



Prudential Customer Solutions LLC (“PCS”): A Summary of Our Business Continuity Plan

Introduction

Prudential Customer Solutions LLC, a Prudential Financial, Inc. (“Prudential”) company, 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. PCS 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:

- Access to link.prudential.com website
- A Prudential Customer Solutions/Prudential Financial agency location
- A primary Prudential Customer Solutions/Prudential Financial building at its headquarters location
- A business district
- A citywide area
- A regional area

Our Business

Prudential Customer Solutions is a registered investment adviser offering a managed account both online and through its investment adviser representatives. Each Prudential Customer Solutions business unit maintains its own business continuity plan that provides for alternative operating sites and systems.

Overview of Our Business Continuity Plan

Prudential Customer Solutions has access to resources to provide disaster recovery planning. Prudential Customer Solutions has arrangements for associates to work remotely in the event that a primary work location is unavailable.

Prudential Customer Solutions' 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 back-up and recovery (hard copy and electronic)
- All mission-critical systems
- Financial and operational assessments
- Alternate means of communication between Prudential Customer Solutions and its clients
- Alternate means of communication between Prudential Customer Solutions and its employees
- Alternate work locations for employees
- Critical business constituent, and third-party vendors
- Regulatory reporting
- Communications with regulators
- Ensuring that clients have access to their funds and securities in the unlikely event that Prudential Customer Solutions determines it is unable to continue its business.

Contact Information

PCS clients can access their accounts in various ways, including via the internet at link.prudential.com or by telephone. In the event of a disaster or business or network/website disruption, please contact us at 844-PRU-LINK (844-778-5465). 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.