



Community Bank Briefing

Q1 2020: Coronavirus Preparedness

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Novel Coronavirus (2019-nCoV) Resources



[How to Help Your Small-Business Customers During the Pandemic](#)

Mar 18, 2020

During times of crisis, such as today's COVID-19 pandemic, small businesses rely on community banks for help in navigating the volatility and in executing the right measures to maintain fiscal health.

[Full story >](#)

[ICBA offers coronavirus resources ahead of briefing](#)

NewsWatch Today Article | Mar 19, 2020

[FDIC: Insured bank deposits are safe](#)

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[Foreclosures, evictions suspended for Fannie, Freddie, FHA](#)

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[ICBA offers Washington coronavirus response playbook](#)

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[Banking agencies provide additional bank flexibility](#)

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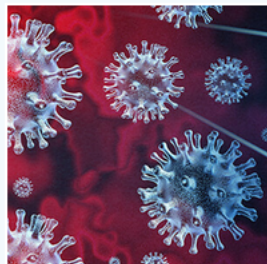
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Mar 13, 2020

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News & Blog Posts

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[Coronavirus Could Accelerate Decline of Cash](#)

Mar 13, 2020

The coronavirus outbreak is raising concerns about the use of cash as more Americans embrace digital technology to pay and get paid. These ongoing trends will have a significant impact on community bankers, consumers, retailers, and policymakers.

[Full story >](#)

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[Industry groups to senators: financial institutions responding to outbreak](#)

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[1](#) [2](#)



Free Online Course on Coronavirus Preparedness

Coronavirus Preparedness for Employers and Employees

Access below a free online course that will tell you simple steps you can take to stay healthy and prevent the spread of the coronavirus.

First Name*

Last Name*

Email*

Company Name*

Submit



Government and Financial Regulator Information & Coronavirus Related Cyberthreats

Business Continuity & Management

- Agency Statement on Meeting Customers' Financial Needs
- FFIEC IT Examination Handbook: Business Continuity Management Booklet
- Agencies Provide Banks Additional Flexibility
- Management Checklist for Teleworking Surge
- CDC Interim Guidance for Businesses and Employers
- FDIC Financial Institution Letter on Working with Customers

Loans and Lending

- Fannie Mae Coronavirus FAQs
- Fannie Mae Servicing Guidelines
- Treasury Response to the Coronavirus
- OCC Coronavirus Information Portal
- Pandemic Planning: Working With Customers Affected by Coronavirus and Regulatory Assistance
- Interagency Statement on Pandemic Planning

Risk and Compliance

- FDIC Response
- Federal Reserve Information on the Coronavirus Response
- SEC Coronavirus Information Portal
- Interagency Supervisory Examiner Guidance for Institutions Affected by a Major Disaster
- FDIC: Insured Bank Deposits are Safe; Beware of Potential Scams Using the Agency's Name
- DHS CISA Insights: Risk Management for Novel Coronavirus

Cyber and Physical Security

- Chinese Hackers 'Weaponize' Coronavirus Data For New Cyber Attack: Here's What They Did
- State-sponsored hackers are now using coronavirus lures to infect their targets
- A Viral Email About Coronavirus Had People Smashing Buses And Blocking Hospitals
- FS-ISAC Physical Threat Level Announcement
- FS-ISAC Crisis Response Portal
- FS-ISAC Disaster Executive Brief
- CFPB Guide to Protecting Your Finances

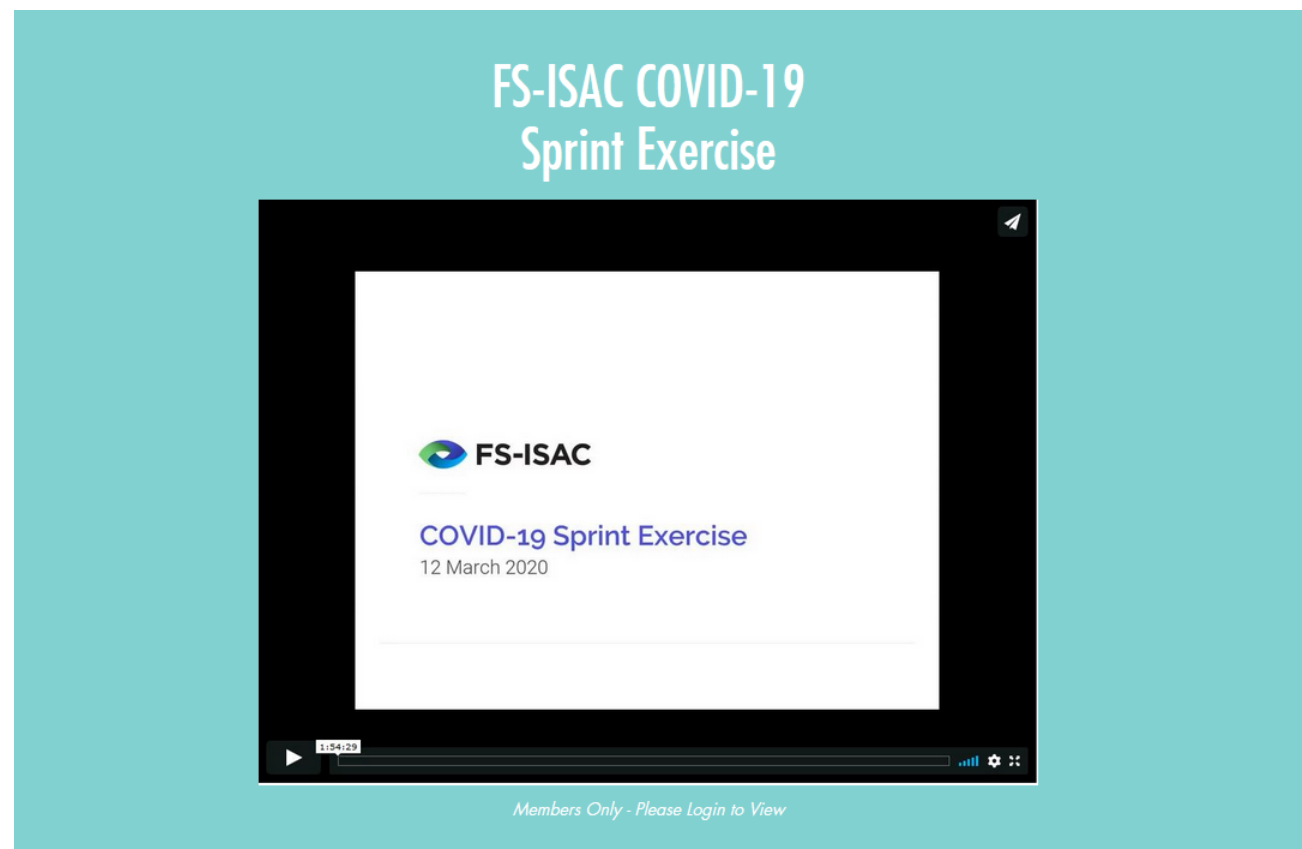


Sample Press Releases for Local Media

ICBA offers the following customizable news releases that community banks can distribute to media in their communities to reassure consumers amid the coronavirus outbreak. The custom documents spotlight the safety and soundness of the banking system and deposit insurance while showcasing the strength and resiliency of the community banking industry.

<p>Press Release</p> <p>ICBA Release on FDIC Insurance</p>	<p>Press Release</p> <p>ICBA Release on Safety of FDIC Deposits</p>	<p>Press Release</p> <p>ICBA Release on Community Closeness</p>
<p>Help consumers to rest assured that their Federal Deposit Insurance Corp. (FDIC) insured deposits are safe in their local community bank, while offering coverage tips.</p>	<p>Remind community banking customers that their insured deposits are safe and backed by the full faith and credit of the federal government through the FDIC.</p>	<p>Let consumers know community banks are here to serve the needs of their customers and communities throughout the coronavirus pandemic and beyond.</p>
<p>DOWNLOAD TEMPLATE</p>	<p>DOWNLOAD TEMPLATE</p>	<p>DOWNLOAD TEMPLATE</p>

Free “Sprint Exercise” Webinar Working Remotely (Must be a logged in ICBA member to access)



101 Resources for Customers (and staff)

Includes the Centers of Disease Control and The World Health Organization information on outbreak advisories and updates as well as good health practices



OUTBREAK ADVISORY AND UPDATES

- [Johns Hopkins University Coronavirus GIS Mapping](#)
- [CDC Travel Advisory](#)
- [CDC Facts about COVID-19](#)
- [CDC Situational Summary](#)
- [WHO Daily Situational Reports](#)
- [WHO Novel Coronavirus Information Home Page](#)



GOOD HEALTH PRACTICES

- [US Department of State Travel Advisory](#)
- [WHO Recommendations for Good Practice in Pandemic Preparedness](#)
- [CDC Interim Guidance for Businesses and Employers](#)
- [Ready.gov Pandemic Planning](#)
- [White House Guidelines for Slowing the Spread](#)

Companies That Can Assist



COMMUNICATION

- WebbMason Marketing – Crisis communication to employees, customers and partners
- Profitstars – Website and digital presence
- BotDoc – Securely transmit documents
- Passageways – Virtual board meetings



SMALL BUSINESS

- Holtmeyer & Monson – Disaster loan assistance for SMB's
- Profitstars – Remote deposit solutions for small business customers
- Foundation Group – Business capital
- Greenline Ventures – Business capital
- StreetShares – Business Capital



BUSINESS CONTINUITY

- Dell – Equipment for remote employees
- Agility – Business continuity solutions
- WebbMason Marketing – Crisis communication
- Venminder – Plan analysis and risk assessment



CUSTOMER CARE

- Profitstars – Website, mobile banking and bill payment
- Digital Onboarding – Account opening
- Apiture – Account opening
- Lendsmart – Mortgage lending
- BotDoc – Securely transmit documents



Tell Us Your Story

Let Us Know How Your Community Banks
is Responding to the COVID-19 Outbreak
[Take the Survey](#)



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Have suggestions? Email: crisisresponse@icba.org