

### ***Best Practices for Consideration: For Employees***

- Allow employees to take time (with pay) to tend to needs that are disaster related and impact them directly, or a family member
- Extend employee assistance program resources – don't underestimate the emotional impact this disaster will have on your employees before during and after; consider bringing an outside resource into the bank for employees to talk to
- Cash assistance for employees to help cover immediate needs for clothing, food, etc.
- Loans to employees for housing related expenses (some not required to pay back)
- Full compensation for employees during branch closures
- Offering paid time off for employees to volunteer their time to help in the impacted areas
- Establish an employee relief fund so employees company-wide can donate, with the bank offering to match contributions (some set matching limits, it was suggested to have a third party manage the fund.) It was noted that these are taxable payments to employees, and could be grossed up for the taxes
- Use social media to communicate with your employees; consider setting up a private Facebook group so that employees can check in with one another (during and after a devastating event)
- Make sure you have enough laptops with VPN connections so employees can work remotely if needed (Make sure employees make it a practice to take their laptops with them)
- Make sure you have everyone's cell phone numbers
- Make sure you are aware of people who are traveling for business in the impacted area and may be at a disadvantage because they are not familiar with the area

### ***Best Practices for Consideration: Customer Concessions***

In addition to the ATM fees, several waivers were extended to impacted customers for a period of time, including the following:

- Non-sufficient funds fees
- Daily overdraft fees

- Fees for wire transfers
- Fees for advances from overdraft protection accounts
- Cash advance fees on credit cards
- Late payment fees/penalties for retail loans (including mortgages)
- FedEx fees for expedited bankcards/checks mailed to impacted customers
- Costs associated accessing safe deposit boxes
- Check reorder fees and debit card reorder fees
- Fees for cashier's checks

Additionally, some banks have a special disaster relief program, where monthly loan payments will be deferred 90 days and tagged onto the end of the loan. Credit bureau reporting is also suppressed during this time.

Some member banks also offer disaster relief loans – emergency personal assistance loans for short-term repair expenses, a major purchase whatever their customers in an impacted area may need to get by.

We also heard of a situation of a bank offering their branches (if open) as a safe space for customers to check email, charge their phone, meet up with a friend or have a cup of coffee

It was also noted that the banks may want to bring in an insurance broker to explain the insurance process as it relates to collateral that was insured that secured loans outstanding.

It was suggested that it may be important to refresh the training of the front-line regarding insurance proceeds checks that may be issued to a bank customer jointly with their mortgage holder. The training should cover proper endorsement requirements/procedures, etc.

In addition, those banks with mortgage servicing departments may also want to review procedures regarding how to handle insurance proceeds when they are received.