April 6, 2020

IMPORTANT UPDATE FOR REPOSSESSION SERVICES

As we continue to closely monitor the ever-evolving COVID-19 directives from Federal, State and local authorities, we have made some important changes to our repossession services.

With many states placing stay home orders, the Department of Homeland Security has indicated all non-essential employees are to work from home. While not directly stating repossession agents as non-essential, many agents have decided to close their doors for the time being, along with many auctions and their transportation hubs. For this reason, along with having our clients’ and their members’ best interest in mind, and to avoid possible risk associated with any new regulations, we have made the decision to place all active repossessions on hold.

You are welcome to continue to submit accounts to avoid a future administrative backlog of accounts, with the understanding that no action will be taken on those accounts until the COVID-19 restrictions are lifted. Please know this decision was not made lightly.

We will continue to monitor the situation and update you when repossession efforts are resumed. Please contact our office with any questions or concerns. Keeping you updated is a top priority.

CU Recovery, Inc. & The Loan Service Center, Inc.

CU Recovery contact:    The Loan Service Center contact:
Heidi Martini        Shannon Betz
Secured Accounts Coordinator    Secured Accounts & Bankruptcy Coordinator
PH: 877.604.9574     PH: 855.814.2933
hmartini@curecovery.com    lscrepo@theloanservicecenter.com

March 24, 2020

TEMPORARY REMOTE WORK PROCEDURE

As part of our Pandemic Response Plan CUR & TLSC are actively working to ensure the safety and well-being of our employees and communities. Starting on Monday, March 16, CUR / TLSC implemented a temporary remote work procedure for its employees. In the interest of serving our credit unions and to ensure a smooth transition, departments will go remote in waves throughout the week. At this time, remote work will be in effect through April 15 and will be re-evaluated if needed.

Employees who will be working remotely during this period will be required to complete a Temporary Work from Home Agreement, Bring Your Own Device Policy and General Information Security Policy acknowledging information security policies.

We are also exploring workplace configurations to provide a safe distance between employees. Please note that SVPs may ask employees to come into work if there is a business-critical need, but that arrangement will be used sparingly.
WFH security precautions have been considered and adopted to ensure the safety and security of credit union data. WFH is authorized on an individual basis based on department managers roster. The Information Technology Department must assign the correct User Access Controls enabling RDP over HTTPS and requiring two factor authentication. Allowing the user to establish a secure RDP session to their work PC. Once established they must follow normal security procedures and establish secure connections to their assigned Credit Union portfolios.

A Business Mobile Phone Application is in use, fully supporting service delivery; recording all phone calls, offering a pause feature to omit PCI data from being captured, displaying the correct credit union outbound calling line ID and allowing our Account Service Representatives to make and receive calls as they always have on behalf of the Credit Union.

Printing is not allowed or supported, hard or physical copies are not allowed in WFH environments. Printing will be maintained from the secure facility. Copy and Paste through RDP is disabled for all WFH users.

The Information Technology Department will continue to take steps to help safeguard and educate employees regarding cybersecurity and WFH.

CU Recovery, Inc. & The Loan Service Center, Inc.

For more information contact:
Laura Gerdes
VP Information Technology
PH: 877.938.8036
lgerdes@curcovery.com

March 22, 2020

WE ARE STILL HERE FOR YOU!

We continue to closely monitor the impact of COVID-19 on communities across the country. We recognize that you, our CU Recovery clients, are relying on our continued services and keeping you updated is a top priority.

We are still accepting files and you may continue to upload accounts as usual.

As the impact of this pandemic begins to settle in, our conversations with your members are going to get more challenging. We continue to work with members to resolve their obligations while being compassionate and understanding of their circumstances. The services we provide continue to benefit consumers and the credit unions we serve. We both provide vital functions to the overall economy.

We have taken the following steps to minimize risk to our business operations:

- Implemented workplace configurations and split-shift schedules to support social distancing requirements between all staff.
- Implemented remote work connectivity capabilities within strict security protocol.
- Implemented enhanced cleaning and disinfecting of our facility.
- Restricted all travel.

Please contact us with any questions.
CU Recovery Client Service
800.377.1798   clientservice@curcovery.com
March 16, 2020

BUSINESS CONTINUITY AND PANDEMIC RESPONSE PLAN

CU Recovery and The Loan Service Center continues to closely monitor the coronavirus (COVID-19) conditions and has activated its business continuity plan (BCP) accordingly. We are closely monitoring the guidance provided by health officials, including the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO). As the virus spreads internationally and in the U.S., we take the threat very seriously.

Our primary focus has been on the safety and well-being of our clients, our employees, and our communities.

CU Recovery and The Loan Service Center has taken proactive steps in line with both our Business Continuity Plan and Pandemic Response Plan, including internal precautionary measures and preparatory measures to assist our clients.

Internally, we have taken the following steps to keep our employees safe and minimize risk to our business operations:

- CU Recovery's Crisis Management Team and Business Continuity Team are continuously monitoring the evolving situation and having daily discussions
- Implemented international and domestic travel restrictions and associated safety policies, as well as temporary restrictions on non-essential business travel
- We are implementing workplace configurations to provide a safe distance between our staff
- We are currently exploring remote work opportunities
- Our facility has enacted enhanced cleaning and disinfecting of high-touch surfaces and have provided disinfectant supplies

CU Recovery and The Loan Service Center team is committed to delivering the highest levels of support possible, especially when our clients are faced with unexpected circumstances. Our parent company, PSCU, also has five contact centers throughout the United States that remain ready to help our credit unions and their members in the event of a crisis situation. We are currently taking action to ramp up resources in support of additional volume, if needed, in an effort to minimize potential service-level impacts.

We encourage our clients to reach out to your Client Service Representative in advance to discuss any potential assistance needed.

We can assure you that the health and safety of our clients, as well as the health and safety of our employees, are top priorities for CU Recovery and The Loan Service Center. As COVID-19 remains a very fluid situation, we will continue to monitor the developments across the U.S. and will provide additional updates as needed.

Please contact us with any questions.

CU Recovery Client Service

800.377.1798 clientservice@curecovery.com