The mission of U.S. Bancorp’s Business Continuity Program is to establish and support an on-going contingency planning program to evaluate the impact of significant events that may adversely affect customers, assets, or employees. This program is designed to ensure that U.S. Bancorp can recover its mission critical functions, meeting its fiduciary responsibility to its stakeholders and complying with the requirements of the Federal Financial Institutions Examination Council (FFIEC), the Securities and Exchange Commission (SEC), and the Office of the Comptroller of the Currency (OCC).

U.S. Bancorp has developed detailed Business Continuity Plans and Disaster Recovery Plans for the restoration of critical processes and operations. U.S. Bancorp has dedicated resources to its contingency planning and disaster recovery program. Key features of U.S. Bancorp’s planning process include:

- Employee safety strategies and communications
- Systems and telecommunications accessibility
- Alternate physical site location and preparedness
- System backup and recovery

There is a Corporate Contingency Planning Department that coordinates response and crisis management across U.S. Bancorp. The Corporate Contingency Planning Department has set forth guidelines, which incorporate industry best practices, for critical business units.

- Business Impact Analysis – U.S. Bancorp identifies time sensitive, mission critical processes’ recovery time objectives (RTO) and business impacts.
- Business Continuity and Disaster Recovery Plans – U.S. Bancorp prepares and regularly updates and tests its business continuity and disaster recovery plans to support the business needs. Plans include crisis management, employee communication, alternate site requirements, recovery management, and site-specific checklists.
- Work Area Recovery Strategy – U.S. Bancorp continuously updates the Work Area Recovery Strategy to assist in the recovery and continuity of the business in the face of a disaster or other major outage. U.S. Bancorp utilizes a combination of internal and external resources to support Work Area Recovery.
- Testing – All aspects of the plans are periodically tested in accordance with regulatory requirements. This includes crisis management and response, business continuity and critical infrastructure disaster recovery. Mainframe data is mirrored to the hot site and server backups are stored off-site in a secured climate-controlled environment.
- Audit – Annual internal and OCC audits are conducted of the business continuity and disaster recovery program.
- Board of Directors Updates – Corporate Contingency Planning provides regular updates on the status of its contingency and recovery programs to the Board of Directors of the Audit Committee of U.S. Bancorp.

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Employee Training and Awareness - This includes promoting awareness, drilling evacuation procedures, establishing employee criticality ratings, and identifying employees’ roles in a contingency event. Since clear communication during an outage is vital, many U.S. Bancorp employees who support key functions have pagers and/or cell phones.

U.S. Bancorp Investments, Inc.(USBI), participates in the Corporate Contingency Planning efforts described above. U.S. Bancorp Investments, Inc., mission critical functions and RTOs include:

- Provide processing of purchase and sell orders, including but not limited to, order taking, order entry, execution, and settlement of securities transactions. RTO: 6-12 hours

- Provide access to customer account information. RTO: 6-12 hours

- Provide delivery of available funds within the brokerage account. RTO: 6-12 hours

Below are a few examples of what might occur if we experience an interruption of our normal business.

- If one of our local offices were to become unavailable for any reason, calls or questions can be made to any other office of USBI or directly to our call center. RTO within minutes.
- In the event that our primary operations center becomes unavailable for any reason, we would transition to a separate back-up location. RTO within 6-12 hours.
- In the event that we have an issue within the region where our main operations center and back-up location are located, we would transition to a location in another region. RTO within 6-12 hours.

Since it is impossible to anticipate every type of potential disaster, there can be no assurance that there will be no interruption of the U.S. Bancorp’s business functions in all circumstances.

This plan is subject to modification at any time and updated plans will be promptly posted on this web site https://onlineinvesting.usbank.com. Alternatively, you may request a written copy by mail.