

## National Financial Services, LLC

## Business Continuity Statement

August 2019

As you may know, your broker-dealer has an agreement with National Financial Services LLC (NFS) in which NFS may provide trade execution, clearing, and other related services for your brokerage account. In connection with these services, NFS is required to communicate its position on our business continuity practices.

NFS is committed to providing continuous customer service and support; however, we recognize that there are potential risks that could disrupt our ability to serve you. We are confident that we have taken the necessary steps that will allow us to reduce or eliminate the impact of a business disruption.

NFS recognizes the responsibility we have to our customers. We have implemented a business continuity management program with a strong governance model and commitment from senior management. Our continuity program's primary objectives are to meet the needs of our customers, maintain the well-being and safety of our employees, and meet our regulatory obligations. The planning process is risk based and involves the understanding and prioritization of critical operations across the firm, the anticipation of probable threats, and the proactive development of strategies to mitigate the impact of those events.

Our continuity planning teams work closely with local governments and officials in the event of an outage impacting our operations. Additionally, NFS has identified three large-scale scenarios that require particular focus: pandemics, events impacting stock and bond market operations, and cyber events. Detailed response plans have been developed and cross-discipline teams have been trained to address disruptions as well as these specific events.

Each NFS business unit has developed the capabilities to recover both operations and systems. All continuity plans are designed to account for disruptions of various lengths and scopes, and to ensure that critical functions are recovered to meet their business objectives. Dedicated teams within our technology organizations ensure that critical applications and data have sufficient redundancy and availability to minimize the impact of an event. Key components of NFS's continuity and technology recovery planning include:

- Alternate physical locations and preparedness
- Alternative means to communicate with our customers and employees
- Backup telecommunications and systems

Plans are tested regularly to ensure that they are effective should an actual event occur. NFS's Business Continuity Plans are reviewed no less than annually to ensure that the appropriate updates are made to account for operations, technology, and regulatory changes. Material changes will be reflected in an updated "Notice of Business Continuity Plans." You may obtain a copy of this notice at any time via [www.mybrokerageinfo.com](http://www.mybrokerageinfo.com).

If you have additional questions about our preparations, please contact your broker-dealer.