The South Carolina
State Board of Financial Institutions
Banking Division

1205 Pendleton Street, Suite 305
Columbia, SC 29201
Phone: (803) 734-2001
Fax: (803) 734-2013
banking.sc.gov

Kathy L. Bickham
Commissioner of Banking

Emergency and Disaster Preparation Information for South Carolina State-Chartered Institutions

Each state-chartered institution should have emergency preparedness plans in place that document how the institution will respond to various scenarios in the event of a disaster or emergency. The plans should be tested regularly and updated as needed.

Method of Communication During an Event

The preferred method of communication with the Office of the Commissioner of Banking is by email to alerts@banking.sc.gov. If access to email is unavailable, please call one of the following individuals:

Deidre H. Fulmer	Emergency Coordinator
Janeen R. Hughes	Deputy Commissioner of Banking
Kathy L. Bickham	Commissioner of Banking

Cybersecurity Incidents

Institutions should notify the Office of the Commissioner of Banking of cybersecurity incidents that harm the confidentiality, integrity, or availability of an information system or the information that the system processes, stores or transmits. Notification should occur as soon as possible and within 36 hours after the institution determines that a cybersecurity incident has occurred. Notifications may be provided by email to alerts@banking.sc.gov or by calling the institution's assigned Review Examiner.

Branch Closures

If it is necessary to close a branch or office in preparation for an impending emergency, institutions should post notices in the branch for customers. Institutions should also notify the Office of the Commissioner of Banking by sending an email to alerts@banking.sc.gov. The email should include the address of the location affected and the closing time.

If an institution needs to temporarily close a branch to complete repairs or due to the lack essential services such as electricity, telephone, or internet, institutions should send an email to alerts@banking.sc.gov to notify the Office of the Commissioner of Banking. Notifications for each closed branch should include the following:

- Address of branch
- Description of the situation
- Estimated time for when the branch will reopen

An email should also be sent to alerts@banking.sc.gov once the branch is re-opened.

Declarations Issued by the Governor

If the Governor proclaims that an emergency exists in a particular area of the state and designates specific days for the general cessation of business in that area, then all branches located within that area must remain closed for the designated days or until the declaration of emergency has been lifted by the Governor.

If the Governor authorizes, but does not mandate that institutions close, institutions may decide whether to close or remain open, depending on the specific conditions impacting the institution and taking into consideration the safety of staff and customers.

If an emergency exists, but it is not practical to obtain a proclamation from the Governor before closing a branch, institutions may close the branch as necessary to protect staff and customers. The Office of the Commissioner of Banking should be notified as soon as possible by emailing alerts@banking.sc.gov. Notifications for each closed branch should include the following:

- Address of branch
- Description of the situation
- Estimated time for when the branch will reopen

Temporary Locations

If an institution suffers loss of a branch following an emergency event, it is not necessary to seek prior approval to establish a temporary location from the Office of the Commissioner of Banking. However, an after-the-fact notice should be provided within 24 hours of the establishment of a temporary facility. The notice can be emailed to alerts@banking.sc.gov. The temporary facility must have sufficient security measures in place to conduct financial transactions.

Changes in Branch Operations

Institutions should notify the Office of the Commissioner of Banking of any significant changes to branch operations in response to an emergency event. Notifications should include information regarding products and/or services that are not available in a branch. Institutions should also inform the Office of the Commissioner of Banking of significant increases in cash withdrawals, issues with obtaining cash, or problems with cash letters.

Priority Communication Services

Institutions may consider enrolling in the Government Emergency Telecommunications Service (GETS), Wireless Priority Service (WPS), and Telecommunications Service Priority (TSP) offered by the Department of Homeland Security. GETS and WPS may be used to enable calls to be placed immediately following an emergency event, and TSP ensures priority treatment for vital voice and data circuit or other telecommunications services. More information regarding these services can be found on CISA's website.
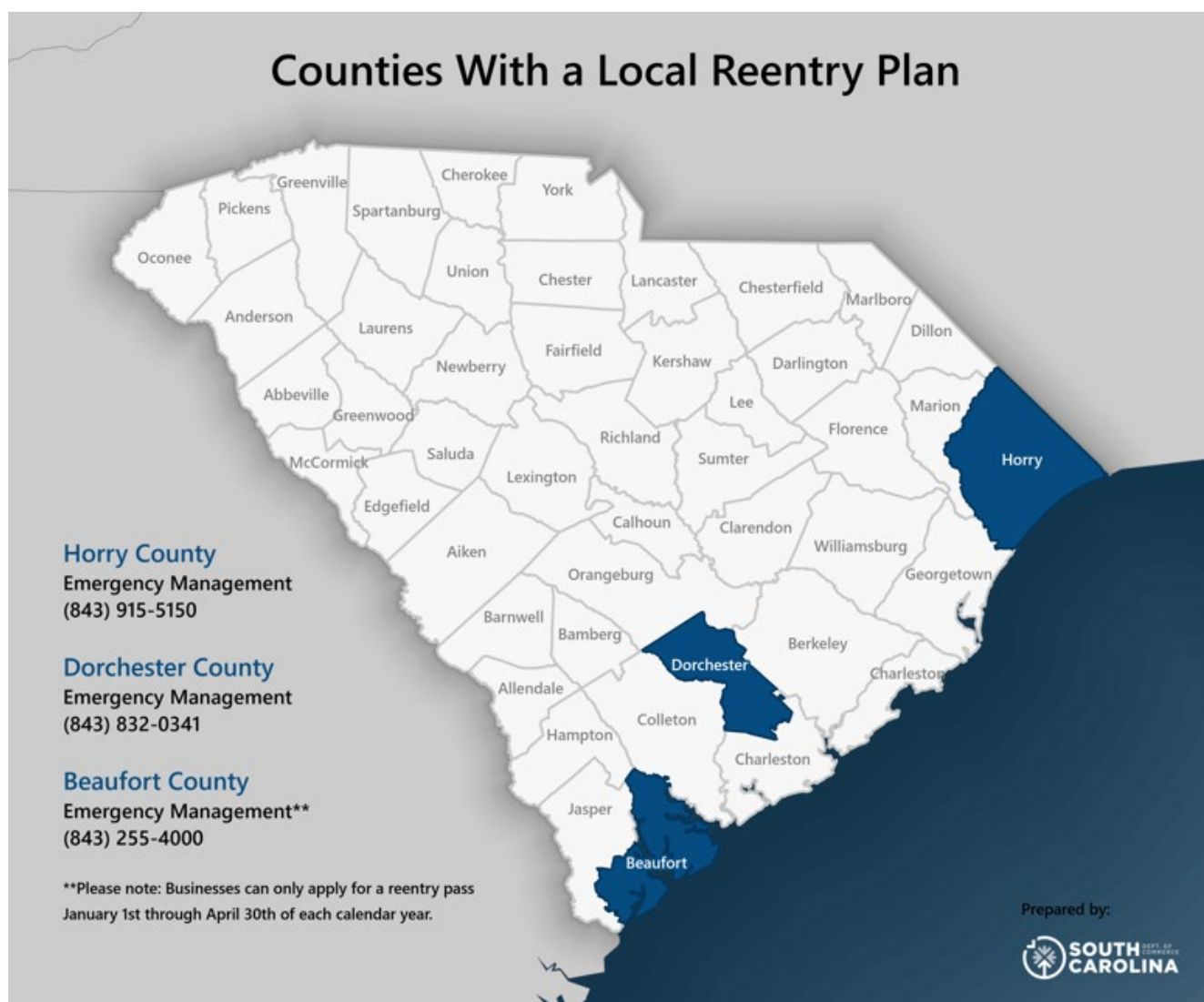
Emergency Communication System (ECS)

One of the tools that the Office of the Commissioner of Banking uses to communicate with institutions during emergency events is ECS. ECS is a communication channel established by the Federal Reserve Bank of St. Louis, which partners with the Office of the Commissioner of Banking. This system is available to all South

Carolina state-chartered institutions and allows the Office of the Commissioner of Banking to quickly and simultaneously establish two-way communication channels with all registered South Carolina state-chartered financial institutions during an emergency event to share essential information. All South Carolina state-chartered institutions are urged to register and maintain updated contact information for this valuable free service.

Reentry Credentials

The South Carolina State Business Reentry Program provides members of the private sector with a reentry pass to areas under curfew or evacuation during times of a disaster. Once it is determined by the SC Emergency Management Division (SCEMD) that a business meets the qualifications to receive a reentry pass, the business will enter into a Memorandum of Agreement (MOA) with the SCEMD. The MOA is good for three years from the registration date.

Since South Carolina is a home-ruled state, access and reentry will ultimately be determined at the local level. The State program does not supersede county programs. See the map below to determine which counties have their own reentry program.

Counties With a Local Reentry Plan

Horry County
Emergency Management
(843) 915-5150

Dorchester County
Emergency Management
(843) 832-0341

Beaufort County
Emergency Management**
(843) 255-4000

**Please note: Businesses can only apply for a reentry pass January 1st through April 30th of each calendar year.

Prepared by:
SOUTH CAROLINA DEPT. OF COMMERCE

It is recommended that institutions apply for reentry credentials at the State level. These credentials must be obtained prior to an emergency event. Please let this office know of difficulties with obtaining reentry credentials. If institutions operate branches outside of South Carolina, institutions will need to contact each respective state's Emergency Management Division to obtain information regarding reentry credentials.

Important Note: Beaufort County does not recognize the State Business Reentry Program. Institutions operating in Beaufort County are encouraged to register multiple key personnel (e.g., branch managers, information technology specialists, and executive management) for the Beaufort County reentry program. Businesses can only apply for reentry passes for Beaufort County between January 1st and April 30th of each year.

South Carolina Emergency Management Division Communications

Institutions are encouraged to have key personnel register for the South Carolina Emergency Management Division's Emergency Support Function – Business and Industry (ESF 24) listserv hosted by the South Carolina Department of Commerce. Important updates for local businesses and industries related to different types of events as well as a quarterly newsletter are provided via the listserv. To sign up, the following information for each key personnel should be sent to esf24@emd.sc.gov:

> Name
> Institution's Name
> Email address
> Phone number (not required)

Additionally, the South Carolina Emergency Management Division and South Carolina Department of Commerce have developed a South Carolina Emergency Business Resources dashboard. This comprehensive online resource will provide businesses with timely logistical information during disasters, including power outages, road and bridge closures, shelter locations, executive orders and more.

Emergency Preparedness Considerations

Below is a listing of other actions that institutions should consider as part of their emergency preparedness:

- Develop a plan to ensure the institution is able to maintain adequate cash during an emergency event. Institutions may consider keeping extra cash on hand during emergency event seasons.
- Consider increasing cash supplies, particularly in ATMs, prior to an emergency event if the institution operates along evacuation routes.
- Review cash transporation agreements. Institutions may consider entering into multiple cash transportation agreements in the event that their normal carrier is unable to deliver during an emergency event.
- Be aware that there is typically an increase in counterfiet currency during an emergency event.
- Consider developing shared service plans with other institutions in communities in which the institution operates to enable the sharing of facilities and/or currency.
- Review the institution's vendors' business continuity plans and verify that vendors are testing their plans.
- Prepare for disruptions in the availability of key personnel.

<u>Post Emergency Considerations</u>

The Office of the Commissioner of Banking encouranges institutions to take prudent steps to meet the financial needs of the communities in which they operate in the aftermath of an emergency event. Examiners will not criticize reasonable responses to assist customers as long as the actions are taken in a manner consistent with sound banking practices.