



## BUSINESS CONTINUITY PLANNING

Gilder Gagnon Howe & Co. LLC (“GGHC”) has developed a Business Continuity Plan to ensure continuity of operations when events occur that have the potential to significantly disrupt our business. Since the timing and impact of disasters, disruptions and other events (each an “Event”) is unpredictable, our response must be flexible. With that in mind, we are providing you with some general information regarding our business continuity plan.

### CONTACTING US.

If, after a significant Event, you cannot contact us as you usually do at 212-765-2500, please visit our website at [www.gghc.com](http://www.gghc.com) (the “Site”). To the extent reasonably possible under the emergency circumstances, we will update our Site with additional business continuity information.

### OUR BUSINESS CONTINUITY PLAN.

Our business continuity plan is designed to permit GGHC to resume key operations as quickly as reasonably possible, given the scope and severity of the Event.

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 counterparty impact; regulatory reporting; and assuring our clients prompt access to their funds and securities if we are unable to continue our business.

Our clearing firm, National Financial Services, backs up their important records in a geographically separate area. While every Event 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 12 hours or as soon thereafter as is reasonably possible, given the scope and severity of the Event. Your orders and requests for funds and securities could be delayed during this period.

### VARYING DISRUPTIONS.

Significant Events may vary in scope, including when Events impact only GGHC, a single building housing GGHC, the business district where GGHC is located, the city where GGHC located (i.e. New York City), the region, or the whole country. Within each of these areas, the severity of the Event may also vary from minimal to severe. In a disruption to GGHC or a building housing GGHC, we will strive to transfer our operations to a site outside of the affected area, and recover and resume material business operations within the same business day. In either situation, we plan to continue in business during most types of Events, transfer operations to our clearing firm, if necessary, and notify you through our Site or our customer emergency number, 800-223-6717. If the Event is so severe that we cannot remain in business, or the continuation of business may not be practical or in the best interest of the firm or its clients, we will assure our clients’ prompt access to their funds and securities.

While it is impossible to predict with absolute certainty every potential cause of business disruption, GGHC maintains a high level of readiness to address most types of Events. As always, if you have any questions, please don’t hesitate to call your account manager for further information.