

“Boxwood Mortgage LLC” DISASTER RECOVERY PLAN

The goals of Boxwood Mortgage LLC disaster recovery plan

- To minimize interruptions to the normal operations.
- To limit the extent of disruption and damage.
- To minimize the economic impact of the interruption.
- To establish alternative means of operation in advance.
- To train personnel with emergency procedures.
- To provide for smooth and rapid restoration of service.

Section 2. Personnel and Offices

Name:Geroldine Patti Contrasto

Position: Mortgage Broker

Direct Number: 713-387-9521

Cell Phone Number:713-387-9521

Email Address: Patti@boxwoodmortgage.com

Location: 2700 Post Oak Blvd 21st floor, Houston Texas 77056

Office Location: 2700 Post Oak Blvd 21st floor, Houston Texas 77056

Section 3. Emergency Contacts

	<u>Phone Number</u>
Medical Emergency	911
Fire Emergency	911
Police Emergency	911
Building Management	NA

Section 4. Inventory profile

Computers:

<u>Description</u>	<u>Serial Number</u>
Microsoft Surface	026849662854

Phones:

<u>Description</u>	<u>Serial Number</u>
Polycom	64167FA75BOA

Furniture:

NA

“Boxwood Mortgage LLC” DISASTER RECOVERY PLAN

Section 5. Information services backup procedures

Computers: Computers are backed up daily to the Cloud via Focus IT and iCloud as well as Dropbox.

Section 6. Disaster recovery procedures

- Emergency response procedures
 1. Office employees shall adhere to their respective office building procedures for evacuation.
 2. The office building conducts fire drills.
- Backup operations procedures:
 1. All data and files are stored in the cloud via Focus IT and DropBox
 2. Extra computers and phones are stored off-site.
- Recovery actions procedures
 1. All personnel, contractors, and licensed mortgage loan originators associated with Boxwood Mortgage LLC shall contact management at 713-387-9521 for instructions following a disaster event.
 2. Geroldine "Patti" Contrasto shall determine if the office is available for use.
 3. Geroldine "Patti" Contrasto shall implement the Recovery Plan for Backup Site (see below) if the office is not available after the disaster.
 4. Geroldine "Patti" Contrasto shall take inventory of computers and phones to verify if any computer/phone has been damaged or needs replacement. Geroldine Patti Contrasto shall replace any damaged computer/phone with extra computers/phones stored off-site. Boxwood Mortgage LLC's basic needs to operate are a computer/phones and the internet as it operates in the Cloud and it is paperless.
 5. Geroldine Patti Contrasto has access to credit cards and bank accounts to facilitate purchases to reestablish the work place and for travel expenses.

Section 7. Client contacts

- All Current and active clients will be contacted after the disaster and informed of the Boxwood Mortgage LLC's procedure to handle its respective business. Boxwood Mortgage LLC maintains a client manager list via email.

Section 8. Recovery plan for backup site

A WeWork office location or other temporary office facility shall serve as the backup site. All offices not affected by the disaster will be able to conduct the originators business until the Boxwood Mortgage LLC office is open.

1. In the event any office is closed for an extended time, the employees that cannot work from their home shall work in a WeWork office. personnel, contractors, and mortgage loan originators working in a WeWork office will stay in a hotel paid for by the Boxwood Mortgage LLC, if necessary. Employees will utilize his/her own transportation. In the event an employee does not have transportation, he or she will travel with a fellow employee.
2. Employees will use computers stored off-site. All computers will not need set up as the Focus IT and dropbox folders stores all files and the company operates paperless. Furthermore, all computers will be set up for immediate use.
3. All Polycom phones are VOIP. Phones can be plugged into any internet connection and WE-work immediately.
4. Boxwood Mortgage LLC will have its mail temporarily forwarded to a WeWork office location.

“Boxwood Mortgage LLC” DISASTER RECOVERY PLAN

Section 9. Disaster site rebuilding and restoring the entire system

- Geroldine Patti Contrasto will be in contact with the office building to verify when each will be open for use.
- Geroldine Patti Contrasto will be in contact with all employees to determine timeframe each employee will be able to conduct business. Geroldine Patti Contrasto will provide replacement computers if needed and financial assistance if needed.
- Geroldine Patti Contrasto will set up backup Office sites at a We-Work location.
- Boxwood Mortgage LLC’s computer system will be restored immediately as it is all stored in Focus IT and Boxwood Mortgage all client files via dropbox. Employees not affected by the disaster will be able to conduct Boxwood Mortgage LLC’s business immediately due to the various WEWork office sites.
- Each employee is cross trained to handle other employee duties in the event a specific employee is out for an extended period of time.

Section 10. Testing the disaster recovery plan

Boxwood Mortgage LLC reviews and tests the Disaster Recovery Plan annually and whenever material operational changes occur.

Section 11. Record of plan changes

- Boxwood Mortgage LLC and all employees will keep the disaster recovery plan current and document all changes.