



## **Business Continuity Plan Disclosure Statement**

TrustFirst has developed a Business Continuity Plan on how we will respond to events that significantly disrupt our business. Since the timing and impact of disasters and disruptions is unpredictable, we will have to be flexible in responding to actual events as they occur. With that in mind, we are providing you with this information on our business continuity plan.

**Contacting Us** – If after a significant business disruption you cannot contact us as you usually do at 865-583-7390, you should call our alternative number 865-692-8944 (Don’s home), 865-719-4751 (Don’s cell) or email [don@trustfirst.com](mailto:don@trustfirst.com) or go to our web site at [www.trustfirst.com](http://www.trustfirst.com). If you cannot access us through either of those means, you should contact our clearing firm, Pershing, at 201-413-3635 for recorded instructions or 213-624-6100, ext. 500 as an alternate telephone number. You may also log on to Pershing’s website at [www.pershing.com](http://www.pershing.com). Pershing will be able to assist you with trading, check disbursements and security transfers.

**Our 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. In short, our business continuity plan is designed to permit our firm to resume operations as quickly as possible, given the scope and severity of the significant business disruption.

Our clearing firm, Pershing, backs up our important records in a geographically separate area. While every emergency situation poses unique problems based on external factors, such as time of day and the severity of the disruption, we have been advised by our clearing firm that its objective is to restore its own operations and be able to complete existing transactions and accept new transactions and payments within 4 hours. Your orders and requests for funds and securities could be delayed during this period.

**For more information** – A copy of our complete Business Continuity Plan is on file at our office at 265 Brookview Centre Way, Suite 502, Knoxville, TN 37919 and available upon request. If you should have any questions about our business continuity planning, you may contact us at 865-583-7390.