



Corporate Update



Vizo Financial: Our Response to the Coronavirus

Everywhere you turn, there it is...Coronavirus/COVID-19. It's on our televisions, in our news feeds and in our daily conversations. The virus has become a global threat, and there are lots of conversations about what we can do to curtail the spread. For Vizo Financial and our credit unions, that means making preparations for business continuity purposes.

As your Corporate, we want you to know that we have a robust business continuity plan and we are prepared to deal with the impact of the Coronavirus should we be affected. While it is currently business as usual, we are confident that we are prepared to adapt to make sure our employees are safe and are here to serve your credit union. Some of our preparations include:

Ensuring Business Continuity

As previously mentioned, Vizo Financial has specific business continuity plans in place. While we cannot share our specific plans, we do have a [Business Continuity Program Summary](#) that you are welcome to review. Rest assured, we've been monitoring the latest updates on the Coronavirus and making adjustments to our plans as necessary.

Employee Welfare

We have implemented enhancements in our workplaces to help protect the health and wellness of our employees at Vizo Financial. These efforts include ensuring personal and workspace hygiene, as well as increasing the frequency of cleaning at all of our locations. We also have other options at our disposal, including social distancing when possible, holding virtual meetings and even working remotely or refraining from coming into the office if showing any symptoms of illness.

By enacting proactive and preventative health measures, we can better protect our staff from the virus so we can have the workforce available to meet the needs of our members.

Operational Fluency

Our operations are set up so that your credit union will be able to reach us with no interruption of service. Our call center, our helpdesk hotlines and our after-hours support services will continue to be available despite the Coronavirus outbreak. In addition, many of our solutions are housed in our online member access network, Zephyr. Your credit union's Zephyr users can perform tasks related to investments, payments, e-statements and more, providing you have internet access.

Upcoming Events

Vizo Financial has several in-person events taking place over the next few weeks. In order to protect the wellbeing of our members, employees, speakers and event venue staff, we will continue to track news on the Coronavirus. We will make changes to the event schedule as necessary and notify you of any updates.

Your Business Continuity Plans

Now that you know what we are doing in response to the Coronavirus, we want to encourage you to look at your credit union's business continuity measures as well. Take whatever precautions you deem necessary for your institution. Here are some links to help you stay current on the Coronavirus and make informed business continuity decisions:

[Centers for Disease Control and Prevention \(CDC\) – Coronavirus Disease 2019 \(COVID-19\)](#)
[World Health Organization \(WHO\) – Q&A on coronaviruses \(COVID-19\)](#)
[Overseas Security Advisory Council \(OSAC\) – COVID-19 \(Coronavirus\) Outbreak Resources Continuity/Pandemic Planning for Employers](#)

You may also want to reference your state's Department of Health website for preparedness tips and information pertaining to the Coronavirus.

The Coronavirus outbreak is a fluid situation, one that requires constant monitoring. Our goal is to remain flexible in our plans so that we can best serve your credit union even as things change. As such, we will provide more updates in regard to our Coronavirus preparations as needed.

If you have any questions, please feel free to contact us at (800) 622-7494.

*Sincerely,
Your Corporate*