



STATE OF LOUISIANA
OFFICE OF FINANCIAL INSTITUTIONS
BATON ROUGE, LOUISIANA



Emergency Preparedness Guide - Pandemic

SUBJECT: BEST PRACTICES FOR ALL LOUISIANA STATE-CHARTERED FINANCIAL INSTITUTIONS (FIs) AND THEIR CUSTOMERS AFFECTED BY A MAJOR DISASTER OR OTHER EMERGENCY

Applicability: Every state-chartered FI is expected to have a formal Emergency Preparedness Plan in place documenting how it will respond to various scenarios and adversities in the event of a major disaster or other emergency. This Plan should be developed with the input of all employees, documented in writing, clearly communicated and shared with all employees, and reviewed and tested at least annually.

The following are examples of the most frequently asked questions that we receive following major disasters (such as storms) and other emergencies:

FREQUENTLY ASKED QUESTIONS

1. Prior to a storm or other emergency, if we find it necessary to close an office early, what should we do?

If you find it necessary to close any office(s) as a result of and/or precaution against a storm or other emergency, you should e-mail a brief notice to OFI in order to fulfill your statutory obligation under LSA-RS 6:128(C)(2). The notice should include which office(s) you plan to close and for how long.

2. What is the preferred method of communication with the OFI?

The preferred method of communication is by e-mail message to ofila@ofi.la.gov. We would ask that on all written communications with OFI, that you include your FI's name and city of domicile. Many FIs have the same or a similar name or domain name in their email addresses, so it is not always readily apparent who is sending the correspondence and/or notice, primarily via emails. When time is critically important, we want to make sure that we provide help and assistance to the right FI.

3. If our officers/managers must evacuate the area for their safety, what should we do?

The safety of your employees should always come first. If the officers/managers of any FI must evacuate, please get in contact with this office as soon as possible to report (1) your contact information for (a) customers and (b) regulators and (2) the plans for your institution. Here are

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several emergency numbers that you may use to contact OFI. In addition, remember the preferred method of communication is by email message to ofila@ofi.la.gov.

Supplemental OFI Contact Information:

	OFFICE NO.	CELL NO.	EMAIL ADDRESS
John Ducrest, Commissioner	225-922-2627	- -	jducrest@ofi.la.gov
Christine Kirkland, Deputy Commissioner	225-922-0632	225-287-9603	ckirkland@ofi.la.gov
Sid Seymour, Chief Examiner	225-925-4675	225-747-0718	sseymour@ofi.la.gov
Jonathan Finley, Chief Examiner	225-922-0637	225-362-1385	jfinley@ofi.la.gov
Tim Robichaux, Compliance Examiner Deputy Chief	225-922-0878	225-747-0722	trobichaux@ofi.la.gov
George Clancy, Alexandria Compliance Examiner Mgr.	318-487-5023	225-747-0725	gclancy@ofi.la.gov
Barry Ensminger, Baton Rouge Compliance Examiner Mgr.	225-922-0368	225-747-0724	bensminger@ofi.la.gov
Neil Ponthie, Lafayette Compliance Examiner Mgr.	337-262-5754	225-747-0726	nponthie@ofi.la.gov
Christi McEacharn, Monroe Compliance Examiner Asst. Mgr.	318-362-5292	225-747-0727	cmceacharn@ofi.la.gov
Pierre Thibaut, New Orleans Compliance Examiner Mgr.	504-568-8536	225-747-0728	pthibaut@ofi.la.gov
Onjel Ingram, Shreveport Compliance Examiner Mgr.	318-862-9706	225-747-0729	oingram@ofi.la.gov

4. Why won't the regulators leave us alone when we are trying to reopen and/or complete repairs after an emergency?

After an emergency, regulators and others will be contacting you to assess the level of damage to an area and identify your most critical needs. The regulators may call all institutions statewide in order to ensure that no one is missed. If an emergency is contained to a small area, the regulators will only call the institutions with a location(s) in the impacted area(s).

The script that state and federal examiners will use in contacting institutions after an emergency is attached for your review and consideration. If you have the answers to the questions on the script prepared, the call will go much smoother and more quickly. Some of the areas that we may be able to help you get priority service for include the following: solving phone or connectivity problems; restoring electricity; assisting you in finding generators or other items; and locating armored carriers. When the examiners call you and before you conclude the call, please stress to them your immediate needs. We will try to assist in any way possible using a wide range of contacts and resources.

Please understand that once the examiners have contacted you for the initial assessment, you **MAY** arrange future contacts at a specified time and on an agreed-upon frequency in order to avoid any unnecessary problems and/or delays in this regard.

5. When an emergency is expected, what are some things that we can do to be better informed/prepared?

Louisiana Business Emergency Operations Center (LABEOC):

OFI, the LBA, and the LCUL all have access to the LABEOC. The LABEOC is a joint partnership between Louisiana Economic Development (LED), the Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP), the National Incident Management Systems & Advanced Technologies (NIMSAT) Institute at the University of Louisiana at

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Lafayette, and Stephenson Disaster Management Institute (SDMI) at Louisiana State University.

The LABEOC supports the coordination of activities and resources of businesses and volunteer organizations in Louisiana and across the nation to improve response and self-sufficiency, reduce reliance on FEMA and other federal assistance in order to maximize business, industry and economic stabilization, returning the business environment to normal operations as quickly as possible.

The LABEOC will work with businesses to improve their disaster preparedness; improve communication with business and industry before, during and after disaster events; rapidly develop sound economic-impact estimates to support decision making and requests for business assistance; coordinate response efforts to assist businesses in their efforts to return to normal operations as quickly as possible; and help coordinate post disaster economic recovery.

You may register with the LABEOC at www.labeoc.org to receive information alerts, notifications of available products and services, and status reports of issues hindering your operations' recovery.

6. What other ideas should our institution consider in advance of a storm or other emergency?

Government Emergency Telecommunication Service (GETS) and Wireless Priority Services (WPS) Telephone Priority Services. These services may be used to get your calls through immediately following a disaster. Please consider registering for these services that are available to all financial institutions. Your entire staff is eligible!

The Government Emergency Telecommunication Service (GETS) is a White House-directed emergency phone service provided by the National Communications System (NCS) in the Information Analysis and Infrastructure Protection Division of the Department of Homeland Security. GETS provides emergency access and priority processing in the local and long distance segments of the Public Switched Telephone Network (PSTN). It is intended to be used in an emergency or crisis situation when the PSTN is congested and the probability of completing a call over normal or other alternate telecommunication means has significantly decreased.

GETS is accessed through a universal access number using common telephone equipment such as a standard desk set, STU-III, facsimile, modem, or wireless phone. A prompt will direct the entry of your PIN and the destination telephone number. Once you are authenticated as a valid user, your call is identified as an NS/EP call and receives special treatment. ***Please Note: Obtaining a GETS card is absolutely FREE!!! Your only charge is 7-10 cents per minute for the call (depending on the carrier).*** More information regarding the GETS program can be found at <https://www.cisa.gov/about-gets> GETS FAQs can be found here <https://www.cisa.gov/gets-faq>.

Wireless Priority Service (WPS) is the wireless complement to the wired Government Emergency Telecommunications Service (GETS). During times of emergencies, wireless service providers can experience congestion in their networks. Such congestion can severely curtail your ability to make calls with your cell phone. To facilitate the completion of critical calls during these high usage events, WPS enables you to access the next available wireless channel before non-

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subscribers. It is a priority access queuing system for wireless networks. The following carriers currently have this capability: AT&T, Cellcom, C Spire, Southern Linc, Sprint, T-Mobile, and Verizon Wireless.

There may be a one-time WPS activation fee of no more than \$10 per phone, a monthly charge of no more than \$4.50 per phone, and a per minute usage fee (depending on carrier) of no more than 0.75 per minute for this service. More information regarding the WPS program can be found at <https://www.cisa.gov/wireless-priority-service-wps>

For more information on [GETS](#), [WPS](#) or [TSP](#), please contact the DHS Priority Telecommunications Service Center toll free at 866-627-2255, 703-676-2255, or via email at support@priority-info.com.

Become familiar with all of the local emergency preparedness personnel in the area of each location of your institution. These “personnel” may include a region of the State of Louisiana’s Governor’s Office of Homeland Security and Emergency Preparedness (GOHSEP), a parish’s emergency management office, or the local Sheriff’s Office. These people will be a tremendous asset to your institution regarding information on evacuations, re-entry, and many other topics in a time of need. The websites for each follow:

- Louisiana's Homeland Security & Emergency Management Preparedness
<http://gohsep.la.gov/>
- Parish Homeland Security & Emergency Preparedness Contact Numbers and Websites
<https://gohsep.la.gov/ABOUT/PARISHPA>
- A Complete Listing of Louisiana Sheriffs
<http://www.lsa.org/public/sheriffdirectory.aspx>

Typically, May is the month every year that OFI requests emergency contact information for the disaster recovery teams for all FIs. This information will only be used when all other tools for contacting a FI have failed and will not be shared with anyone outside of the regulatory agencies. The information that was previously collected from your FI will be sent to you to confirm or update and return to OFI (whether changes are needed or not). A sample of the form is included below for your information. As indicated, your FI will be contacted about completing the form annually in May.

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Disaster Recovery Team 2020 Update

[FI Name]

[City, LA]

Primary Contact/Title

Home #:

Work #:

Cell #:

Emergency #'s:

Email Addresses:

Secondary Contact/Title:

Home #:

Work #:

Cell #:

Emergency #'s:

Email Addresses:

NOTE: The above persons will be responsible for recovering the FI's critical financial data, possibly at an alternate site, in the event of an emergency. This information will only be used in an emergency and will not be shared with anyone outside of the regulatory agencies. The disaster recovery team is expected to maintain emergency contact information for the board and senior management.

Submitted by: _____

Phone and/or email: _____

Event Management Database Script

FI Name/Location: _____

Regulator Making Contact: Name _____ Agency _____

Time/Date of Contact: _____

NOTE: If multiple events have occurred, please note specific event.

- 1) Was your FI materially impacted by the event(s)?
- 2) If impacted, has Management implemented the FI's Business Continuity Plan?

Physical Locations

- 3) Are any locations (including Main Office, Branches, Operation Center, etc.) closed? If so, do you anticipate the closure being beyond one week? (Designate individual office openings/closings via office module.)
- 4) Is the FI using any temporary locations? If yes, describe the type of facility and location. (i.e., mobile unit on Main Street)

Other

- 5) Is your FI's website operational and being updated to keep customers informed about the availability of banking services at the various locations?
- 6) Are there any special issues, needs, or concerns that we need to be aware of (injured or at risk staff, power, telecommunications, core processing, ATM network, cash supply, etc.) at this time?

Much of this information is already being maintained by the OFI, but if any changes have been made, we will be asking for updated contact information in order to keep OFI's information current.

- 7) Please provide any changes to your Contact Information that may have been sent to the OFI previously:
 - a) Primary Contact Name
 - b) Number
 - c) Backup Contact Name
 - d) Number

Event Management Database Script

NOTE: The Event Management Database will include a block that will be used to identify the specific event that is impacting the FI in question. In the case of multiple events, the user would first select the specific event associated with the call/update.

Please contact OFI Chief Examiner Sid Seymour directly with any questions at 225-925-4675 or by email at sseymour@ofi.la.gov, or OFI Chief Examiner Jonathan D. Finley at 225-922-0637 or by email at jfinley@ofi.la.gov.