

## **Prudential Advisors: A Summary of Our Business Continuity Plan**

### **Introduction**

Prudential Advisors is committed to meeting its obligations to customers in the event of an emergency or significant business disruption, such as natural disasters, terrorist attacks, power and/or network outages, fires, etc. Prudential Advisors wants its customers and business partners to know that it has developed comprehensive business continuity plans designed to minimize the effects of these significant business disruptions. Since events creating disruption of business may vary in nature and scope, we have anticipated scenarios in which the following are affected:

- A Prudential Advisors/Prudential Financial firm location
- A primary Prudential Advisors/Prudential Financial building at its headquarters
- A business district
- A citywide area
- A regional area

### **Important Disclosure**

Pursuant to a strategic relationship between Prudential, LPL Enterprise, LLC (“LPLE”), and LPL Financial LLC (“LPLF”), Prudential Advisors financial professionals provide securities brokerage services and/or investment advice on securities solely as registered persons of LPL Enterprise, an affiliate of LPL Financial. Prudential also offers securities products and services through Prudential Investment Management Services, LLC and Prudential Retirement Brokerage Services, LLC, Prudential Financial companies, and members SIPC.

### **Overview of Our Business Continuity Plan**

Prudential Advisors has access to extensive resources, both in terms of alternative physical locations from which to conduct business, as well as systems resources to provide disaster recovery planning. Because Prudential Advisors conducts its business activities from multiple locations, it has made arrangements to relocate associates to one of several backup locations in the event that a primary work location is unavailable.

Prudential Advisors Business Continuity Plan addresses the following key elements, some or all of which may be implemented in responding to the various scenarios listed above.

- Data backup and recovery (hard copy and electronics)
- All mission-critical systems
- Financial and operational assessments
- Alternate means of communication between Prudential Advisors and its clients
- Alternate means of communication between Prudential Advisors and its employees
- Alternate work locations for employees
- Critical business constituent, bank, and counter-party impact
- Regulatory reporting
- Communications with regulators
- How Prudential Advisors will ensure that clients have access to their funds and securities in the unlikely event that Prudential Advisors determines it is unable to continue its business.

In the following sections (A) – (C), we describe how our Business Continuity Plan will be deployed in a variety of potential business disruption scenarios.

- A. **Disruption to One or More Prudential Advisors Offices:** Impacted associates whose functions are deemed critical report to designated recovery sites, which are designed to be operational within 48 hours after a disruptive event. In some cases, impacted associates may work from home. Essential information systems and data are similarly restored and made available following our regularly tested back-up and recovery procedures.
- B. **Disruption to a Business District or City:** Certain designated backup sites may be located within the same business district or city as a primary work location. In the event one or more backup sites are unavailable, impacted associates would use an alternative site outside the business district or city. For example, associates from Prudential Advisors main office in New Jersey may be directed to one of several other proprietary or third-party locations in New Jersey or other states, depending on availability. In some cases, impacted associates may work from home. Our goal is to provide critical personnel with an operational backup site within 48 hours.
- C. **Disruption to an Entire Region:** As discussed above, multiple backup locations are typically available to Prudential Advisors associates in the event of a disruptive event. In the event no sites are available due to a large-scale disruption, it may be necessary for Prudential Advisors to temporarily suspend its operations until alternative arrangements can be made. Prudential Advisors will maintain communications with and assist our customers and business partners to the best of our ability under the circumstances. While we strive to restore our critical operations (and key elements) within 48 hours, our actual recovery time under this scenario will depend on the nature and extent of the business disruption.

In the event that any business location is affected, we have designed a contingency plan in which client telephone calls will automatically be re-routed to a separate location. Additionally, Prudential Advisors' clients can access their accounts in various ways, including telephone, alternative business locations, or via the internet at [www.prudential.com](http://www.prudential.com).

### **Market Closings**

Prudential Advisors will not open for trading unless the U.S. equity markets are open. Both FINRA and the New York Stock Exchange have contingency plans in place to allow for trading in the event of a disruption to the markets, including the possibility of trading other market's products in the event one cannot open.

### **Additional Information**

The Prudential Advisors Business Continuity Plan is reviewed, updated, and tested, at the minimum, on an annual basis and is subject to modification. Additionally, our primary internal and external application providers periodically conduct testing of their own back-up capabilities to help ensure that, in the event of an emergency or significant business disruption, they will be able to provide us with the critical information and applications needed to continue or promptly resume business. Updated information for our clients will be promptly posted to the Prudential website ([www.prudential.com](http://www.prudential.com)). Ensuring that disruptions do not unduly affect our clients is extremely important to us, and our Business Continuity Plan is designed to allow us to continue to provide the quality service you have come to expect from us.

### **Contact Information**

In the event of a disaster or business disruption and you own investment products through Prudential Advisors, please contact your financial professional or (877) 205-3540 for brokerage accounts and (800) 201-6690 for all other securities products.

You may obtain a written copy of this Summary by sending a request to Prudential Advisors, LLC, 751 Broad Street; Newark, NJ 07102.