



EMERGENCY
COMMUNICATIONS
SYSTEM

FEDERAL RESERVE SUPPORT CENTER
877-327-5333 | P.O. Box 442 | St. Louis, MO 63166-0442

WHAT IS ECS?

The Emergency Communications System (ECS) is a free service that is a means for state supervisory agencies and Federal Reserve Bank supervision functions to communicate with financial institutions they regulate in an emergency situation.

HOW DOES ECS WORK?

Individual(s) from supervised institutions create a profile in the ECS website (a secure website hosted by the Federal Reserve Bank of St. Louis). During an emergency, a state banking department, Reserve Bank management and/or the Board of Governors, can authorize the ECS Support Center to send communications to any or all of the contact types entered by registrants.

WHEN WOULD ECS BE USED?

ECS is only used to contact institutions during real emergencies and during semiannual tests that are conducted in the spring and fall. The following situations might necessitate the use of ECS:

- Natural disasters: winter storms, hurricanes, tornados, floods, or fires
- Man-made disasters: Chemical biological events or threats
- Events affecting the financial markets
- Cyber events

WHY ARE SEMIANNUAL TESTS CONDUCTED?

Tests are conducted on a semiannual basis to ensure the accuracy of the contact information stored within the system. Testing the contact information allows the ECS Support Center to resolve any delivery failures prior to an actual emergency.

HOW DOES ECS DIFFER FROM OTHER EMERGENCY SYSTEMS?

ECS is intended **only** for regulatory agency use and does not replace other emergency communication systems currently used by state supervisory agencies, Reserve Banks, or the Board of Governors.

HOW DO I ADD OR DELETE A CONTACT?

Please have the new contact(s) register by visiting the ECS website at <https://bsr.stlouisfed.org/ecs> to create their contact profile. It is recommended an institution register at least two contacts for contingency purposes.

To delete a contact, please contact the ECS Support Center at ecs.support@stls.frb.org or 877-327-5333.

NEED ASSISTANCE?

If you have any questions, please contact the ECS Support Center at ecs.support@stls.frb.org or 1-877-327-5333.