



## **BUSINESS CONTINUITY PLAN**

### **Business Description:**

DFPG Investments, Inc. (“DFPG Investments” or “DFPG”) has been an FINRA member firm since May 25, 2011. DFPG’s Home Office is based in Sandy, Utah.

In addition to the Home Office, DFPG has thirty-five branch office locations which are located in Cornwall, NY; San Diego, CA; Round Rock, TX; Calabasas, CA; Durango, CO; Medford, OR; Lake Kiowa, TX; Encinitas, CA; Salt Lake City, UT; Orem, UT; Littleton, CO; Kingfisher, OK; Sandy, UT; Manhattan Beach, CA; Mount Airy, MD; Dallas, TX; San Jose, CA; Englewood, CO; Oklahoma City, OK; Draper, UT; Panama City, FL; Grand Junction, CO; Greenville, SC; Williamsburg, VA; St. Louis, MO; Provo, UT; Louisville, KY; Windsor, CO; Pueblo, CO; Springfield, MO and Edmond, OK.

DFPG Investments does not receive Customer funds or Customer securities. DFPG does not maintain Customer funds on deposit or hold Customer securities for safekeeping.

### **The Plan:**

This Business Continuity Plan (the “BCP” or “The Plan”) is designed to provide all personnel of DFPG with the guidelines to be followed in the event of a significant business disruption (“SBD”) to DFPG’s business.

The primary objectives of The Plan are six-fold: (1) to ensure the safety of everyone at DFPG in the event of a SBD, (2) to provide a seamless transition of service and accessibility for all of DFPG’s customers, (3) to be in a position to make a financial and operational assessment of DFPG’s business, (4) to quickly recover and resume operations, (5) to safeguard DFPG’s Client’s personal and financial information, and (6) to safeguard DFPG’s property.

Since the timing and impact of disasters and disruptions are unpredictable, DFPG will have to be flexible in responding to actual events as they occur. With that in mind, DFPG is providing you with this information related to The Plan.

DFPG plans to quickly recover and resume business operations after a SBD and respond by safeguarding its Clients’ information, its personnel, and its property, making a financial and operational assessment, protecting its books and records, and allowing its customers to transact business. In short, The Plan is designed to permit DFPG to resume operations as quickly as possible, subject to the scope and severity of the SBD.

One half of The Plan's objective is concerned with the safe evacuation of all personnel, and is designed to provide such personnel with "best practices" for everyone's safety. The other half of The Plan is a "Disaster Recovery Plan" and is aimed at securing the future success of DFPG even in the wake of a SBD. The employment of all personnel is dependent upon DFPG being able to provide a continuous level of high quality service – even in the event of a SBD.

Copies of The Plan will be maintained in hard-copy form at DFPG Investments' Home Office, and will also be added to the Firm's website.

The following individuals are responsible for the duties of each position stated below:

President	Ryan Smith
CEO	Mike Bendix
Director	Daniel Luke
Operations Manager	David Laga
Office Manager	Shelley Smith
Human Resources Manager	Ryan Smith
IT Director	Will Snider
IT Alternate	Executech

### **What Constitutes a SBD?**

A SBD is any event that renders DFPG's business unable to provide its usual high level of service without immediate recovery action. Such a disruption can fall into one of three categories, which are as follows:

1. During business hours, but not requiring evacuation (e.g. major systems crash, extended power outage, etc.)
2. During business hours, and requiring evacuation (e.g. an unscheduled fire alarm, attack, natural disaster, some other threat, etc.)
3. Outside of normal business hours, but impacting future business activity (e.g. fire, flood, earthquake, etc.)

### **When to Evacuate:**

Evacuate when you receive instruction from the Office Manager, when the alarm system is sounding or when you feel you are in danger and need to evacuate.

### **Evacuation Plan:**

Once the Office Manager announces the decision to evacuate, the following general procedures will be observed. While much of this plan is common sense, if a dangerous situation exists in a facility, get out immediately, following fire exit procedures. DFPG wants to make sure that everyone is well informed to expedite a speedy and safe evacuation, while accounting for the well-being of all personnel. While DFPG hopes that The Plan will never need to be used, it is critical that everyone knows what action to take in the event of an evacuation. Please be sure to review The Plan, locate all emergency exits, and direct all questions to the Office Manager.

Upon evacuation, the Human Resources Manager(s) or Office Manager will take a headcount of evacuated personnel and the IT Director or Office Manager will perform an inventory of laptop computers used by all personnel. It should be noted, that if it is determined that there is no perceived threat to the safety of DFPG personnel, all personnel should logoff from their personal computer or laptop computer, and in the case of a laptop computer, take it with them, to the extent practicable, when leaving the premises.

### **Some Things to Do, and Some Things Not to Do:**

#### **Personnel Should:**

- Hang up the phone immediately!
- If possible, take *nearby* personal items, such as their purse, wallet, keys, coat, building key card, etc.
- If personnel are working on a laptop, such personnel should take the laptop with them when evacuating the building.
- Shut the door behind them, if they are the last to leave an office/conference room.
- Leave via the nearest emergency exit.
- Go directly to the designated meeting place, which is the south west parking lot of the South Towne Exposition Center located at 9575 State St, Sandy, UT 84070.
- Report any emergency matters to Disaster Relief Team (as that term is later defined, below) personnel.

#### **Personnel Should Not:**

- Do not use an elevator! Use the stairs to evacuate the building.
- Do not stop to use the telephone.
- Do not stop to shut down their computer(s), unless there is no perceived threat to their safety.
- No heroics!

If personnel are on the telephone, they should not attempt to finish the call or transaction! Personnel should interrupt the caller, if necessary, calmly inform them that the building alarm system has sounded, and notify the caller that all personnel are required to evacuate the building immediately. Based on the urgency of their call, such personnel may offer to call them again once and it is safe to return to the office.

**Contacting DFPG:**

If after a significant business disruption, you cannot contact DFPG as you usually do at 801.838.9999, you should call the alternative numbers 801.949.3738, 801.467.5115 or 801.787.9631.

**Emergency Contacts:**

Ryan O. Smith:	(Sandy, UT)
Daniel J. Luke:	(Sandy, UT)
Michael A. Bendix	(Encinitas, CA)
David R. Laga	(South Jordan, UT)
Charles Badalamenti:	(Littleton, CO)

**Contact Persons Should be Prepared to Answer the Following Questions:**

Nature of Alert:	<i>Describe the emergency situation</i>
Company Name:	DFPG Investments, Inc.
Company Address:	9017 S. Riverside Dr, Suite 210
Sandy, Utah 84070 Your Name:	<i>Your name</i>
Your Title:	<i>Your title</i>
Contact #'s:	<i>Your number</i>
What systems are involved?	<i>Based on your assessment</i>

**Headcount of Branch Managers:**

NAME	BRANCH	BRANCH LOCATION
Scott Sheehan	1031 Investment Services	Cornwall, NY
Matthew Poole	Advanced Wealth Planning	San Diego, CA
John Levee	Advanced Wealth Strategies Group	Round Rock, TX
Brett Ellen	American Financial Network	Calabasas, CA
John Levee	Animas Capital Management	Durango, CO
Taylor Ashland	Ashland Pacific	Medford, OR
Brent Reed	Brent Reed Financial Services	Lake Kiowa, TX
Michael Bendix	Bridge Equities, Inc.	Encinitas, CA
Russell Butler	Butler Financial Advisors	Salt Lake City, UT
Todd Nuttall	Caliber Wealth Management	Orem, UT
Charles Badalamenti	Charles Richard Badalamenti	Littleton, CO
Jason Coughlan	Coughlan & Coughlan Financial Solutions	Kingfisher, OK
Ryan Smith	DFPG Investments, Inc. Home Office	Sandy, UT
Daniel Luke	Diversify, Inc.	Sandy, UT
Thomas Hess	DST Properties, Inc.	Manhattan Beach, CA
Eric Meushaw	Financial Foundations, Inc	Mount Airy, MD
Curtis Ladd	First Financial Center of Dallas	Dallas, TX
Loay Naser	Global Wealth Partners, Inc.	San Jose, CA
Loay Naser	Global Wealth Partners, Inc.	San Diego, CA
Jerry Gruber	Greenbook Wealth Management	Englewood, CO
Jon Hulsey	Husley Financial	Oklahoma City, OK
Stacey Morimoto	Investment Capital Resources	San Diego, CA

J.R. Broadbent	Joseph Richards Broadbent	Draper, UT
Kenneth Bown	LJCooper Capital Management	Orem, UT
William Bass	LJ Cooper Capital Management	Panama City, FL
James Spainhower	LJ Cooper Capital Management	Grand Junction, CO
John Lady	Providence Wealth Advisors	Greenville, SC
Nir Regev	Regev Group	St. Louis, MO
Craig Riggs	Riggs Capital Management	Provo, UT
Thomas Shanley	Shanley Wealth Management	Windsor, CO
Benjamin Newhouse	Vineyard Asset Management	Springfield, MO

**Disaster Relief Team (the “DR Team”):**

The Office Manager has the overall responsibility for DFPG’s response to a SBD. This includes evaluating the extent of the SBD and deciding what actions are required to ensure (1) the safety of all personnel and (2) the quickest route back to full productivity. The Human Resources Manager will also alert external support and backup and coordinate the recovery.

**Evacuation:** Where required, the Evacuation Plan is implemented (*See below*)  
**Recovery:** The Recovery Plan is implemented (*See below*).

**Backup Procedures for Internal Systems:**

The Director and/or IT Director is responsible for maintaining system backups for all critical and non- critical information required to support DFPG in its day-to-day business. DFPG’s location at 9017 S. Riverside Dr, Suite 210, Sandy, Utah 84070 (the “Home Office”) houses its key personnel and an extensive amount of data that DFPG believes is adequate to ensure its successful day-to- day business.

DFPG utilizes a Network Accessed Storage (NAS) device to store all critical and non-critical information locally, on premise. This NAS device contains multiple hard drives in a RAID configuration, which is backed-up daily to both a separate external hard drive via USB connection, and to iDrive, a third-party cloud back-up service.

In addition, DFPG stores critical information in OnBase, its enterprise content management system, which is a cloud-based software and storage provided by Hyland Software, who in turn stores data in multiple secure server locations around the country, with robust corporate back-up and security procedures.

The following other systems and procedures are designed to provide non-intrusive backup and disaster recovery in the event of system failure or another type of SBD.

**Other Electronic Information:**

- Email: DFPG's electronic mail ("email") is facilitated through a secure third-party service provider, Smarsh, Inc. All email sent out from and/or received by DFPG is automatically archived in various safe and retrievable offsite locations within North America.
- Security Access: Data access passwords to all critical systems are encrypted and stored on thumb drives held by the Director and/or the President. In the event of a SBD, critical information can be quickly and easily retrieved from the respective backup systems by providing the relevant passwords.
- Alarm System: This is managed by an outside company that alerts the necessary authorities in the event of a fire. The automatic fire detection system includes a building-wide fire sprinkler system.

## **Recovery Plan:**

DFPG recognizes that it is impossible to provide for each and every SBD contingency or eventuality. However, the Recovery Plan, below, sets forth a pattern which should be followed for each and every SBD:

### **0 – 15 Minutes**

Preliminary Assessment and Alert

### **0 –60 Minutes After Incident**

- Step 1 Office Manager performs preliminary assessment (*See below*)
- Step 2 Office Manager conducts headcount of personnel (*See below*)
- Step 4 Office Manager contacts President if not present (*See below*)
- Step 3 President organizes response

### **1-6 Hours After Incident**

- Step 1 President updates DR Team
- Step 2 Office Manager updates personnel
- Step 3 Director and/or IT Director begins data restoration, as needed
- Step 4 Office Manager assesses computer and other needs
- Step 5 IT Director repairs/reinstalls equipment, as needed (*See below*)
- Step 6 Accountant assesses financial needs, if any
- Step 7 Personnel resume regular business practices

### **Areas of Assessment**

Determine if DFPG's personnel can return to work at the Home Office

- Is the electricity going to be out for more than twenty-four (24) hours?
- What is the condition of computer network and phones?
- Damage to the building?
- HVAC in extreme weather?
- Morale of personnel?
- Other hazard?

**Damage Notes:**

If executives of DFPG believe that DFPG will be able to resume business within a few hours, personnel will be instructed to be on call until the office manager informs them otherwise.

If executives of DFPG believe that its personnel cannot access the building and/or servers within the next twenty-four (24) hours to forty-eight (48) hours, the Office Manager should declare an alert and instruct DFPG's personnel to wait at home until further instructions are provided.

**Updates:**

At the point where executives of DFPG believe that DFPG needs to recover its business either because the servers are not repairable or accessible, or because DFPG needs space to perform other work, DFPG's personnel should relocate to the recovery site, or work in individual homes, to the extent possible, until further instructed. Declarations should be made by email, telephone, and personal contact. Further, declarations should be a uniform short announcement, preferably written and repeated so as to avoid confusion. It should (a) identify the situation, (b) provide instruction as to a recommended course of action, and (c) identify contact person(s). To the extent it is appropriate, such communications should be designed to create calm and order.

**Alert Recipients:**

Emergency services (police, fire, paramedics, etc.)

All personnel (including service personnel, consultants, contractors, etc.)

All registered representatives

**Repair/Reinstall:**

In the case that relocation occurs along with the replacement of any computer(s), the IT Director will repair or reinstall the operating systems, backup data and network configurations as soon as possible. Data files needed for continuing business will be found on the storage media that are delivered to the appropriate storage location(s). The IT Director has all of the necessary procedures, knowledge, and expertise required to get DFPG back to normal business practices, and DFPG's relocation sites currently provide internet access so that DFPG's personnel can quickly continue business practices.



**Additional Notes:**

DFPG has employees and/or registered representatives located in remote offices. It is the responsibility of the Office Manager to account for these people as best as possible given the geographical and logistical constraints.

**Regulatory Reporting:**

DFPG is subject to regulation by the Financial Industry Regulatory Authority (FINRA) and the United States Securities and Exchange Commission (SEC), as well as the 50 state securities regulators and Washington, DC. DFPG currently files reports with its regulators using paper copies sent through the U.S. Mail or private overnight couriers, and/or electronically, using fax, e-mail, and the internet. In the event of an SBD, DFPG will check with the FINRA, SEC, and other regulators to determine which means of filing are still available to it, and use the means closest in speed and form (written or oral) to DFPG's previous filing method. In the event that DFPG cannot contact its regulators, DFPG will continue to file required reports using the communications means still available.

In the event of a SBD at or near the Home Office, DFPG's reporting staff may be able to immediately relocate, as appropriate, to another location in Salt Lake City, Orem or possibly in Littleton, CO, and perform their responsibilities, including regulatory reporting requirements, via mobile computer access. The aforementioned mobile computer access has been utilized effectively in the past to comply with actual regulatory reporting requirements.

Additionally, DFPG's President/CCO is also the Executive Representative, and it has been confirmed that the two landline phone numbers and the one cell phone number listed on FINRA's Contact System on Web IARD/CRD are current and accurate. The computer access systems stated above, which will be utilized for financial and regulatory reporting, are also available for email communication with regulators.

**Critical Regulator Contact Information:**

SEC	1.202.551.4120 <a href="http://www.sec.gov">www.sec.gov</a>	Public Affairs
FINRA	(301) 590-6500 <a href="http://www.finra.org">www.finra.org</a>	General Inquiries

**Financial Needs:**

DFPG's financial needs as they pertain to a potential SBD are somewhat limited in scope. First, DFPG does not hold Customer funds or securities. Second, DFPG does not borrow funds from banks, nor does DFPG maintain lines of credit. DFPG's operations will be completely funded from its own working capital.

DFPG should not be exposed to credit risk, because it does not hold any significant proprietary securities positions or investments that could erode from the lack of liquidity in the broader market. Again, DFPG will be able to fund its operations from its own working capital.

Notwithstanding the previously stated information, DFPG will contact its clearing firm, RBC, critical banks, and customers to apprise them of DFPG's financial status. If DFPG's executives determine that DFPG may be unable to meet its obligations to those counter-parties, or otherwise continue to fund its operations, DFPG will request additional financing from its bank or other credit sources to fulfill its obligations to customers. If DFPG cannot remedy a capital deficiency, DFPG will file appropriate notices with applicable regulators and immediately take the appropriate and required steps.

DFPG's financial records and funds can be accessed by either the President/CCO, COO or the CFO/FINOP, who are located in either Sandy, Utah or Littleton, Colorado.

**Assisting Customers with Funds and Securities on Deposit:**

DFPG does not receive or hold Customer funds or securities. A portion of DFPG's Customer transactions are transacted through Charles Schwab and TD Ameritrade. The remaining transactions are submitted predominantly by "subscription" or "application way" directly with the issuer.

RBC Correspondent Services ("RBC"), a FINRA member firm and DFPG's clearing firm, may possibly be holding Customer funds and securities. In such an event, DFPG will assist customers with such funds and securities on deposit with RBC to the extent practicable and permitted by privacy rules and securities regulations.

**Mission Critical Systems:**

DFPG's "mission critical systems" are those that ensure prompt and accurate processing of securities transactions, including order taking, entry, execution, comparison, allocation, clearance and settlement of securities transactions, the maintenance of Customer accounts, access to Customer accounts, and the delivery of funds and securities.

**Critical Business Constituents, Banks and Counter-Parties:**

DFPG has been in contact with its critical business constituents, and determined the extent to which DFPG can continue its business relationships with them in the event of a SBD. DFPG is prepared to quickly establish alternative arrangements if a business constituent can no longer provide the necessary goods or services because of a SBD to them or to DFPG.

DFPG's major suppliers are as follows:

RBC Correspondent Services (Clearing Firm)  
60 S 6<sup>th</sup> St.  
Minneapolis, MN 55402  
Phone Number: 1.800.949.0242

RBC Correspondent Services is headquartered in Minneapolis, Minnesota.

Charles Schwab (Custodian Firm)  
211 Main Street  
San Francisco, CA 94105  
Phone Number: 1.866.855.9102

Charles Schwab is headquartered in San Francisco, California.

TD Ameritrade (Custodian Firm)  
200 S 108<sup>th</sup> Avenue  
Omaha, NE 68154  
Phone Number: 1.800.669.3900

TD Ameritrade is headquartered in Omaha, NE.

Smarsh, Inc. (email services and email retention)  
921 SW Washington Street, Suite 540  
Portland, OR 97205  
Phone Number 1.866.762.7741

Smarsh is headquartered in Portland, Oregon. It also has branch office locations in New York, NY; Atlanta, GA; Boston, MA; and Torrance, CA. In the event of a SBD in any of the locations, email traffic would be re-routed to the other redundant system locations which would result in a seamless and transparent transition to the end users.

First Utah Bank (banking and financial services)  
3826 South 2300 East  
Salt Lake City, Utah 84109  
Phone Number 1.801.272.9484

First Utah Bank is a Utah based bank with several locations throughout the state. DFPG utilizes the office in Salt Lake City, Utah. DFPG has reviewed First Utah's Business Continuity Plan, and it appears to comply with applicable standards.

Hyland Software OnBase (Content management, software and storage)  
28500 Clemens Road  
Westlake, Ohio 44145  
Phone Number 1.888.495.2638

Hyland Software is headquartered in Westlake, Ohio.

DFPG's alternative supplier(s):

Raymond James & Associates, Inc (Correspondent Services)  
880 Carillon Parkway  
St. Petersburg, FL 33716  
Phone Number: 1.727.567.1000 x73990

**Alternate Communications between DFPG and Customers:**

DFPG currently communicates with its customers using the telephone, email, our website, www.dfp.com (on a very limited basis), fax, U.S. Mail, overnight couriers, and in person visits. In the event of an SBD, DFPG will assess which means of communication are still available to DFPG, and use the means closest in speed and form (written or oral) to the means that DFPG has used in the past to communicate with other parties. For example, if DFPG has communicated with a party by email but the Internet is unavailable, DFPG will call the party on the telephone and follow-up where a record is needed with paper copy in the U.S. Mail.

**Alternate Communications between DFPG and Personnel:**

DFPG currently communicates with its personnel using the telephone (both landlines and cellular phones), email, and in person. In the event of an SBD, DFPG will assess which means of communication are still available to DFPG, and use the means closest in speed and form (written or oral) to the means that DFPG has used in the past to communicate with the other party. DFPG will also employ a calling tree so that DFPG's executives can reach all personnel quickly during an SBD. The calling tree includes the home, office and cellular phone numbers for all personnel.

**Alternate Communications between DFPG and Regulators:**

DFPG communicates with its regulators using the telephone, email, fax, U.S. Mail, overnight couriers, and in person. In the event of an SBD, DFPG will assess which means of communication are still available to DFPG, and use the means closest in speed and form (written or oral) to the means that DFPG has used in the past to communicate with the other party.

**Personnel Relocation:**

The Human Resources Manager and/or the Office Manager is responsible for the relocation of all personnel. In the event of an emergency that requires the need to relocate indefinitely, DFPG will relocate its personnel to an alternate office location in the Salt Lake City area (or Orem, UT or Lehi, UT)..

Alternatively, certain personnel could work from their individual homes or another location that is acceptable to such personnel and to DFPG.

**Providing Customers with Prompt Access to Their Funds and Securities:**

DFPG has created this Plan to provide for the quickest recovery back to normal business operations, and strives to provide customers with seamless service in the case of a SBD. However, DFPG will not receive Customer funds or hold customer securities. DFPG does not maintain customer funds on deposit or hold Customer securities for safekeeping.

Currently, transactions are processed utilizing RBC Correspondent Services (DFPG's clearing firm) and Charles Schwab and TD Ameritrade (DFPG's Custodian Firms), and by application or subscription way directly with the issuer. In the event that the SBD is at RBC's location on behalf of DFPG's customers, or at the issuer's location, DFPG will assist such customers in any way possible to ensure that they have prompt access to their funds and securities to the extent practicable and permitted given the restrictions of the privacy rules and securities regulations.

The following systems, in order of importance, are deemed mandatory to DFPG being able to perform business at the Home Office in a *down-graded* mode:

1. Client Information: Information previously backed up and stored at DFPG's offsite location should be retrieved and restored within six (6) hours of the disaster.
2. Due Diligence / Compliance Information (Other Electronic Information – External): Due Diligence information is hosted on an internal database server and should be immediately available.
3. Company Financial Information: Information previously backed up and stored at our offsite location will be retrieved and restored within twenty-four (24) hours of any SBD.

The systems listed above require no special hardware. Therefore, as soon as DFPG's personnel can gain access to a personal computer running a supported version of Microsoft Windows and Microsoft Office with network connectivity and install any necessary software, the systems can be brought back on-line and business functions can be performed in a *down-graded* mode until full business functionality can be restored.

**Disclosure of Business Continuity Plan:**

DFPG will provide a written copy of the BCP upon Customer request at any time. Reference to the availability of The Plan is made to customers, at account opening, as referenced within the Firm's Privacy Policy.

DFPG also provides written notification to customers regarding the availability of a written copy and/or electronic access (when available) to the BCP Plan, in annual and periodic mailings of its privacy policy and 17a-3 letters.

**Updates and Annual Review of The Plan:**

The Plan will be reviewed minimally on an annual basis by DFPG's President/CCO, Director, Manager, CFO/Compliance Specialist, and/or IT Director. Further, DFPG will modify The Plan to reflect any material changes in its operations, structure, business, or location, as they occur. Completion of this annual review will be evidenced by a written sign-off by the President/CCO and IT Director (if such person is in the employment of DFPG).

In addition, a brief statement will be made which will outline either the modifications made to The Plan, or the fact that no material modifications were required.

It should be noted that significant changes have been made to The Plan for several reasons due to technology, additions of new registered representatives, and the firm changing office locations.

**Effective Date of Business Continuity Plan:**

DFPG maintains and amends this BCP effective as of March 1, 2018. Changes to The Plan will be made continuously as they occur.

**Initial and Annual Approval of Business Continuity Plan:**

The approval of this Business Continuity Plan, which is effective March 1, 2018, is hereby given by the Firm's President and CCO, Ryan O. Smith.