

## **TrustCore, LLC Business Continuity Plan**

TrustCore, LLC has adopted a Business Continuity Plan that allows for client transactions and needs to be addressed efficiently in the event of a sudden business disruption. Business disruptions can occur due to natural or man-made events. Disruptions can occur in a local area or over a broad geographical region.

TrustCore's business continuity plan allows for continued service to our clients in the event of a sudden business disruption by:

- Adopting a communication plan to ensure that all employees and associates receive emergency notifications and instructions via a variety of sources, including but not limited to: in person, telephone, facsimile, e-mail, SMS, and through our website.
- Utilizing off site, redundant technology back up systems
- Utilizing phone, mail, e-mail, facsimile and web site technology to provide accurate information to our clients in the event of a sudden business disruption. If a sudden business disruption were to disengage our main telephone number, our backup telephone numbers are 901-482-2583 or 615-319-0382.
- Utilizing the resources of our third-party custodian partner, Charles Schwab & Co. (Schwab).
- Schwab has contingency plans in place in the event of a business disruption. If clients cannot reach anyone affiliated with TrustCore Financial Services, LLC, regarding their accounts held at Schwab, they may contact Schwab directly by calling 800-515-2157. Clients with Internet access may access their accounts through this link, [www.schwaballiance.com](http://www.schwaballiance.com).

TrustCore Financial Services, LLC and TrustCore Insurance Agency, LLC are wholly owned subsidiaries of TrustCore, LLC.

Although we have taken significant steps to create and employ an effective business recovery plan, we cannot guarantee that all systems will always be available or recoverable after a disaster or significant business disruption. We believe our planning for business interruptions is consistent with many of the best practices established within the industry.