

M Holding Securities has developed a Business Continuity Plan to address how we will respond to events that significantly disrupt our business. Since the timing and impact of disasters and disruptions is unpredictable, we will 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 (800) 656-6960, you should call our alternative number (503) 262-6960 or go to our website at [www.mfin.com](http://www.mfin.com). If you cannot access us through either of those means, you should contact our clearing firm, National Financial Services, LLC at (800)523-1203 or [www.fidelity.com](http://www.fidelity.com). You may also reach out to your Financial Professional for assistance with your account.

## 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 firms to resume operations as quickly as possible given the scope and severity of the significant business disruption.

Our business continuity plan addresses:

- data backup and recovery;
- all mission critical systems;
- financial and operational assessments;
- alternate 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. 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 four (4) hours or less. Your orders and requests for funds and securities could be delayed during this period.

Fidelity's Business Continuity Plan and other disclosures are available [here](#).

## Varying Disruptions

Significant business disruptions can vary in their scope, such as only the MHS offices, 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 the event of a significant business disruption, we have plans in place to move to a back-up location or remote locations as necessary. In either situation, we plan to continue in business, transfer operations to our clearing firm if necessary, and notify you through our website [www.mfin.com](http://www.mfin.com) or our customer emergency number, (503) 262-6960, with details on how to contact us. If the significant business disruption is so severe that it prevents us from remaining in business, we will assure our customer's prompt access to their funds and securities.

## For More Information

If you have questions about our business continuity planning, please contact us at (800) 656-6960.