

CUNA Mutual Group is well positioned and prepared to respond for our customers immediate claim needs, should your credit union be impacted by the wildfires. Please keep the following contact information handy in case you are impacted. You can always call our Customer Disaster Response Team at 844-337-5828 and a claim professional will be connected with you, if you have any immediate questions or concerns.

- Report claims through the internet home page www.cunamutual.com.
- If you are unable to report online, please email cuprotection@cunamutual.com.
- You can also report claims via email to MB-FWCUPService FWCUPService@cunamutual.com.
- If you prefer to call, please call our Fort Worth claims call center phone line at 844-337-5828.
- If there are any catastrophic issues or any emergencies, please call our 24/7 emergency claims line at 608-444-5357.
- As always, you can also reach out to your sales representative.

For more information, please contact our call center and request to speak with a member of the Customer Disaster Response Team at 844-337-5828.

Stay safe and please do not hesitate to reach out to CUNA Mutual Group's *Customer Disaster Response Team* if you have any questions or concerns.

What information will we need when you contact us?

- How was your credit union affected?
- How were you, your staff, and board affected?
- What is the best method for us to contact you and receive updates on your status?
- Are you fully operational, semi-operational, or non-operational?
- What is the estimated time your credit union is expected to be fully operational again?
- Is your credit union a part of the Shared Branching Network?
- Have you been evacuated? Do you have power? Data processing services? Full staff?
- How are you currently serving your members?
- How are your members accessing their funds?
- What are your specific needs?