

**TMI Trust Company  
Business Continuity Plan  
Coronavirus (COVID-19) Update  
March 2020**



TMI Trust Company's Business Continuity Plan ("BCP") is designed to prepare TMI in the event of extended service outages caused by factors beyond our control. The BCP is activated when an event threatens the continued operations of the Company. This could be a possible natural disaster, or also a possible pandemic event such as the Coronavirus (COVID-19).

Once the BCP is activated, the various teams of TMI personnel, vendors and any other necessary resources will work together diligently to assess the severity of the incident and its overall impact. Throughout the duration of the event, the Crisis Management Team will continue to monitor the situation and work with the BCP division leaders to make any needed adjustments.

Our BCP includes the following (below is just a high-level summary, and is not all inclusive):

- Crisis Management Team
- Initial Assessment Team
- IT Recovery Team coordinators
- Critical Vendor/System Contacts
- Activation protocols
- BCP severity levels and event scenarios
- Action plans / Division BCP Leaders

Our BCP is multi-faceted which integrates various response protocols. The key objectives are to:

- Serve as a guide for the recovery teams
- Provide procedures and resources needed to assist in recovery
- Identify key vendors and clients that must be notified in the event of a disaster
- Lessen confusion experienced during a crisis by documenting, testing and reviewing recovery procedures
- Identify alternate sources for supplies, resources and locations
- Document storage, safeguarding and retrieval procedures for critical records

Please note that the Company has offices in Tampa, Atlanta, Fort Worth and Milwaukee that have complementary operating systems. This provides service redundancy for the entire organization.

Please contact your Relationship Manager or Account Administrator with any additional questions or concerns.