is resolved. Recovery team members are assigned specific responsibilities within each business continuity plan.

In creating the BCP, we assume the locations we identified as "pre-designated alternate sites" are available, that we have sufficient personnel, and those external organizations such as the Federal Reserve, government agencies and market systems, are operational. Nevertheless, there can be no assurance service will continue without interruption in certain circumstances, such as a regional blackout, a natural disaster or a terrorist attack. However, in the unlikely event that WESLA Federal Credit Union has determined it cannot resume operations within a reasonable amount of time, WESLA will provide as much advance notice as possible regarding its ongoing operations.

In the event WESLA Federal Credit Union is impacted by a pandemic situation, we have identified staff to perform the essential job functions required to continue operations. A detailed plan documents the procedures WESLA initiates in preparation for, and in response to, a pandemic outbreak. Our pandemic plan complies with FFIEC and NCUA guidance by incorporating a preventative program to reduce the likelihood operations will be significantly impacted by a pandemic event; documenting our strategy for scaling pandemic efforts, outlining a framework for facilities, systems and procedures if staff is unavailable for prolonged periods; and testing our capacity to operate in a pandemic situation.

### **Program/Plan Testing and Updating**

While no business continuity plan can eliminate all risk or delay resulting from an unplanned business interruption or disruption in service, WESLA Federal Credit Union conducts annual tests and updates our recovery plans to ensure that we have taken the steps necessary to protect our members.

### **Preparation**

Although WESLA is confident members will continue to have access to their accounts and access to the settlement funds and payment systems in the event of a significant business disruption, it is possible there may be some temporary disruption or change in the manner in which you can access your account. WESLA will notify members of any such changes or disruptions by posting a notice on the Credit Union's website or through a "On Hold" recorded message on our telephone system and social media post.

To best prepare for such contingencies we suggest you become familiar with the various means through which you can access WESLA Federal Credit Union branches and credit union service centers:

<b>Main Office #1</b>	<b>Address</b>
South Shreveport	2921 Williamson Way
Caddo Parish	Shreveport, Louisiana 71118
Website	<a href="http://www.wesla.org">www.wesla.org</a>
Primary Branch Number	318-687-8700
Fax	318-688-8833
Toll Free #	1-800-828-6647

#2	Address
Auto Mall	8650 Fern Avenue
Caddo Parish	Shreveport, Louisiana 71105
Website	www.wesla.org
Primary Branch Number	318-687-8700
Fax	318-798-0707
Toll Free #	1-800-828-6647

#3	Address
Bossier	2600 Melrose Avenue
Bossier Parish	Bossier City, Louisiana 71111
Website	www.wesla.org
Primary Branch Number	318-687-8700
Fax	318-629-4502
Toll Free #	1-800-828-6647



Name	Address	City	State	Zip
ANECA FCU	4361 Youree Dr	Shreveport	, LA	71105
Barksdale FCU	1560 E 70th St	Shreveport	, LA	71105
Barksdale FCU	455 Curtis Rd Bldg. 1175	Barksdale AFB	, LA	71110
Carter FCU	8988 Ellerbe Rd	Shreveport	, LA	71106
Barksdale FCU	700 Northgate Rd	Bossier City	, LA	71112
ANECA FCU	2650 Benton Rd	Bossier City	, LA	71111
Carter FCU	2901 Meadowcreek Dr	Bossier City	, LA	71111
Carter FCU	4646 Hillary Huckaby Dr	Shreveport	, LA	71107
Carter FCU	6885 Bert Kouns Industrial Loop	Shreveport	, LA	71129
Carter FCU	7288 Hwy 509	Mansfield	, LA	71052
Carter FCU	918 Homer Rd	Minden	, LA	71075
Carter FCU	100 West Church Street	Springhill	, LA	71075