

# Business Continuity and Disaster Recovery Plan



## Business Continuity and Disaster Recovery Plan

Utopia Wealth Management, LLC

October 24, 2023

### Background

Investment advisers owe a fiduciary duty to their clients to have disaster recovery plans in place in the event of a natural disaster, pandemic, power outage, accident, death, or other event that would disrupt the normal business flow of the adviser and the services it provides to its clients.

A disaster recovery plan must detail the steps that an adviser and each of its Associated Persons will take in the event of a disaster. This plan, including all contact information for clients, Associated Persons, regulators, custodians, and service providers, should be updated regularly and each revision should be communicated to Associated Persons as applicable.

### Policies and Procedures

The Company's Business Continuity and Disaster Recovery Plan ("the Plan" or "Plan") is an essential part of its operations. All Associated Persons are responsible for understanding their role in the event of a disaster or major disruption. The Primary Disaster Recovery Coordinator ("DRC") for the Company is the CCO, who has the overall responsibility for the Company's response to a major disruption, is responsible for ensuring that the Company's Plan is tested annually and is updated when regulatory or operational changes occur. The DRC will maintain and distribute copies of the Plan, including updates, to all Associated Persons for review and acknowledgement. The DRC may designate one or more persons to assist with their duties.

### Significant Business Disruptions

A Significant Business Disruption ("SBD") is any event that renders the Company unable to provide its usual level of service without immediate recovery. The physical location of the Company may or may not be affected.

The Company's Plan anticipates two kinds of SBDs, internal and external. Internal SBDs affect only the Company's ability to communicate and conduct business, such as a fire or power outage in the building. External SBDs prevent the operation of the securities markets in their entirety or impact specific critical operations of the Company, resulting from natural or manmade disasters including, but not limited to; weather, pandemics, terrorist attacks, or other regional and national disruptions. The Company's response to an external SBD relies more heavily on other organizations and third party vendors, including the Company's custodian as well as federal emergency authorities, local officials and utility companies.

Depending on the severity of the external SBD, our response may include a notice to clients via regular mail or electronic communication.

If the SBD does not affect the Company's ability to continue to operate from the primary location of the Company, the DRC will provide Associated Persons with instructions based on the impact of the disruption.

If the SBD affects the primary location of the Company, the DRC will notify all critical personnel of next steps and provide direction to each Associated Person as to whether or not they will be required to report to the alternate office location.

In the event the SBD does not prevent Associated Persons from working remotely, Associated Persons may be required to telecommute from their private residence.

The DRC will determine the steps necessary to resolve the SBD, to the extent possible. This may include contacting the facilities manager for the building where the Company's office is located and the Company's technology support person/team, including offsite data storage provider and email retention provider, to determine next steps and expected length of time for resolution.

### **Building Evacuation Procedures**

In the event of an office building evacuation, all Associated Persons should immediately leave the building. Go immediately to our designated meeting location or contact the DRC directly, so that the DRC may confirm everyone is safe and accounted for. If a building evacuation occurs and an Associated Person is on the phone, the Associated Person should inform the caller that the building is under mandatory evacuation, and immediately terminate the call in a professional manner.

Because every building and situation has unique characteristics and circumstances, below are some general guidelines to follow for building evacuation:

1. Do NOT use the elevators.
2. Make yourself aware of the closest exit, and go to it.
3. Instruct others in your area to also leave the building.
4. Sound any alarms, e.g. fire alarms, if needed.
5. Proceed to the designated meeting location, if applicable.

### **Temporary Operation Location/Recovery Site**

If the primary office is inaccessible, the Company will temporarily relocate to the below address, if possible.

In the event that it is not practical to relocate, the Company may determine that all employees will work remotely from their homes ("telecommuting"). Client data is accessible through the Company's network and at any remote location with Internet access. Client data, including e-mail correspondence and pertinent books and records, is backed up and archived daily. The archive is maintained away from the Company's primary business location to allow for retrieval of client records where the primary office location is not accessible.

#### **Primary Office Location**

6810 N. State Rd 7  
Coconut Creek, FL, 33073  
Main Phone # 754-264-4778  
Secondary Phone # 754-253-2474

#### **Alternate Location**

6430 NW 98th Lane  
Parkland, FL 33076  
Forwarding Phone # 954-775-0581

### **Contacting Associated Persons**

Should Associated Persons not be at work when the major disruption occurs, Associated Persons will be contacted using the most effective and available means including: telephone, text, email or in-person. The Company maintains a list of its Associated Persons and contact information as part of human resources records. In the event of an SBD, the DRC will assess which means of communication are still available.

The Company may also utilize a call tree to reach all Associated Persons quickly during an SBD. The call tree includes all staff personal or alternative contact phone numbers including residential addresses and personal email addresses. The DRC and Associated Persons are responsible for retaining an accessible copy of the most current call tree with Associated Persons' contact information as maintained by the Company or the DRC at a location other than the Company's primary business office. The call tree is maintained as a separate document outside of the Plan and is updated periodically.

### **Company Website**

The following website can be updated remotely and will be updated, as needed, to provide direction to clients who wish to contact the Company or their Custodian, and to provide the summary disclosure of the Plan.

<https://www.utopiawealth.com>

### **Telephone Service/Fax**

Our main number is 754-264-4778. In the event the Company's main telephone line is disrupted, phone lines will be forwarded to 954-775-0581 to the extent available. Associated Persons will forward their direct lines to their personal cell phones, if necessary.

### **Notification of Proper Authorities**

After an emergency has been declared, the DRC shall notify the proper regulatory authorities of the nature of the emergency, and the temporary location of the Company, and notify the local public utilities, the telephone company, the post office and any other vendor as deemed necessary.

### **Equipment/Hardware**

The Company will maintain a list of all equipment, hardware and software, used by the Company. The list shall provide identifying information for the item, including the serial number, the manufacturers and serial/registration number as applicable. The DRC will notify the Company's insurance company of any damage.

If an essential part of the Company's computer support system including servers, computers and hardware is deemed unusable for any reason, the Company will procure the necessary equipment at that time. Time constraints for the purchase, delivery, and installation of the equipment will depend on a number of outside factors such as the retailer, delivery services, and the consultant hired to install the equipment, but it is expected that the Company will only be without the necessary equipment or hardware for a maximum of two business days. Once the new equipment is installed, the last backup will be restored to the new system.

### **Mail Service**

If the Company is unable to receive mail at its business office, the Company will either forward mail to an alternate location, or submit a mail hold request to the post office.

## **Client Information and Client Trading Records, and Other Books & Records**

Client agreements, contracts, profiles, and other documentation related to each client as well as trading records, the Company's financial information and other required books and records are maintained at the principal place of business in accordance with the Company's Books and Records policies and procedures as referenced in the Company's Compliance Manual.

Copies of pertinent client information shall be kept at a secure off-site location, approved third party vendor, or cloud service provider. Periodically, the DRC will review the Plan pertaining to client's records to assure that these records will be adequately maintained in the event of a disaster or emergency. In addition, the DRC may use encrypted and password protected portable hard drives or thumb drives with client contact information.

## **Client Notification**

If an SBD occurs that requires client contact, every effort will be made by the Company to contact all clients. This may be accomplished via phone calls, emails, general mailing, posting a message on the Company website, or by other means. A list of all clients is maintained in the Company's account management system and can also be received by contacting the relevant account custodian.

## **Client Access to Funds and Securities**

The designated custodian(s) maintains custody of customers' funds or securities. If a client needed immediate access to their account, and for any reason could not contact the Company, the client could contact his or her custodian(s) directly. The Company will use the most efficient and available forms of communication to provide instructions on how clients can contact the custodian(s) directly. If available, the Company will post on the Company website the contact information for the designated custodian(s).

Copies of certain client records are also maintained by the custodian(s) holding the client's assets. The Company can access client records from the custodian as needed.

## **Regulatory Reporting and Filing**

The Company is subject to regulation by federal and/or state regulatory agencies. Depending upon the impact of the SBD, the DRC is responsible for informing the governing regulatory bodies when required by law. The DRC will determine which means of filing are available to the Company. In the event filing deadlines are extended, the CCO will be responsible for documenting the rationale for utilizing the extension and ensuring the regulatory filing is submitted by the new deadline.

- SEC Contact Information - <https://www.sec.gov/contact-information/sec-directory>
- State Regulator Contact Information - <https://www.nasaa.org/contact-your-regulator/>

## **Key Vendors**

The operational resiliency practices of our third-party vendors, services providers, and business partners (collectively, "Key Vendors") is a critical component of our Company's Plan. The Company Plan incorporates by reference other policies intended to address important due diligence factors, specifically, the Oversight of Service Providers section of the Company's Compliance Manual.

## **Key Personnel**

In the event key personnel are unable to work, or only able to work part-time during an active SBD, the Company has assessed the key personnel and their critical job functions that require a back-up plan. Key personnel and their assigned backup are listed in the 'Key Personnel' table below. The Company will ensure the necessary system access and cross training has taken place to effectively implement the Plan.

In the event both the key personnel and backup are affected by the SBD, the Company may maintain a password recovery tool or application for all Associated Persons through an approved third-party vendor. The DRC will be responsible for monitoring the password recovery tool or application and maintain the master password for such tool or application.

### **Updates and Annual Review**

The Company will update this Plan whenever there is a material change to the Company's operations, structure, business or location or to those of our custodian (or any other critical service providers). In addition, the Company will test the Plan, at least annually, and update the Plan as needed, to ensure the Plan remains consistent with the Company's policy and overall business operations. Associated Persons are required to acknowledge updates to the Plan.

### **Telecommuting**

#### *Equipment*

In the event the Company determines to require or permit telecommuting, the Associated Person will supply information to the DRC concerning the appropriate equipment needs (including hardware, software, modems, phone and data lines and other office equipment) for the telecommuting arrangement. Equipment supplied by the Company will be maintained by the Company. Equipment supplied by the Associated Person, if deemed appropriate by the Company, will be maintained by the Associated Person. The Company accepts no responsibility for damage or repairs to Associated Person-owned equipment. The Company reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by the Company is to be used for business purposes only. The telecommuter must take appropriate action to protect the items from damage or theft. Upon termination of employment, all company property will be returned to the Company, unless other arrangements have been made.

#### *Bring Your Own Device*

Equipment supplied by the Associated Person must be approved and deemed appropriate by the Company. The DRC is responsible for retaining an accessible copy of the most current Associated Person-owned device list and updating that list on an ongoing basis or during the annual testing of the plan.

#### *Supplies*

The Company will supply the Associated Person with appropriate office supplies (pens, paper, etc.) as deemed necessary. The Company will also reimburse the Associated Person for business-related expenses, such as phone calls and shipping costs that are reasonably incurred in carrying out the Associated Person's job when the Company requires the Associated Person to telecommute.

#### *Work Environment*

The Associated Person will establish an appropriate work environment within his or her home for work purposes. The Company will not be responsible for costs associated with the setup of the Associated Person's home office, such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space.

#### *Security*

Consistent with the Company's expectations of information security for Associated Persons working at the office, telecommuting employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office. For example, when Associated Persons use Video-teleconferencing (VTC) platforms it will be expected that meetings are private, either by requiring a password for entry, muting controls, controlling guest access from a waiting room,

disabling chat, and limiting screen sharing. In addition to these controls, telecommuting Associated Persons should include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment.

### *Safety*

Associated Persons are expected to maintain their home workspace in a safe manner, free from safety hazards. Injuries sustained by the Associated Person in a home office location and in conjunction with his or her regular work duties are normally covered by the company's workers' compensation policy. Telecommuting Associated Persons are responsible for notifying the employer of such injuries as soon as practicable. The Associated Person is liable for any injuries sustained by visitors to his or her home worksite.

### *Members of the Associated Person's Household*

Telecommuting is not designed to be a replacement for appropriate childcare. Although an Associated Person's schedule may be modified to accommodate childcare needs, the focus of the arrangement must remain on job performance and meeting business demands. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to telecommuting.

## Key Vendors

A list of principal service providers is provided below. The Disaster Recovery Coordinator is responsible for retaining a physical copy of the most current version of the following chart at a location other than the Company's primary business office.

Key vendors identified:

Product/Service: <b>Telephone, Internet Service Provider</b>	
Vendor Name: Elite Office Suites	
Contact Person: Caryn Hernandez	Phone No.: 954-617-8100
Product/Service: <b>Client Custodian</b>	
Vendor Name: Charles Schwab	
Contact Person: Cynthia Scoggin	Phone No.: 817-859-5252
Product/Service: <b>Compliance</b>	
Vendor Name: ACA Global	
Contact Person: Stacy Howell	Phone No.: (561) 330-7259
Product/Service: <b>Insurance (Commercial)</b>	
Vendor Name: Florida Southern Insurance	
Contact Person: Brad Panos	Phone No.: 239-449-4704 ext. 1901
Product/Service: <b>Insurance (E&amp;O)</b>	
Vendor Name: Napa	
Contact Person:	Phone No.: 800-593-7657
Product/Service: <b>Insurance (Cyber)</b>	
Vendor Name: Florida Southern Insurance	
Contact Person: Brad Panos	Phone No.: 239-449-4704 ext. 1901
Product/Service: <b>Bank</b>	
Vendor Name: CHASE BANK	
Contact Person: Daniel Sejour	Phone No.: 954-341-0575
Product/Service: <b>Legal</b>	
Vendor Name: My Ria Lawyer	

Contact Person: Leila M. Shaver, Esq.	Phone No.: (770) 462-2118
Product/Service: Planning Software	
Vendor Name: eMoney	
Contact Person: Sarah Gribben	Phone No.: 610-234-4300
Product/Service: Billing/Reporting/CRM	
Vendor Name: Advyzon	
Contact Person: Matt Braatz	Phone No.: 312-651-6025
Product/Service: Website	
Vendor: Advisor Websites	
Contact Person: Alyzah Kaharian	Phone No.: 866-638-0273



## Key Personnel

A list of key personnel with assigned backup personnel and the related critical function(s) are provided below. The Disaster Recovery Coordinator is responsible for retaining a physical copy of the most current version of the following chart at a location other than the Company's primary business office.

Key Personnel	Backup Personnel	Critical Function
Nicholas Chiricosta	Marisol Andreoni	

# **Disaster Recovery and Business Continuity Plan Acknowledgement of Receipt and Acceptance**

## **Disaster Recovery and Business Continuity Plan Acknowledgement of Receipt and Acceptance**

MM dd, YYYY

- I hereby acknowledge receipt of Utopia Wealth Management's Disaster Recovery and Business Continuity Plan. I hereby represent and affirm that I have read the Plan in its entirety and fully understand its contents. I assume the responsibilities and obligations assigned to me by the relevant sections of the Plan.
- I agree to notify the Disaster Recovery Coordinator in a timely manner if any of the information related to me or my role changes that would affect the Plan in the event of a business interruption.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date