Who to call

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Reader group: All staff

In a live knowledge base, only signed-in Featherstone employees would see this page. It's public in this demo so you can explore.

For anything urgent at a branch, start with your branch manager.

Area	Go-to person	Ext.
President and CEO	Margaret Okafor	100
Compliance and BSA officer	Daniel Reyes	110
Member service center	Aisha Bello, member service manager	120
Lending	Samuel Brooks, lending manager	130
Main Street branch	Lena Kowalski, branch manager	201
Riverside branch	Tomás Rivera, branch manager	301
Hilltop branch	Grace Liu, branch manager	401
Training and onboarding	Nora Fitzgerald, training coordinator	140
IT and information security	Kevin Park, IT manager	150

After hours

- **Robbery or threat at a branch:** 911 first, then your branch manager and the CEO
- **Alarm or building issue:** facilities on-call, (555) 014-3390
- **Suspected data breach or system outage:** IT on-call, (555) 014-3391