



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

March 5, 2020

Dear Respondent Customer:

Bankers' Bank of the West (BBW) has set up a business recovery site at an off-site data center for business resumption at a secure location in the Las Vegas Valley. **The "Business Continuity Instructions" sheet lists the phone numbers and email addresses to be used during a disaster recovery situation.** The subsequent page lists phone numbers for the regulatory entities with which we will maintain contact during such an event.

Please keep this information in a readily accessible location at your bank and explain to your key employees that it is also posted to BBW's website under "Who We Are" and "Documents". The information may also be shared with your examiners and auditors.

Be sure to use **only the Bankers' Bank of the West voice numbers and email addresses in the "Business Continuity Instructions"** during a disaster recovery situation at BBW.

Feel free to contact BBW at the number above if you have questions about this matter. Thank you for your support and cooperation.

Sincerely,

A handwritten signature in blue ink, appearing to read "Chris Hill".

Chris Hill  
Senior Vice President and Chief Financial Officer



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## BANKERS' BANK OF THE WEST

### — BUSINESS CONTINUITY INSTRUCTIONS —

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In accordance with our business continuity plan, Bankers' Bank of the West (on behalf of its Denver, Colorado, and Lincoln, Nebraska offices) has established a business continuity hot site at a secure datacenter with 24/7/365 access.

The phone numbers and email addresses listed below will be the primary means of communication when Bankers' Bank of the West has implemented its business continuity plan in an emergency situation. Personal extensions and local numbers for Bankers' Bank of the West may not be available during an emergency.

Note that during an emergency, phone numbers other than those listed here may not function properly.

#### VOICE NUMBERS

Bankers' Bank of the West MAIN LINE ..... 800-873-4722  
Bankers' Bank of the West FED FUNDS LINE ..... 800-318-8393  
Bankers' Bank of the West BANK CARDS LINE ..... 800-601-8630

#### EMAIL ADDRESSES

If we have notified you that phone lines are not available and you need to fax items, please scan those items and email them to the appropriate email address below.

MAIN email .....info@bbwest.com  
OPERATIONS email ..... ops@bbwest.com  
BANK CARDS email ..... cc@bbwest.com  
FED FUNDS email ..... wires@bbwest.com  
INTERNATIONAL SERVICES email ..... international@bbwest.com  
LOANS email ..... loanprocessing@bbwest.com  
SAFEKEEPING email ..... sk@bbwest.com

**Website** for current information in case of emergency: <http://www.bbwest.com>

In the event of an actual relocation, Bankers' Bank of the West will resume business processes as quickly as possible. Data accumulated during daily processing is backed up on a real-time basis to a server at the hot site.

Connection and restoration of data to emergency equipment will take approximately 30 minutes. Offsite emergency equipment is maintained on a regular basis.

Bankers' Bank of the West is committed to ensuring that services and communication are restored in a way that minimizes inconvenience and difficulty to our customers. The Bankers' Bank of the West Crisis Response Team includes senior management officers, senior staff, and the IT department. We are well-prepared to follow our pre-established and regularly tested contingency protocols if a business disruption or disaster occurs.



— BUSINESS CONTINUITY INSTRUCTIONS, CONTINUED —

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

- Colorado Division of Banking ..... 303-894-7575
- Federal Deposit Insurance Corporation ..... 214-754-0098
- Denver branch, Federal Reserve Bank of Kansas City ..... 303-572-2300
- Federal Reserve Bank of Kansas City ..... 800-333-2690