***NOTICE****: The following has been provided by WBA committee and section volunteers for use by member banks.
It should be reviewed and revised as appropriate to the user-bank’s own policies, procedures, and practices.*

**Emergency Call List – Service Providers**

The Emergency Call List contains a section that includes the service providers that are employed by the Bank. “Service providers” includes any company that we hire or contract with to perform a service or provide a product to keep us functioning. The list should have all of the providers that we are currently using.

This call list was compiled to give us a quick listing in the event of an emergency or disaster. When the branch office was burglarized, no list existed and fortunately, the Security Officer and the Operations Manager was the same person. That cold January night, we had no access to the building and only a cell phone and a telephone book inside a vehicle to make the calls. The building had to be closed back up and power had to be restored. A provider list would have been very helpful.

This list is designed to give us some basic contact information so that we can easily keep a copy at home or anywhere that we may need it. It will get the recovery process started sooner if we can contact our providers quicker. The list should be changed anytime we add or terminate a relationship with a service provider.