

Regions Wealth Management Business Continuity Planning

At Regions, our core values focus on putting people first and doing what's right. Our top priority is the wellbeing of our customers, our associates and the communities we serve. With the Coronavirus (COVID-19) pandemic, we want to assure you we are taking extensive steps to help ensure the health and safety of our associates and clients. We continue to follow recommendations from the Centers for Disease Control (CDC) and we are closely monitoring CDC reports for updates on coronavirus and how it might impact our communities.

Regions has implemented comprehensive company-wide policies concerning travel, outside vendors, and onsite and offsite business activities and conferences. In addition, Regions had previously upgraded our technological capabilities to enable eligible associates to work remotely. Operationally, we are currently working remotely where it makes sense and can conduct client service, portfolio management, trading, research and other business-as-usual operations. Our remote technology and communications plans are working as expected and associates are prepared to work remote until further notice. We have already transitioned internal and external meetings to a host of other forms of communication, and all are working with success.

Regions Wealth Management relies on its primary sub-service organization/vendor, SEI Investments (SEI), to provide full business continuity support in these events. Regions monitors adherence/testing of the SEI business continuity plan through its ongoing third-party vendor management program, which includes regular communication, consultation and on-site reviews of the SEI program. SEI is currently exercising precautions comparable to those that Regions has implemented, all technology and communications are working as planned, and we are in regular contact with our business partners at SEI. Additionally, Regions is in contact with our other vendors that are monitored by our third-party vendor management program, and at this time everything continues to function as planned.

Regions Wealth Management also maintains a business resiliency plan for critical Birmingham Wealth Management middle office staff members. Critical parties are enabled with remote/secure network connectivity in the event the primary Birmingham operations facility becomes inaccessible. This plan is tested on an annual basis and is also working as expected.

For confidentiality purposes, we are unable to share our complete Business Resilience Plans, however you can rest assured they are extensive. Refer to the Regions Pandemic Preparedness flyer that provides a high-level overview of Regions pandemic preparedness.

The emergence of COVID-19 has not only had an impact on the way we conduct our daily lives in a short period of time, it has also dictated movements in financial markets. In the current times of uncertainty, we are working to continually monitor developing situations. We hope that you and your families protect your personal safety and health and allow us to serve you by continuing to provide service during this time of uncertainty. Please contact me if you have further questions or concerns.



© 2020 Regions Bank. Regions and the Regions logo are registered trademarks of Regions Bank. The LifeGreen color is a trademark of Regions Bank.