

Investors' Exchange LLC and IEX Services LLC's Business Continuity Disclosure

IEX Group, Inc. ("IEXG") has developed a Business Continuity Plan ("BCP" or the "Plan") detailing how the Firm and its wholly owned subsidiaries, Investors Exchange LLC (the "Exchange") and IEX Services LLC ("IEXS") will address the possibility of a future Significant Business Disruption ("SBD") and respond to events of a varying scope which may impact the Firm's business. Since the timing and impact of disasters and disruptions is unpredictable, the Firm will have to be flexible in responding to actual events as they occur. With that in mind, the Firm is providing you with this information regarding its Plan. This Business Continuity Plan is designed to comply with regulations and guidelines promulgated by the U.S. Securities Exchange Commission and the Financial Industry Regulatory Authority.

If, after an SBD, you cannot contact IEX as you usually do (Main line: (646) 343-2000; Market Operations: marketops@iextrading.com), you should call the Firm's externally-facing crisis contact conference line (866-906-0040; Participant Code: 4636257#) or go to its Website at www.iextrading.com. System Status notifications are available at the following location: <https://iextrading.com/status/#/>. If you cannot contact the Firm through the above means, you should contact the Depository Trust Clearing Corporation's ("DTCC") National Securities Clearing Corporation ("NSCC") at (888) 382-2721 for instructions on how it may clear and settle your orders, and/or IEXS's clearing firm, BofA Securities, at (800) 246-0561 or <https://www.bofaml.com/en-us/content/solutions-for-financing-and-clearing.html> for instructions on how it may clear and settle your routed orders.

IEX plans to quickly recover and resume business operations after an SBD and respond by safeguarding its employees and property, making a financial and operational assessment, and protecting the Firm's books and records. In short, the Firm's BCP is designed to permit the Firm to resume operations as quickly as possible, given the scope and severity of the SBD. While the Plan has been reasonably designed to allow us to operate during SBD's of varying severity, such potential disruptions are unpredictable. Consequently, IEX cannot guarantee the availability of systems or recovery timeframe if an SBD occurs. IEX's BCP addresses data backup and recovery; all mission critical systems; financial and operational assessments; alternative communications with Members, employees and regulators; alternate physical location of employees; critical supplier, contractor, bank and counterparty impact; regulatory reporting; and assuring our Members' prompt access to services and information.

Although the severity of an SBD will impact the timeframe within which IEX can resume normal operations, in the event of an occurrence that only impacts IEX's office facilities, IEX will leverage the geographically redundant VPN solution available to its employees,

together with moving critical staff to a geographically diverse Business Continuity recovery facility. IEX tests its Business Continuity Plan on an annual basis, simulating an SBD impacting primary facility accessibility, in an effort to measure the efficacy of its procedures and incorporate industry best practices.

In the event of an outage affecting our primary data center(s), IEX maintains a geographically redundant disaster recovery facility located in Chicago, IL. and has in place processes that are reasonably designed to accomplish intraday failover to its geographically diverse secondary data center following a wide-scale disruption affecting the IEX Trading System at the primary data center in New Jersey. In accordance with Regulation Systems Compliance and Integrity ("[Reg SCI](#)"), IEX conduct testing of its Business Continuity and Disaster Recovery Plans ("BCP/DR") during annual SIFMA industry-wide tests each year. Information regarding these tests is circulated via [Trading Alert](#). IEX encourages all members of the Exchange to participate in this testing and welcomes any firm to contact IEX Market Operations to establish connectivity to the Disaster Recovery environment. In addition to establishing connectivity to the DR environment, Market Operations will also work with Members to ensure their clearing firms are connected to the DR environment. The DR environment supports all matching and routing functionality offered by the Exchange. Unlike the primary trading environment (where direct feeds are utilized), the DR environment utilizes the Securities Information Processor ("SIP") for quotation data. For additional information regarding the DR environment and establishing connectivity, please review [IEX Rule 11.510](#) and the [Investors Exchange Connectivity Manual](#). The DR environment is located at the Equinix (CH4) data center, 350 E. Cermak Road, Chicago, IL.

IEX's clearing firm, BofA Securities, backs up important records in a geographically separate area from the Firm's Main Office. While every emergency situation poses unique problems based on external factors, such as time of day and the severity of the disruption, BofA Securities objective is to restore its own operations and be able to complete existing transactions and accept new transactions and payments within four (4) hours. Settlement confirmation of your routed orders could be delayed during this period.

More Information:

- IEX's Crisis Management Coordinator: Thomas Wonica / (917) 509-9636 / thomas.wonica@iextrading.com
- Market Operations: marketops@iextrading.com
- [IEX Trading Alert 2018-034](#)