



CREDIT SUISSE
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Important Information about Business Continuity Planning for Customers of Credit Suisse

Dear Valued Customer:

Credit Suisse recognizes the importance of maintaining a comprehensive business continuity management program. Our program is designed to ensure that we can respond to and recover from significant business disruptions, such as a building fire, natural disaster or terrorist attack. Senior management provides program governance at both the global and regional level.

Our business continuity program incorporates:

- Procedures to back up and recover critical systems and data
- Strategies to sustain critical business functions using alternate local or overseas workspace facilities (where permitted)
- Capabilities to communicate with key stakeholders, including employees and customers

A dedicated team of business continuity professionals ensure that recovery plans are documented and tested across the Credit Suisse Group on a regular basis.

Our crisis management framework enables a rapid response to disruptive events. Our priorities in a crisis are to:

- Safeguard employees' lives
- Protect customer assets and firm property
- Make timely and prudent financial and operational assessment
- Quickly recover and resume operations

Should you require any additional information, please contact your Credit Suisse Representative.

Sincerely,
Credit Suisse