



Charles G. Cooper  
Commissioner

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## **TEXAS DEPARTMENT OF BANKING**

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### **INDUSTRY NOTICE 2011-5**

*Date: June 1, 2011*

### **Emergency Preparedness**

To: All Texas State-Chartered Banks and Trust Companies

Texas is a large state that is certainly susceptible a variety of natural disasters, such as hurricanes, tornadoes, flooding, and wild fires. With the latest weather season upon us, it is a good time to review your financial institution's emergency contact information registered with the Department by logging into [ACES](#). This will provide the Department with alternate avenues to contact your institution during times of distress. The emergency contact information page has a box to check that signifies you have reviewed and/or updated your information on file with the Department. Institutions not responding will be contacted. Your cooperation in this important matter is appreciated.

We encourage everyone to review their emergency preparedness plans and communicate those action plans with all staff. Every institution needs to reassess how well prepared they are for a disaster that could affect their organization's operations.

Financial institutions are faced with many challenges during disasters, including:

- Communications outages, including telephones and cell phones
- Access to and reliable transportation into restricted areas
- Lack of electrical power or fuel for generators rendering computer systems inoperable
- Damage or destruction of facilities
- Interrupted mail service
- Displacement of staff

The [Texas Department of Banking](#) has dedicated a section of its web site to [emergency resources](#).

If you have any questions or need to alert the Department about an emergency, please feel free to email: [txdob.info@dob.texas.gov](mailto:txdob.info@dob.texas.gov) or call 877-TXDOB-INFO (1-877-893-6246).