

IBAT EMERGENCY HOTLINE INSTRUCTIONS

Updated 07-08-2010

SPECIAL NOTE: The IBAT Emergency Hotline is meant to be just one method of communication *in addition* to what you've already established in your Business Continuity or Disaster Recovery plans. This is not meant to be your **ONLY** method of communication.

HOW IT WORKS – STAFF INSTRUCTIONS

In the case of a disaster, employees can:

- (1) Call the IBAT Emergency Hotline number
 - a. 1-800-341-9336
 - b. enter the bank's pre-assigned voice mail box number
 - c. listen to the message left by the bank's designated Emergency Liaison ("EHL")
 - d. hang up after listening to the message or leave a message for bank staff.
- (2) Log on to IBAT's website – these messages are "public" messages:
 - a. www.ibat.org
 - b. place the mouse over the "Find A Community Bank" menu option and select "Emergency Bank Notices"
 - c. Two options-
 - i. ALL of the active messages are available on this screen. Locate your bank's name and city to view the message; OR
 - ii. enter the bank name, click Search
 1. locate the correct bank/city from the list results
 2. view the message

IMPORTANT – The web site is designed so that emergency Announcements are posted by the bank's main location. It must be communicated to employees that, when searching for their bank's information, they must correctly locate the main city/location.

ROLE OF THE BANK

1. The bank designates an employee plus a backup to serve as their Emergency Hotline Liaison ("EHL") with IBAT. The EHL fills out the IBAT Emergency Hotline Enrollment Form (at the end of these instructions) and returns it to IBAT.
2. IBAT assigns a voice mail box and makes the EHLs an "Administrator" IBAT's website, which will allow them to post message for their bank only.
3. IBAT will contact the EHL when everything's ready for testing (usually within 2 business days or less).
4. If an emergency occurs, the bank's EHL will have the ability to:

- a. Change the outgoing message on their bank's Hotline voice mail box as often as they'd like, and
- b. Put an Announcement on the IBAT web site as often as they'd like.

IBAT Emergency Contact Information

Phone/Voice Mail Issues

During business hours:	800-749-4228	Ask for Ursula or TJ
After hours/weekends:	512-773-8458	Ursula's cell number
	512-627-6979	TJ's cell number

Website Issues

During business hours:	800-749-4228	Ask for Christopher or Kerry
After hours/weekends:	817-994-2088	Christopher's cell number
	512-965-2871	Kerry's cell number

TELEPHONE PROCEDURES – for the bank to leave a mssg for employees

In the case of a disaster, the EHL calls IBAT's voice mail number:

- A. 1-800-341-9336
- B. enter the bank's voice mail number
- C. press 8 while the Announcement is playing
- D. enter the voice mail access code
- E. if there are messages left by the bank employees for the EHL (hang-up calls will sound like blank/air), they will play automatically – otherwise, you'll hear "There are no new messages" – go to step "F"
 - 1 – listen to new messages
 - 2 – listen to saved messages
 - 4 – delete message
 - 5 – save message
 - 7 – repeat message
 - 9 – skip message
 - 8 – main menu
 - * 0 4 lets you change the access code
- F. press 3 to create a new outgoing Announcement/message for your staff to hear
 - 1 – listen to old outgoing message
 - 2 – record a new outgoing message
 - 3 – save/post the new outgoing message **AND** your staff can leave messages for you too
 - 4 – **DO NOT USE SELECT THIS OPTION.** This option plays your outgoing message on a loop; however, it also locks you out of the administrative rights so you can't go in later to remove or update the outgoing message. It's a trap!!
 - 8 – main menu

When calling the voice mail box for the very first time, if you accidentally erred when recording your bank's name, call Ursula at 800-749-4228 for next steps.

Sample Outgoing Voice Mail Announcement

Today is April 2, 2013 at 8pm. The Galveston branches of XYZ Bank will be closed through April 4th due to water damage. Employees of the Galveston branches are to report to the Clear Lake branch on April 3rd and 4th. Contact your supervisor if you need immediate assistance.

Voice Mail Tips – It may be helpful to...

- Add the time and date of the message so employees know it's the most current information.
- If you do not want employees to leave messages for the bank on this line, consider adding something to the message such as, "Employees should not leave voice mail messages for the bank on this line. Call your immediate supervisor instead."

IBAT WEB SITE PROCEDURES – for the bank to leave a mssg for employees:

Video instructions are located on IBAT's web site at: <http://www.ibat.org/ibat-emergency-hotline>

FAQ

SPECIAL NOTE: This is meant to be an "additional" method of communication to what you've already established in your Business Continuity or Disaster Recover plans. This is not meant to be your ONLY method of communication.

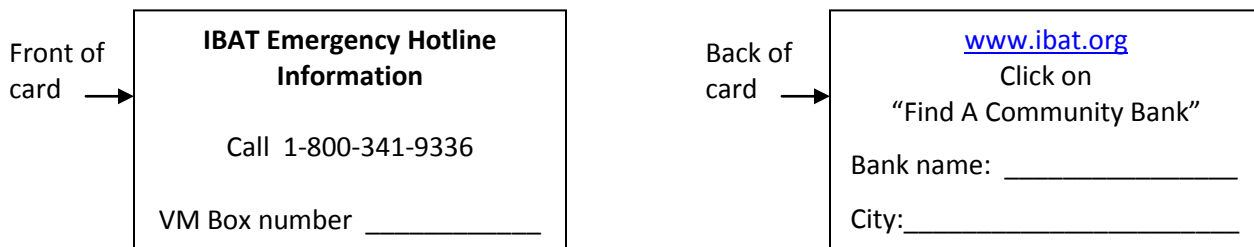
Q: How many employees can call at IBAT at a time?

A: At this time, there are 23 phone lines available to call the Hotline. In the rare event that a caller hears a busy signal, they just need to wait a few minutes and call back.

Q: How can employees remember the hotline phone number?

A: Consider adding the Hotline number and web address to your emergency calling tree. Another way is to create cards for your employees to keep in their wallet.

Sample:



Q: Will the Hotline phone number always work?

A: If there's a disaster at IBAT that results in a loss of power or destruction of the building, the telephone hotline will not work.

Q: Will the IBAT web site always work?

A: Yes barring a nationwide disaster. IBAT's web site is hosted by a professional hosting company with mirrored servers in multiple locations.

Q: On the IBAT web site, is the bank's ER Hotline message "public?"

A: Yes, anything posted on this page is available to the public. Site visitors do not need a password to see the page.

Q: On the IBAT web site, how long will the message be available?

A: The EHL who posts the message online must select an "expiration" date before the message is posted. The website will automatically remove the bank's message at midnight at the end of the date selected.