



# Glen Eagle

*Faith Family Firm®*



[www.gleneagleadv.com](http://www.gleneagleadv.com)

## **Glen Eagle Business Continuity Plan Summary**

### **March 2022**

*Glen Eagle has developed a Business Continuity Plan ("BCP") explaining how we will respond to events that could significantly disrupt our business. Since the timing and the impact of disasters and disruptions is unpredictable, we will be flexible in responding to actual events as they occur.*

### **Contacting Glen Eagle**

*If after a Significant Business Disruption ("SBD") you are unable to contact your investment professional or Glen Eagle's home office, as you normally would, please access our website at [www.gleneagleadv.com](http://www.gleneagleadv.com) for information about contacting us.*

### **Glen Eagle's Business Continuity Plan**

*We intend to quickly resume business operations after a significant business disruption and respond by making an operational assessment, protecting the firm's books and records, and allowing our customers to transact business. Our BCP permits the firm to resume operations as quickly as possible, given the scope and severity of the SBD.*

*Our BCP addresses: data backup and recovery; mission-critical systems; financial and operational assessments; communications with customers, employees, and regulators; alternate physical location(s) of employees' critical supplier, contractor, bank, and counterparty impact; regulatory reporting and assuring our customers' prompt access to their funds and securities if we are unable to continue our business.*

*The custodial firms with which we do business also have a Business Continuity Plan which Glen Eagle incorporates into our own BCP ([National Financial Services](#), [BNY/Pershing](#)) that includes backup records and their redundant processes. While every emergency situation possesses unique challenges based on external factors, such as time of day and severity of the disruptions, we have been advised by our partners that their objective is to restore their own operations and be able to complete existing transactions and accept new transactions and payments within a 4-hour time period unless this time period is impossible due to unforeseen circumstances. Your orders and requests for funds and securities could be delayed during this period.*

### **Varying Disruptions**

*SBDs can vary in their scope, such as: affecting only our firm, the building housing our firm, the business district where our firm is located, the city where the firm is located, or the whole region. Within each of these areas, the severity of the disruption can also vary from minimal to severe. In a disruption to only our firm or the building housing our firm, we will transfer our operations to a local site when needed and expect to recover and resume business operations within 6 hours. In a disruption affecting our business district, city, or region, we will transfer our operations to a site outside the affected area (such as a branch office), and recover and resume business within six (6) hours unless this time frame is impossible due to unforeseen circumstances. In either situation, we plan to continue in business, transfer some client service to our partner firms if necessary, and provide information on how to contact us through voicemail message at our home office, our website at [www.gleneagleadv.com](http://www.gleneagleadv.com), or both, whichever is available. If the SBD is so severe that it prevents us from remaining in business, we will assure our customers prompt access to their funds and securities.*

### **For More Information**

*If you have questions about our Business Continuity Planning, feel free to contact us at 609-631-8231 or by e-mail at [Compliance@gleneagleadv.com](mailto:Compliance@gleneagleadv.com).*