



# DISASTER

## Recovery

*Instant Reference Guide*



## Our Preparations

Although we hope a contingency situation never occurs, Southeast Corporate has carefully created and tested our business continuity plan with the goal of providing you with the same high quality member service you have come to expect.

Our goal at Southeast Corporate is to minimize any disruptions to you, regardless of the type of event. We aggressively review and exercise our business continuity plans to ensure our readiness to support our members. Should a temporary or short-term disruption affect any of our business activities, be assured that Southeast Corporate will implement our contingency plans to maintain normal business functions to the maximum extent possible. In the event of a disaster, we will inform you (using a combination of email, telephone, and fax) of the nature of the contingency and our plan for providing members with on-going regular service. We will expend every effort to give you the latest contact information, any special instructions we feel you will need, instructions on any special procedures that may need to be put into place during the contingency, and an estimate of when we expect all activities will return to normal.





## Contacting Us

You may continue to reach our staff through the normal toll-free number throughout any contingency operations. This number will remain the prime contact for us, even though the situation may require temporary relocation. Our plan includes re-directing this number so that we will always be available to you. The phone system menus may have additional features depending on the nature of our recovery, so listen carefully to the voice messages when calling. In any case, please continue to use this number:

**Tallahassee and Jacksonville Office: 1-800-342-0203**

In the event contact is lost with our Member Services' staff through normal fax communications, try these alternate fax numbers:

**Tallahassee: 1-850-701-4140**  
**Jacksonville: 1-904-861-6960**



## Internet Accessibility

Even if we have an event that affects our primary web server or the servers of our CUSOs' corpSynergies (Member\$MART), MBS, or Accolade; we have built-in redundancies that will fail over to alternate servers. You will not need to log into a different site as your browsers will automatically relocate to our backups. The websites delivered on these servers have all the functionality as our primary sites.

Regardless, your credit union will be notified of the change over. As you would during normal operations, contact Member Services if you experience any difficulty at 1-800-342-0203, option 1.



## Bringing You Results

Be assured that under a contingency situation, Southeast Corporate will do everything we can to ensure you continue to receive outstanding member support. In addition to regular backups, all critical infrastructure components operate with near real-time redundancy, providing you a transparent failover solution that will not impact your day-to-day operations. We have alternate access to wire transfers, securities and ACH systems through our contingency terminals. We can handle all our item processing, including the entire branch capture suite of products, at an alternate location. Inquiries and returns should recover within a short time after the announcement of a contingency.



## Questions

Please contact a Member Service Representative at 1-800-342-0203, option 1, should you have any questions regarding our contingency plans.