



## **FIRST NBC BANK DISASTER RECOVERY PLAN COMMUNICATION**

June 1, 2011

Dear First NBC Bank Customer:

We appreciate your allowing us to service your banking needs. First NBC also recognizes your personal concerns with the upcoming hurricane season. We realize how vital the bank is to you in the event of an emergency. We want to take this opportunity to apprise you of the bank's disaster preparation plan and provide you with the information you will need to contact us in the event of an evacuation.

### **Bank and Branch Operations**

As with all businesses, our priority is servicing you and the safety of our employees. In the event of an expected city-wide evacuation, the bank is prepared to service your needs by keeping the branches open as long as permissible under the city's official direction. Part of the Bank's disaster recovery plan includes relocating the operations center to our disaster recovery site in Birmingham, Alabama. Our operations staff will be relocated there in the event of a mandatory evacuation or at any time the bank's operations are interrupted, whatever the reason.

### **Emergency Communication**

In the event of an emergency, we want to direct you to the bank's website [www.firstnbcbank.com](http://www.firstnbcbank.com). The bank's disaster plan includes the website being updated daily with all current information concerning the bank's status and a branch operation's update and contact information. In addition, the Bank will provide information obtained from the Office of Financial Institutions, the Louisiana Banker's Association as well as other state regulatory agencies regarding branch sharing arrangements throughout the city and surrounding areas. This process will allow the Bank to facilitate customer service at other bank branch locations throughout the metro New Orleans area. Also, for an added convenience, we are providing a toll-free number that will give you access to Bank employees at our disaster recovery site in Birmingham, Alabama.

### **Electronic Banking Services**

For your convenience, on the back of this letter, we have listed our branch locations, phone numbers and the array of electronic banking services available to our customers; please include this information with the important papers that you will take with you in the event of a disaster. We encourage you to consider these services, if not already utilizing them, as these can be vital in maintaining your accounts in the event of an emergency.

In addition, we are suggesting that you visit the Louisiana Citizen Awareness & Disaster Evacuation Guide at [www.lsp.org/emergency.html](http://www.lsp.org/emergency.html). This site has a printable evacuation guide that you may find valuable. Please feel welcome to stop by anyone of our branches and request that we print one for you.

We want to assure you that First NBC is prepared to service you in the event of a disaster. If you have any questions about the information provided, please contact your account officer.

Sincerely,

Ashton J Ryan, Jr.  
President and CEO

## First NBC Bank Branch Locations and Phone Numbers

<b>Main Office</b> 210 Baronne St New Orleans, LA 70112 504-566-8000	<b>Elmwood Office</b> 1105 S. Clearview Pkwy Jefferson, LA 70121 504-671-3510	<b>Lakeview Office</b> 851 Harrison Ave New Orleans, LA 70124 504-671-3520
<b>Veterans Office</b> 521 Veterans Memorial Blvd Metairie, LA 70005 504-671-3530	<b>Kenner Office</b> 3535 Chateau Blvd Suite 19 Kenner, LA 70065 504-671-3540	<b>Terrytown Office</b> 2021 Carol Sue Ave Terrytown, LA 70056 504-671-3550
<b>Transcontinental Office</b> 4900 Veterans Memorial Blvd Metairie, LA 70006 504-671-3425	<b>General DeGaulle Office</b> 4100 General DeGaulle Suite B7 New Orleans, LA 70131 504-252-4300	<b>Manhattan Office</b> 1855 Manhattan Blvd Harvey, LA 70058 504-252-4315
<b>Lapalco Office</b> 436 Lapalco Blvd Gretna, LA 70056 504-671-3570	<b>St Charles Office</b> 3335 St Charles Ave New Orleans, LA 70115 504-252-4330	<b>Read Office</b> 5733 Read Blvd New Orleans, LA 70127 504-671-3875
<b>Carondelet Office</b> 233 Carondelet St New Orleans, LA 70130 504-671-3560		
<b>Disaster Recovery Toll Free Number</b> 1-866-441-5552		

### Electronic Banking Services

<p><b>FirstNet - Internet Banking</b>  <a href="http://www.firstnbcbank.com">www.firstnbcbank.com</a></p> <p>Provides you access to your account information, allows you to transfer funds between accounts and much more – from anywhere.</p> <p style="text-align: center;"><b>Online Bill Pay</b>                  Available via FirstNet</p> <p>Allows you to pay bills no matter where you are and not fall behind.</p>	<p style="text-align: center;"><b>ATM Card or Debit Card</b></p> <p>Allows you to withdraw cash from your account.</p> <p style="text-align: center;"><b>CallFirst –                  Telephone Banking</b>                  1-866-657-0787 or                  504-671-3456</p> <p>Provides you <b>24 hour access</b> to your account anytime, anywhere, using a touch tone phone.</p>	<p style="text-align: center;"><b>Direct Deposit</b></p> <p>Setting up this service with the originator (Employer/Merchant) ensures your deposit/bills are automatically and securely transacted for you.</p> <p style="text-align: center;"><b>Credit Card</b></p> <p>Allows you credit anywhere Visa is accepted.</p>
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