Business Continuity

The intent of this Business Continuity and Disaster Recovery Plan (the “Plan”) is to establish and implement policies and procedures for responding to an emergency or other occurrence (e.g., fire, vandalism, system failure, natural disaster) that results in 1) injury to personnel, 2) unavailability of key personnel, 3) damage to, or unavailability of, the office building, 4) a city-wide disaster, or 5) loss of technology capabilities.

Synapse Brokerage LLC (Firm”) is a registered broker-dealer with the Securities Exchange Commission (“SEC”) and the Financial Industry Regulatory Authority (“FINRA”) as of 03/23/2006. Pursuant to FINRA Rule 4370 and all relevant notices to members and regulatory notices, the Firm has established this Business Continuity & Disaster Recovery (“BCDR”) as a single repository for all information relevant to the Firm’s ability to safeguard and recover critical business processes, applications, and systems from a significant business disruption or disaster. This plan is tested and reviewed annually.

Third Party Systems and Providers

The Firm relies on trusted third-party applications and services to deliver customer experience and services. These services employ their own BCDR plans and processes and are independent of Parent’s systems, applications, and services. In most instances, contracts with critical third parties will include assurances regarding the third party’s business continuity and disaster recovery plans.

Synapse Brokerage LLC, contracts with SynapseFI (Synapse) to provide mission critical systems and services. Synapse partners with AWS and Mongo to maintain hosting systems to maintain formal practices for responding to an emergency or other occurrence that damages hosting systems containing financial data and PII. As such, Synapse is dependent on the formal practices of AWS and Mongo for responding to an emergency or other occurrence that damages server or hosting operational systems that contain financial data and PII.

Each year Synapse management obtains the SOC 1, Type II, and SOC 2, Type II Reports and reviews from AWS and Mongo to confirm, among other things, that they have adequate and up-to-date disaster recovery plans in place.

Communication with Employees

Management will then begin notification of affected employees and parties critical to the Firm and Parent’s business. The Firm-specific emergency contact list is maintained with FINRA will be reviewed and updated on at least an annual basis.

Communication with Public and Customers
The Firm primarily communicates with customers via the internet. In the event of a significant business disruption or disaster, the Firm may use a wide range of communication systems to communicate with its customers, employees, counterparties, and regulators including telephone, mail, email, vendor systems, and personal meetings.

Determination of what communication system will be used depends on the nature of the disruption and which communication systems (e.g., email, telephone) are functional and the availability of personnel in the event telephone contact is necessary.

In the event of a serious disruption please access contact Synapse Brokerage, LLC at (800) 530-3789 for up-to-date information.

Further Information

If you have questions about our business continuity planning, you can contact us at Brokerage@SynapseFi.Com or by telephone at (800) 530-3789.