

Glen Eagle Business Continuity Plan Summary



March 2021

Glen Eagle has developed a Business Continuity Plan (“BCP”) on how we will respond to events that significantly disrupt our business. Since the timing and the impact of disasters and disruptions is unpredictable, we will have to 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 our home office as you normally would at: 609-631-8231 or by e-mail at info@gleneagleadv.com, you should go to our website www.gleneagleadv.com.

Glen Eagle’s Business Continuity Plan

We plan to quickly recover and resume business operations after a significant business disruption and respond by safeguarding our employees and property, making a financial and operational assessment, protecting the firm’s books and records, and allowing our customers to transact business. Our BCP permits our firm to resume operations as quickly as possible, given the scope and severity of the SBD.

Our BCP addresses: data backup and recovery; all mission critical systems; financial and operational assessments; alternative communications with customers, employees and regulators; alternate physical location of employees’ critical supplier, contractor, bank and counter party 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 back up records and have redundant processes in place. While every emergency situation possesses unique challenges based on external factors, such as time of day and severity of the disruptions, and duration of the disruption, we have been advised by our partners that the 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: only our firm, a single building housing our firm, the business district where our firm is located, the city where firm is located, or the whole region or industry wide. 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 our 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, 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 info@gleneagleadv.com.