Investor connect

Correspondent Services

www.investor-connect.com

Get easy access to the information that matters most to you

Investor Connect® provides you online service that gives you easy, secure access to your account information wherever you have internet access, including your smartphone.

Know where you stand — every day

Your current positions are updated as they change throughout the day,[1] so you'll find it easy to stay up-to-date with all of your accounts. Having access to this information means being able to make smart, informed decisions and work more closely and efficiently with your financial advisor to achieve your goals.

View your financial information with greater control

Here are some of the types of information you can access and some powerful tools you'll have at your fingertips.

Account information[2]

- Holdings, including cost basis
- Transaction details
- Gain/loss information
- Year-to-date income
- Cash and money market balances
- Open orders
- And much more

Online documents

View your financial documents wherever you have internet access. You'll find a full archive going back several months, even years, for most types of documents.

You can also control which documents you receive in the mail from us, by selecting "Go Paperless". Once your documents are available, you'll receive an email linking you directly to the website. Print and save the documents at your convenience and reduce the risk of fraud and identity theft that may come with mailed documents.

- Account statements
- Trade and non-trade confirmations
- Tax documents
- Proxies and reorganization notices
- Mutual fund prospectuses
- Annual statements

Service providers

- Download information about your transactions, balances and positions into your Intuit® Quicken® and/or TurboTax® software.
- Make well-informed budgeting decisions and simplify your tax return preparations.

Gain valuable insights and take control using the investor center

The Investor Center features tools you can use to evaluate options and choices, so you have full confidence in your investment decisions.

Markets

- Get current up-to-the-minute info about world markets, including market overviews, indices, and today's market movers
- Explore the details about companies and mutual funds that interest you
- View breaking news and insights from industry experts

Stock Watch

- Create up to 10 distinct lists and decide which symbols you'd like to track.
- In one table, you'll see a snapshot for each symbol with volume, EPS, P/E ratio and 52-week range.

Hypothetical holdings

- Sharpen your investment know-how by creating virtual portfolios to track market prices, values, and unrealized gain or loss info for stocks and funds you're interested in.
- Create several portfolios and even base them on your existing accounts — here or elsewhere.

Alerts

- Choose to receive email Alerts and you'll have insight into the symbols you're tracking, no matter where you are.

Calculators

- Watch the progress on reaching your goals for retirement, investments and savings, insurance, or other goals like college savings with easy-to-use calculators.

We'll help guard your privacy

We are dedicated to protecting your privacy and safeguarding the personal, business, and financial information entrusted to us. That dedication extends to our online infrastructure. We diligently work to maintain our online security to the highest possible standards. No one views your password-protected account without your permission and we encrypt all data to help prevent unauthorized users from reading your account information.[3]

If you need help

Client Support Services is available at (800) 933-9946 weekdays from 8 a.m. - 10 p.m. and Saturdays from 10 a.m. - 6 p.m. Eastern time. You can also view frequently asked questions by clicking "Help" at the top of the screen.

Your financial advisor

If you have questions about the account information you see online or on your account statement, please contact your financial advisor. Your financial advisor's name and contact information appears on the home page.

Take a tour

If you're interested in exploring some of the convenient features available on the site, try our virtual visit. Just visit www.investor-connect.com and click "Take a Tour."

Fast and easy registration

1. Gather the account numbers you'd like to view online.
2. Go to our website at www.investor-connect.com and click "Register now."
3. Fill out the registration pages and click "Submit."

Access to most account types will be available immediately.[4]

Simpler. Greater control and insights. It's here!

1. Market information and the value of your accounts are delayed approximately 20 minutes.
2. For complete account information, refer to your account statement(s), trade confirmation(s), and open order notice(s).
3. Note: Email messages sent to or from your financial advisor are not encrypted. Do not use email to relay time-sensitive instructions, your User ID or password, or to send account-related instructions. Please use caution when sending information via email.
4. Based on the type of account or account ownership. Some account types may require additional validation.