

MEMO# 8270

September 26, 1996

BUSINESS RECOVERY SURVEY

September 26, 1996 TO: OPERATIONS COMMITTEE No. 23-96 TRANSFER AGENT ADVISORY COMMITTEE No. 56-96 RE: BUSINESS RECOVERY SURVEY

As we previously informed you, the Transfer Agent Advisory Committee recently established a task force to assess mutual fund transfer agents ability to continue business operations in the event of a disaster. A task force of the committee, chaired by Roger Rainville of Pioneering Services, designed a Business Recovery Practices Survey (attached) to assist in efforts to summarize this information. The purpose of the survey is to gather information regarding transfer agents plans for continuing business operations in the event of a disaster. It may be used by firms to assess current practices and procedures in the industry with respect to issues such as transfer agent multi-site locations, alternate business recovery sites, utilization of document imaging systems, and disaster recovery plans. Upon completion, results of the survey will be disseminated to the Operations Committee and the Transfer Agent Advisory Committee. We would like to thank those firms who have already sent in their surveys (see attached list). If you have not already done, so please send your completed surveys no later than October 7 to Natalie Lacireno-Paquet at the Investment Company Institute, 1401 H Street, NW, Washington, DC 20005 or faxed to Natalie at fax number 202/326-5853. We appreciate your participation in this survey. If you have any questions, please contact the undersigned at 202/326-5850. Justine Phoenix Director - Operations/ Transfer Agency Attachment

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