COVID-19 UPDATE

Operational FAQ's

- **Online Services and Mobile Services**
  - *Do you have in place what is needed to maintain business continuity in the event of any future workplace restrictions or impacts to your workforce?*
    - Examples would be appropriate work from home or remote setup, etc.
  - *Do you have sufficient "backups and cross-trained staff" for specific roles within the organization with appropriate authorities for online payment initiation and approvals?*
    - Ensure you've reviewed your users' online access and limits to confirm there are sufficient backups in place.
  - *Do you utilize RSA Physical Tokens?*
    - In the event where employees do not have access to physical tokens for payments/approvals we can make available "One Time Passcode" delivery options through SMS/text.
  - *If you are a frequent wire originator, do you have wire PINs as an alternative if needed?*
    - Customers could find themselves in a position where this option may be needed based on any customer impacts around staffing such as absence of staff with online access.
  - *Do you utilize our mobile app services for payment approvals (wire & ACH), Positive Pay decisioning and mobile deposits?*
    - Download the TreasurySource or BusinessSource app from the app store associated with your mobile device and ensure users have access to mobile entitlements online.
  - *Are you familiar with additional deposit and withdrawal options available?*
    - Utilize the branch and ATM locators available on the mobile app and Bank of … websites. Mobile deposit and RCC services are also available for remote depositing needs.
  - *How do I contact a Treasury Client Services Professional?*
    - Share the TCS customer list posted below:

Market	Local #	Toll-Free #
Albuquerque	505.855.0803	866.535.2082
Arkansas	479.973.2611	800.878.7817
Dallas	214.987.8870	866.407.4147
Denver	303.863.4457	866.434.2084
Fort Worth	817.255.2134	866.407.4147
Healthcare	918.588.8266	844.888.1484
Houston	713.289.5858	866.827.3710
Kansas City	816.881.8270	877.265.4069
OKC	405.272.2496	800.541.4844
Phoenix	602.808.5342	866.802.5506
Tulsa	918.588.8655	800.878.7817

- **Check Printing**
  - *Are you concerned about or experiencing disruptions with internal or third-party check printer services for either payroll or business-to-business payments?*
    - If so, we offer a Business Bill Pay service as an alternate option for your payroll or B2B payments (check or electronic), which can be used as a business resiliency plan.
  - *How would our company input vendor or payee information in to Business Bill Pay?*
    - It's easy! Once your company has been setup and registered for the Business Bill Pay service, you will need to download a CSV file from your accounting systems and upload the payee file directly into the Business Bill Pay service. You can test the file to ensure you have it available as an option, even if you don't ever need to use it.
  - *Are you concerned about not being able to get checks printed?*
    - With our Business Bill Pay service we offer four printing sites across the country.
  - *How do I get setup and registered?*
    - Contact your Treasury Management Officer or your Treasury Client Services Professional