



Louisiana Corporate

Credit Union

To: All Member Credit Unions

From: David Savoie, CEO

Date: March 13, 2020

Re: Louisiana Corporate's Pandemic Preparedness / COVID-19

At the outset of the COVID-19 outbreak, the Louisiana Corporate team met to assess readiness for the evolving impact of COVID-19 on the corporate and the member credit unions we serve. Please allow us to provide a brief update:

- Louisiana Corporate has a long-standing *Pandemic Plan and Influenza and Pandemic Procedure*, originally developed in 2009 during the H1N1 outbreak. We have updated these plans and procedures for current situations.
- Our contingency plan for operation during pandemics is very similar to the plan we use for Tropical Weather events. This plan is tested annually and has been successfully used during actual tropical weather events several times in recent years.
- We will follow all guidance from the Louisiana Office of Financial Institutions the National Credit Union Administration, as well as public health and civil authorities and are monitoring updates from these authorities on a continual basis.
- In the event of full or partial implementation of our plan for remote operations, we anticipate no interruption in the availability of corporate services. Data security and privacy issues have been considered and addressed for remote operations.
- If your credit union would like to provide any updated email or telephone contact information, or alternate contact information for contingency operations, please send to lacorp@lacorp.com or fax to (504) 838-8822
- We are operating normally from our office location and will inform immediately of any changes in our contact telephone numbers.

Should you have any questions, or if we can be of any assistance, please do not hesitate to contact me directly or any member of the Louisiana Corporate team.