

Contingency Plan For Emergency Management

Popular Securities has established a Contingency Plan for Emergency Management, ensuring the continuity of critical operations. This plan is a key component for operational resilience and our clients' confidence, which contains:

- Relocate the affected business facilities to other or alternate business centers.
- Activating emergency and technology teams, whose mission is to execute the action plans and strategies.
- Adopting a communication plan, which includes communication for employees, customers, and regulatory agencies, such as notifications through multiple sources, announcements in local newspapers, the Internet, and Popular Inc.'s social media networks.
- Ensuring that companies contracted for transaction processing and clearing firm maintain contingency plans and alternate facilities for information retrieval.
- Performing financial and operational evaluations.
- Testing our contingency plan and recovery procedures.

Communicating with our offices

Follow these steps in case of emergency: (1) call your financial consultants' contact numbers (2) if you cannot communicate with them, you should call **787-758-7400** or **1-800-981-7400**. (3) if you are not able to get through using those numbers, you may call our emergency lines **787-648-3334**, **787-648-3335**, or (4) send an e-mail to popular_securities@popular.com

Our contingency plan

Our plan includes alternative procedures for critical systems, duplication and information recovery, operational and financial assessments, alternative methods of communication with employees, clients, and regulators; alternative operation centers, affected suppliers, banks, and other groups, drafting reports to regulators, and access to investment instruments in case operations are not available as usual.

