

Key Contacts



Institute for Catastrophic
Loss Reduction
Building resilient communities

Use this form to list the key contacts for administration of your business. Key contacts consist of those you rely on for administration of your business, such as your bank, creditors, insurance agent/broker/company, accountant, etc. They also include services in the community you need to help you resume operations, such as utilities, emergency responders, media outlets, business partners and business organizations.

Your key customers are an essential part of this list. If you have more than 20 key customers, you should use the Vital Records form instead of listing each one here to avoid making your business continuity plan too bulky. Nevertheless, you still may want to include some of your major customers or clients in Key Contacts, as they could be involved with one or more of the critical business functions you identify for your recovery plan.

Save a blank version of this form so you can make additional copies as needed.

Type

- | | | |
|--|---|--|
| <input type="checkbox"/> Accountant | <input type="checkbox"/> Bank | <input type="checkbox"/> Billing/Invoicing Service |
| <input type="checkbox"/> Benefits Administration | <input type="checkbox"/> Building Manager | <input type="checkbox"/> Building Owner |
| <input type="checkbox"/> Building Security | <input type="checkbox"/> Creditor | <input type="checkbox"/> Electric Company |
| <input type="checkbox"/> Emergency Management Agency | <input type="checkbox"/> Fire Department | <input type="checkbox"/> Gas/Heat Company |
| <input type="checkbox"/> Hazardous Materials | <input type="checkbox"/> Hospital | <input type="checkbox"/> Insurance Agent/Broker |
| <input type="checkbox"/> Insurance Company—Claims Reporting | <input type="checkbox"/> Internet Service Provider (ISP) | <input type="checkbox"/> Key Customer/Client |
| <input type="checkbox"/> Local Newspaper | <input type="checkbox"/> Local Radio Station | <input type="checkbox"/> Local Television Station |
| <input type="checkbox"/> Mental Health/Social Service Agency | <input type="checkbox"/> Payroll Processing | <input type="checkbox"/> Police Department (Non-Emergency) |
| <input type="checkbox"/> Public Works Department | <input type="checkbox"/> Small Business Administration Office | <input type="checkbox"/> Telephone Company |
| <input type="checkbox"/> Other (explain) | | |



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