uncletimdigital@gmail.com | 08107198344
UNCLETIMTECH.COM

BUSINESS CONTINUITY PLAN

Version 1.0 | Effective: 2 November 2026 | Owner: Director / DPO | Review: Annually or after any major change

1. Purpose and scope

This plan ensures that UNCLETIM can continue, or promptly restore, its critical services — wallet-as-a-service operations delivered over 9PSB infrastructure, identity verification delivered through Prembly, and its digital services — following a disruptive incident. It covers people, premises, technology, and third-party dependencies.

2. Critical services and recovery objectives

Critical service	Dependency	Recovery Time Objective	Recovery Point Objective
Wallet / payment operations (WaaS)	9PSB APIs and platform	Restore access within 4 business hours of partner service restoration	No local transaction data held; records reconciled from 9PSB
Identity verification services	Prembly platform	Resume within 4 business hours of partner restoration	Verification results reconciled from Prembly records
Internal systems, email and documents	Cloud services, backups	24 hours	24 hours (daily backups)
Customer support channels	Phone, email, WhatsApp	4 business hours (alternate channels)	Not applicable

3. Incident scenarios and responses

- Partner platform outage (9PSB / Prembly): monitor partner status channels, notify affected customers of the disruption, suspend affected transactions gracefully, reconcile all records on restoration.
- Cyber incident: invoke the Risk Assessment and Incident Response Plan; isolate affected systems, preserve evidence, notify regulators and partners within required timelines.
- Loss of premises, power, or internet at the Uso office: staff work remotely using cloud systems and mobile connectivity; customer channels remain available by phone and email.
- Unavailability of key staff: the Director is the continuity lead; documented procedures and credential vaulting (under MFA) allow a designated alternate to maintain essential operations.
- Device loss or failure: endpoints are encrypted and MFA-protected; replacement devices are provisioned from cloud backups within 24 hours.

4. Roles and communication

The Director is the Business Continuity Lead and sole decision-maker for invoking this plan. On invocation, customers and partners (including 9PSB) are notified through email and phone with the nature of the disruption, expected impact, and update frequency. Internally, status is reviewed at least every four (4) business hours until normal operations resume.

5. Backups and testing

Business data is held in reputable cloud services with daily backup and version history. This plan is tested at least annually (tabletop exercise) and after any major change to systems or partners, and is reviewed annually by the Director.

Approved and signed:



Olamide Timilehin Adedayo
Director, Uncletim Digital Solutions LTD
Date: 2 November 2026