Lancaster Pollard & Co.

Customer Disclosure on Business Continuity Planning

The Lancaster Pollard & Co.'s Business Continuity Plan covers short-term and long-term disruptions in the event of a disaster to Lancaster Pollard & Co.'s business facilities. The Business Continuity Plan identifies crtitical processes, technology and personnel. It covers multiple theoretical scenarios and solutions to ensure that critical business is able to be completed within pre-determined time frames.

In the event of a short-term disruption, such as an evacuation, staff have been given a printed copy of the Business Continuity Plan that they are required to keep, which contains standard procedures to ensure that business has minimal disruptions.

In the event of a long-term disruption, such as blocked access to Lancaster Pollard & Co.'s main office for an afternoon, critical processing will be automatically rerouted to a secure offsite location that is a significant distance away from Lancaster Pollard & Co.'s main office. Staff impacted will have the ability to work remotely with the secure offsite location from mobile workstations or any uninterupted branch offices.

Lancaster Pollard & Co. recognizes the importance of preparing for disaster scenarios and the importance of taking the necessary steps to provide for business continuity planning. Emergency employee contact sheets are updated as needed to ensure accuracy. Lists of Lancaster Pollard & Co.'s vendors and partners are also updated as required. Our staff perform testing to ensure that the business continuity plan is comprehensive, suitable, and accurate. Lancaster Pollard & Co. performs a regular annual test of critical systems.

If you have any questions regarding our business continuity plan or seek additional information relative to your account in the event of a disaster, please contact Lancaster Pollard & Co's main office via telephone at (614) 224-8800, via E-mail at info@lancasterpollard.com, or by standard mail at:

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