



*League of Southeastern  
Credit Unions & Affiliates*

## **LSCU Disaster Hotline**

### **How it works:**

The LSCU Disaster Hotline is available 24/7 for your credit union's use. This hotline was set up specifically as a way to provide information to your credit union's employees during a disaster, such as a hurricane or other disaster in which your credit union's primary communications are down. Once a message is set up, if a disaster occurs, employees will only need to call the toll-free number, **888.328.5767**, to hear important information regarding the status of the credit union. For instance, if a hurricane has caused the credit union to remain closed, rather than contacting every employee, instruct employees beforehand to call the hotline to receive instructions on whether or not they are to report to the credit union. Your employees will also be able to leave voicemails that you may retrieve through the system.

### **Instructions for Credit Union to Set Up Message:**

1. Dial the LSCU Disaster Hotline toll-free number: 888.328.5767 from any touch tone phone.
2. After the main message plays, press "0" if you know your credit union's LSCU Disaster Line extension. **Note: Your credit union's LSCU Disaster Line extension is provided in the letter sent with this sheet.** Enter the credit union's extension then press the # key.
3. Once the voice mail message starts (a generic voice mail message for your credit union is the default), interrupt the voicemail greeting with the \* (star) key and enter your four digit security code (4114).
4. There will be two options on this menu
  - a. "Press "1" to retrieve voice mails"
  - b. "Press "2" for mailbox options"
5. Press 2 for "Mailbox Options"
6. You will hear another menu. Press "1" for Greetings options
7. On the next menu press "2" to record a custom greeting. This is your credit union's message to the employees.
8. Record the message and press the # key when finished.
9. Then :
  - a. Press "1" to accept the message
  - b. Press "2" to re-record the message
  - c. Press "3" to listen to the greeting
10. Once the recording is complete, hang up to activate the message.

**Instructions for Credit Union to Retrieve Voice Mail Messages:**

1. Dial the LSCU Disaster Hotline toll-free number: 888.328.5767 from any touch tone phone.
2. After the main message plays, press "0" if you know your credit union's LSCU Disaster Line extension. **Note: Your credit union's LSCU Disaster Line extension is provided in the letter sent with this sheet.** Enter the credit union's extension then press the # key.
3. Once the voice mail message starts (a generic voice mail message for your credit union is the default), interrupt the voicemail greeting with the \* (star) key and enter your four digit security code (4114).
4. There will be two options on this menu
  - a. "Press "1" to retrieve voice mails"
  - b. "Press 2" for mailbox options
5. Then Press 1 for "to retrieve voice mail messages
6. Follow the instructions on the menu.

**Instructions for Updating Credit Union Message:**

Your credit union can update the message at any time. Just repeat the instructions for setting up a message and re-record message as needed.

**Instructions for Employees to Call the Hotline:**

1. Dial the LSCU Disaster Hotline toll-free number: 888.328.5767.
2. After the main message plays, press 0 if you know your credit union's LSCU Disaster Line extension.
3. Enter your credit union's LSCU Disaster Line extension.
4. Your store ID is also available by calling LSCU at 866.231.0545, ext. 0.
5. Once the credit union's message has finished playing, your employees will have the opportunity to leave a message.