



BANKERS' BANK OF THE WEST

1099 Eighteenth Street ■ Suite 2700 ■ Denver, Colorado 80202  
303-291-3700 ■ 800-873-4722 ■ fax 303-291-3714 ■ bbwest.com

April 30, 2010

Dear Respondent Customer:

Bankers' Bank of the West has re-established a disaster recovery site at a remote location south of downtown. As part of our business continuity plan, we have installed a separate telephone system, fax number and email address in case we need to relocate to the site.

The following two-page summary displays the phone numbers, fax number and email address for your use during a disaster recovery situation at BBW. The final page lists phone numbers for the regulatory agencies with which we will be in constant contact regarding updates on our business continuity status.

Please keep this summary in a readily available location within your bank and share it with other appropriate staff members as well. The information should also be shared with your examiners, internal auditors, and IT auditor.

Do not call these numbers or send emails or faxes to these addresses; they will not be monitored except in an actual disaster situation. For the same reason, do not attempt to perform your own test as it will certainly fail.

Feel free to contact Ken Shoemaker or Andrew Prosnik-Benigsen (303-291-3700) with any related questions.

Sincerely,

A handwritten signature in cursive script that reads "Alice M. Voss".

Alice M. Voss  
Senior Vice President and Chief Financial Officer



# BANKERS' BANK OF THE WEST

## Business Continuity Instructions SUMMARY

**Bankers' Bank of the West, Denver, Colorado**, has established a Business Continuity hot site at 3501 South Broadway, Englewood, Colorado 80113, approximately seven miles from our present location.

The phone numbers, fax numbers and email address outlined in this summary are to be used **only if and when you are notified** that BBW has implemented its Business Continuity Plan in an emergency that would render its primary location at 1099 Eighteenth St, Suite 2700, in Denver, Colorado, uninhabitable.

Notification will be relayed to our respondents via BIDS, Fedline and email. If the event occurs overnight or on a weekend or holiday, BBW staff will begin notifying our respondents immediately by telephone. Due to the early or off-hours notification, voice mail messages will be left. If the event occurs during a normal workday, notification will be sent as described above.

**Do not** phone, fax or email any communications to these numbers any other time. **Messages will not be monitored and faxes and calls will not be returned.**

### — VOICE AND FAX TELEPHONE NUMBERS AND EMAIL ADDRESS —

**Voice**                    303-761-5883   303-761-5884                    **Fax number**    303-761-5882  
                                 303-761-5885   303-761-5886  
                                 303-761-5887

**Email**                    [disasterrecovery@bbwest.com](mailto:disasterrecovery@bbwest.com)

In the event of an actual relocation, BBW is prepared to resume business processes as quickly as possible. Data accumulated during daily processing is being backed up on a real-time basis to a server at the hot site. Relocation time from downtown Denver to the hot site is normally 15 minutes. In case of a widespread event during a normal workday, travel to the hot site may take up to two hours.

Restoration of data from the server to emergency laptop processors would take approximately 15 minutes. Laptops are maintained offsite from both the bank and the hot site. Operating software is installed on the laptops. No customer information is maintained on the laptops.

BBW is committed to ensuring its respondents will not suffer financial loss because of a disaster recovery event at Bankers' Bank of the West. We cannot promise there will be no inconvenience or difficulties in contacting us at the hot site. The members of our Critical Response Team are all the senior management officers of BBW, senior staff, and our entire IT department. Our Business Continuity Relocation Protocols will be implemented the moment a disaster condition arises.

A handwritten signature in black ink that reads "William A. Mitchell Jr.".

William A. Mitchell Jr.  
President/CEO



**BANKERS' BANK OF THE WEST**

1099 Eighteenth Street, Suite 2700 ▪ Denver, Colorado 80202

[www.bbwest.com](http://www.bbwest.com) ▪ 303-291-3700

If you are unable to reach Bankers' Bank of the West at any of the contact numbers on the Business Continuity Summary document, you may contact the following agencies for the latest information and status on Bankers' Bank of the West:

303-894-7575 .....Colorado Division of Banking

720-475-7600 .....Comptroller of the Currency

214-754-0098 .....Federal Deposit Insurance Corporation

303-572-2300 .....Denver Branch, Federal Reserve Bank of Kansas City

800-333-2690 .....Federal Reserve Bank of Kansas City