



September 2023

PMA Financial Network and its Affiliated Companies Business Continuity Plan

Disclosure Statement:

PMA has developed a Business Continuity Plan that covers how we will respond to events that could significantly disrupt our business operations. Since the timing and impact of disruptions is unpredictable, we have developed a plan which provides flexibility in responding to actual events as they occur. With that in mind, we are providing you with this information on our Business Continuity Plan.

The PMA Business Continuity Plan includes:

- ▶ Assessment of financial and operational activities;
- ▶ Mission-critical system data backup and recovery;
- ▶ Communications with customers, employees and regulators;
- ▶ Remote access for all staff to allow PMA to continue operations;
- ▶ Coordination with critical suppliers, contractors, banks and counterparties; and
- ▶ Providing customers with prompt access to their funds and securities.

PMA has specified and developed the necessary backup facilities to continue its operations until normal working conditions can be restored. The following specific strategies for dealing with business disruptions of varying severity were used in the development of the Business Continuity Plan:

- ▶ PMA has remote access capabilities for all staff to continue business operations.
- ▶ In the event of a power outage, PMA maintains a backup generator that will be activated, which allows its systems to continually run until power is restored.
- ▶ In the event that PMA's Naperville office building is not accessible, PMA maintains backup facilities located in geographically diverse areas that can be activated immediately upon assessment of the disruption. These facilities are fully equipped to resume operations. The planned recovery time, including a relocation of sufficient personnel to resume sufficient services for the local, citywide or regional disruptions is approximately four hours, although the recovery may be negatively affected by the unavailability of external resources and circumstances beyond PMA's control.

Contacting PMA

If after a significant business disruption you cannot contact us in our Naperville, IL corporate headquarters at (630) 657-6400, please contact one of our branch locations, in MN at (763) 497-1490 or in WI at (414) 225-0099, or go to our website at www.pmanetwork.com.

PMA's Business Continuity Plan is reviewed annually and is subject to change. After the plan is reviewed, PMA will post a summary to our website. Customers can also obtain updated summaries by requesting a written copy by mail. If you have any questions about our Business Continuity Plan, feel free to contact us at (630) 657-6400.