



Farmers Financial Solutions®

BUSINESS CONTINUITY PLAN

Farmers Financial Solutions (FFS) maintains a Business Continuity Plan (BCP) should FFS operations become impacted by an unexpected disaster or other disruption. The BCP was developed to help FFS continue or resume priority business processing and to restore full business operations within established time frames, with minimal financial hardship and service interruptions to our Insurance and Financial Services Agents and their customers.

The FFS BCP serves two primary purposes:

It serves as a reference guide during the first 48 hours following a disaster providing alternate business sites, and contact information for key personnel.

The BCP is a written plan which FFS will utilize to recover its operations in the shortest time possible.

This plan recognizes that there may be a number of potential events that may cause such business interruptions including natural disasters such as earthquakes, wildfires, hurricanes and floods as well as other causes such as acts of terrorism, civil disturbances, pandemic outbreaks and computer viruses that could impact the physical and e-business functionality of FFS.

FFS does not hold funds or securities and does not have custody or control over any customer accounts. Accounts are established, and transactions are processed through electronic processing platforms, or may be submitted by way of application, directly to the fund sponsor or insurance carrier. FFS does not have a minimum account size, however, there may be minimum account, policy or other size requirements imposed by mutual funds, 529 Plan sponsors and insurance carriers.

Variable annuities and certain applications are processed through a third-party vendor, FireLight electronic transmission platform. Similarly, Farmers variable universal life policies are processed through the Farmers New World Life Insurance Company system platform.

Should you require access to your investments or policies, please contact your local Financial Services Agent.

Our goal is to preserve our ability to service our clients. We are confident that we are well positioned to remain fully-operational and ready to serve.

For more Information on the FFS BCP, please contact FFS at 866-888-9739.