

TD Ameritrade Singapore Pte. Ltd.

In accordance with applicable regulations, TD Ameritrade Singapore Pte. Ltd. has developed a Business Continuity Plan on how the firm will respond to events that significantly disrupt our business. Since the timing and impact of disasters and/or disruptions is unpredictable, we will have to be flexible in responding to actual events as they occur. In addition, TD Ameritrade Singapore Pte. Ltd. also requires any outsourcers to develop and test a Business Continuity Plan should any disruption in their service 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 +65 6823 2250 or one of our client email addresses, then you may call our affiliate's office in the USA at +1-866-839-1100 or +1-773-435-3210. You may also go to our website at [www.tdameritrade.com.sg](http://www.tdameritrade.com.sg) for further instruction. If you cannot access us through either of these means, you may log in to our trading software and utilise the Instant Messenger on this platform.

**Business Continuity Plan** - Working with our affiliates, we plan to swiftly 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 clients 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. Together with our executing broker and clearing and custodial firm, our business continuity plan addresses: data backup and recovery; all mission critical systems; financial and operational assessments; alternative communications with clients, employees, and regulators; alternate physical location of employees; critical supplier, contractor, bank, and counter-party impact; regulatory reporting; and assuring our clients prompt access to their funds and securities if we are unable to continue our business. All mission critical systems and records are backed up in geographically separate areas. Your orders and requests for funds and securities could be delayed during this period. TD Ameritrade Singapore Pte. Ltd., in conjunction with our executing broker and clearing and custodial firm, perform Business Continuity tests. To review TD Ameritrade's Business Continuity Plan Statement, click here [https://www.tdameritrade.com/retail-en\\_us/resources/pdf/AMTD5491.pdf](https://www.tdameritrade.com/retail-en_us/resources/pdf/AMTD5491.pdf).

**For more information**—If you have questions about our business continuity planning, you can contact us at + 65 6823 2250 or [help@tdameritrade.com.sg](mailto:help@tdameritrade.com.sg).

**TD Ameritrade Singapore Pte. Ltd.**  
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Please log in to your account and ensure all account information is accurate.

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