



## **Callaway Financial Services, Inc.**

### **Synergy Securities**

2245 Texas Dr., Suite 300

Sugar Land, TX 77497

Phone: (954) 707-0586

Member FINRA/SIPC

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## **BUSINESS CONTINUITY PLANNING CUSTOMER SUMMARY**

Callaway Financial Services, Inc. has developed a Business Continuity Plan on how we will respond to events that significantly disrupt our business. Since the timing and impact of disasters and disruptions is unpredictable, we will have to 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 our Sugar Land office, you can contact us at 954-707-0586, email: [david@synergysecurities.com](mailto:david@synergysecurities.com) or [david@mdxwealth.com](mailto:david@mdxwealth.com), or contact your sales representative via his e-mail or direct line. Our website is [www.synergysecurities.com](http://www.synergysecurities.com).

If you cannot access us through either of those means, you should contact our clearing firm, Interactive Brokers at [www.interactivebrokers.com](http://www.interactivebrokers.com) or via phone at 1-877-442-2757 and follow directions under Support for instructions on how to get access to funds and securities. If your investment is directly with the issuer, you should contact the issuing company that holds your investment.

**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 firm 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; alternative 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, Interactive Brokers, the issuing companies back 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 a reasonable amount of time. Your orders and requests for funds and securities could be delayed during this period.

**Varying Disruptions** – Significant business disruptions can vary in their scope, such as only our firm, a single building housing our firm, the business district where our firm is located, 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 a disruption to only our firm or a building housing our firm, we will transfer our operations to a local site when needed and expect to recover and resume business within a minimal amount of time. In a disruption affecting our business district, city, or region, we will transfer our operations to a site outside of the affected area and recover and resume business within a minimal amount of time. In either situation, we plan to continue in business, transfer operations to our clearing firm if necessary, and notify you through our emergency number, or 954-707-0586 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, you can contact us at our Sugar Land office at 954-707-0586, or email: [david@synergysecurities.com](mailto:david@synergysecurities.com)