

Corporate Business Continuity Statement

Our family of companies is responsible for creating and maintaining business continuity plans for all our businesses. In the event of a business or service disruption, including, but not limited to, unplanned power outages, fire, severe weather and facility failures, we have plans designed to allow continued operations of critical business functions. Our critical business functions include taking and responding to client service requests, completing insurance and securities transactions and providing clients access to their policy information.

Client needs will be supported during disruptions with plans developed to provide:

- Decentralized Call Centers and Claims operations that help ensure clients can reach a representative to service their requests or report a claim.
- Alternate Business Locations that support key operations.
- Notification to clients of business disruptions that include how to contact us to report a claim or discuss policy information.

Our plans are maintained and practiced regularly to help ensure continued operations during business disruptions.

Corporate Business Continuity Program

- **Systems Recovery:** Our program addresses recovery of critical business functions within 24 to less than 48-hours. These applications will be recovered at our back-up data center.
- **Claims Processing:** Contingency plans exist for processing claims through our regional or field offices in the event of a disaster at our Home Offices in Bloomington, Illinois. We also have agreements in place with several 3rd party service providers to provide additional claims handling capacity.
- **COUNTRY Trust Bank® Recovery:** The Bank protects its client assets by maintaining accurate and detailed books and records for those assets. The Bank utilizes industry standard software and tests their recovery capability annually. This structure provides investors with the access needed to help ensure transaction and market availability.
- **COUNTRY® Capital Management Company:** Independent service providers are used to process transactions in mutual fund, variable product and 529 college savings plan customer accounts during business disruptions. COUNTRY Capital Management Company partners with many other financial companies to provide investment products and services to our clients. See the COUNTRY Capital Management Company [Business Continuity Planning Disclosure Statement](#).
- **Pandemic Planning:** Our pandemic strategy outlines our corporate preparedness and continuous monitoring of pandemic activity for potential impacts to our organization. The focus of our strategy includes:
 1. Stopping or slowing the spread of a pandemic to our offices and personnel.
 2. Sustaining the corporate infrastructure.
 3. Reducing impact to our critical business functions, employees and clients.

We take our commitment to our employees, representatives, clients and communities seriously. We participate in various industry-level discussions regarding business continuity planning under the guidance of industry organizations. This increases our ability to proactively recognize and manage business disruption risks and coordinate recovery efforts.

We continuously strive to develop and implement sound business continuity recovery plans. We cannot presume to know exactly what will happen in the event of a disaster or significant business disruption, but we believe our planning is sound and consistent with many of the best practices established within the industry.

COUNTRY® Financial group - Bloomington, Illinois
COUNTRY Mutual Insurance Company®
COUNTRY Casualty Insurance Company®
COUNTRY Preferred Insurance Company®
COUNTRY Life Insurance Company®
COUNTRY Investors Life Assurance Company®
COUNTRY® Capital Management Company

MiddleOak® Insurance group
Middlesex Mutual Assurance Company – Middletown, CT
Holyoke Mutual Insurance Company in Salem – Salem, MA