

Frost Brokerage Services, Inc. has 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 the local branch where your Investment Officer is located, or at 210-220-5000, or 1-800-292-1292, you should call our alternative number 210-220-4011. You can also call the phone number for your local Frost Bank location, and ask to speak to a Frost Brokerage Services Investment Officer. The phone numbers for local branches may be found on the Frost Bank Web site at [frostbank.com](http://frostbank.com). Additionally, in the event of a significant business disruption you should listen for announcements on your local radio and television news stations.

**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 business continuity plan addresses: data back up and recovery, all mission critical systems, financial and operational assessments, alternative communications with customers, employees, and regulators; alternate physical location of employees, critical supplier, contractor, bank and counter-party impact; regulatory reporting; and assuring our customers prompt access to their funds and securities if we are unable to continue our business.

Our clearing firm, National Financial Services LLC, backs up our important records in a geographically separate area. 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. Based on tested backup processes, our clearing firm believes that key functions, including the ability to input orders should be available in less than one hour and most other functions should be available in less than a day, depending upon the scope and severity of the disruption. Your orders and requests for funds and securities could be delayed during this period.

**Varying Disruptions** - Significant business disruptions can vary in their scope, such as only our firm, a single building housing our firm, the business district where our firm is located, the city where we are located, or the whole region. Within each of these areas, the severity of the disruption can also vary from minimal to severe. In a disruption to only our firm or a building housing our firm, we will transfer our operations to a local site when needed and expect to recover and resume critical business functions within one hour. In a disruption affecting our business district, city, or region, we will transfer our operations to a site outside of the affected area, and recover and resume most critical business functions in less than a day. In either situation, we plan to continue in business, and notify you through telephone, our Web site and/or local television and radio announcements, regarding how to contact us. If the significant business disruption is so severe that it prevents us from remaining in business, our clearing firm has agreed to assure our customer's prompt access to their funds and securities held at the clearing firm.

For more information – If you have questions about our business continuity planning, you can contact us at 210-220-5000.