USER GUIDE

Emotomy Integration

Sept 2017

TRUST COMPANY OF AMERICA
BE MORE YOU

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Emotomy Integration Overview

Trust Company of America (TCA) is now integrated with Emotomy, a digital wealth management platform. With this real time integration, Emotomy offers:

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Note: Emotomy is a highly configurable platform. Not all Advisors will choose to implement features represented in this user guide.

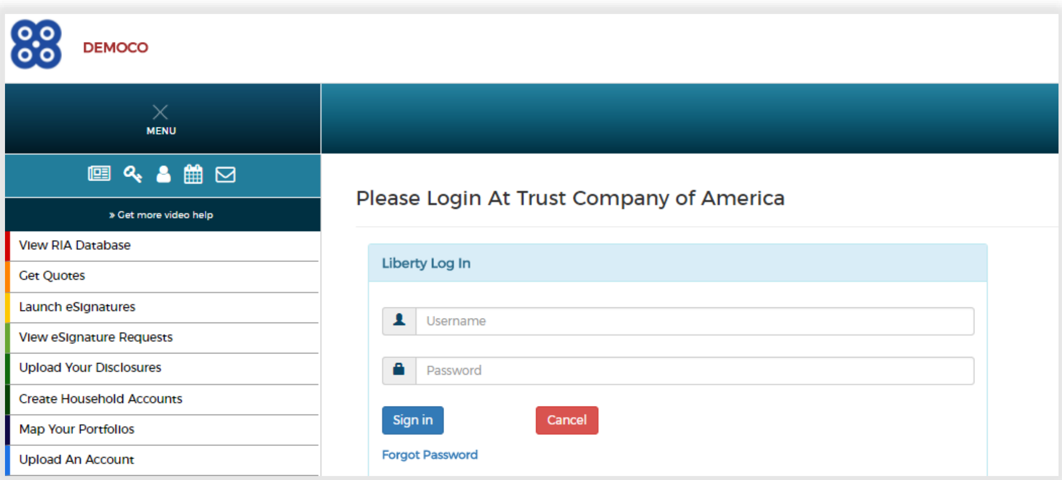
TCA's integration with Emotomy underscores our commitment to helping advisors deliver exceptional client service, while also creating efficiencies in everyday work activities.

Integration Set Up

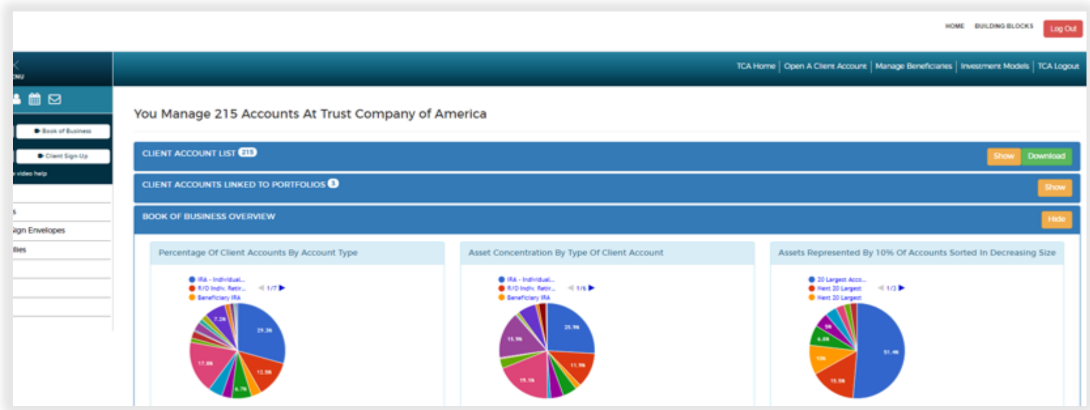
1. Compete and return the TCA Third Party Software Export and Integration form to your TCA Relationship Manager. The form can be accessed here, http://www.trustamerica.com/advisor-forms.
2. Access Emotomy, https://www.emotomy.com/emotomy/ and select Login. Enter your Emotomy credentials.

3. Select TCA on the top right.

4. Enter your Liberty username and password then select, Sign In.



5. An Emotomy TCA home page will appear indicating your integration is complete.

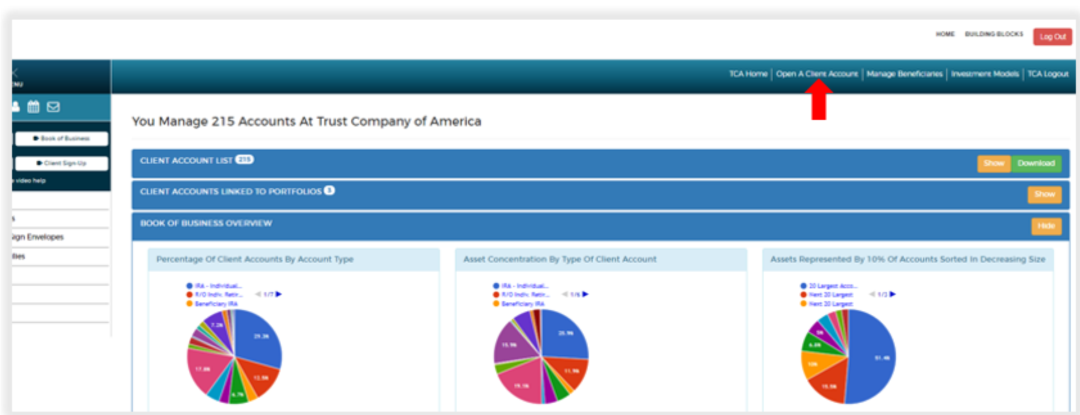


Advisor Account Opening

Advisors can create a new account in TCA that includes:

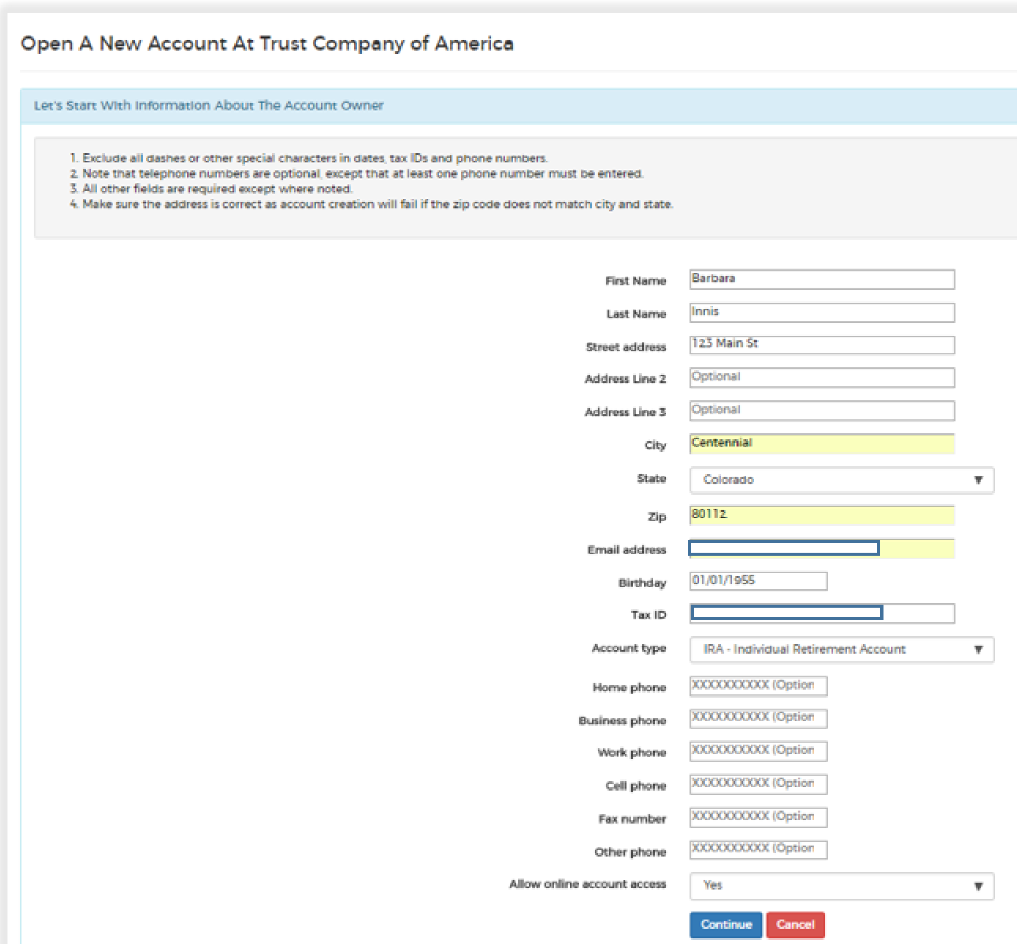
- Models
- Fees
- Beneficiaries
- eSignature through DocuSign.

1. To get started, select the Open a Client Account tab, from the Emotomy TCA Home page.



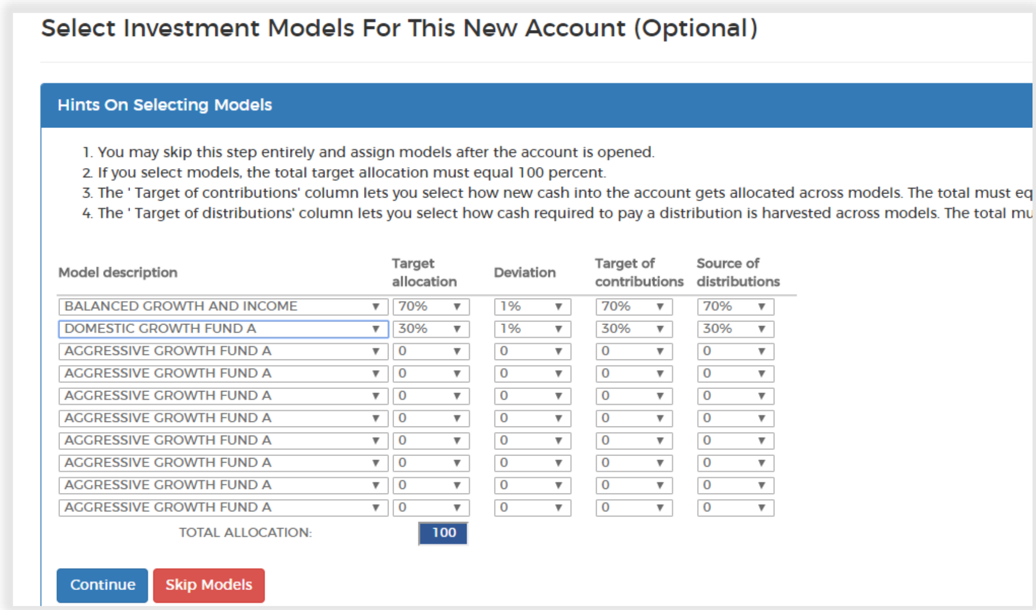
2. Enter your client's information.

Note: You can leverage your client profile in Redtail to prefill this information. See *[Leverage Redtail Contacts to Open a TCA account]*

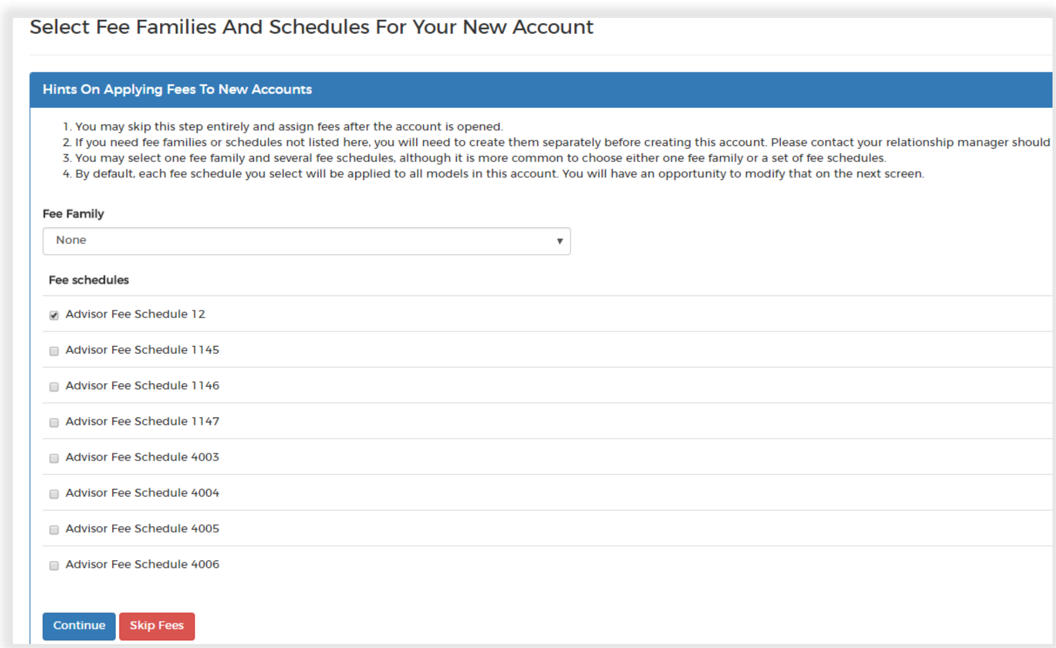


3. *Investment Models (optional)* – To manually assign investment models, select a model from the drop down. Set the target allocation, deviation, target of contributions and source of distributions. Repeat this process until the account contains all desired models. Then select Continue. If you do not want to assign models while opening an account select Skip. If investment models are not assigned during the account creation process, you will have the ability to manually add them them after the account is open.

   Note: Based on the Advisor's configuration preference, the option to manually assign models may not be available and models may be assigned automatically.

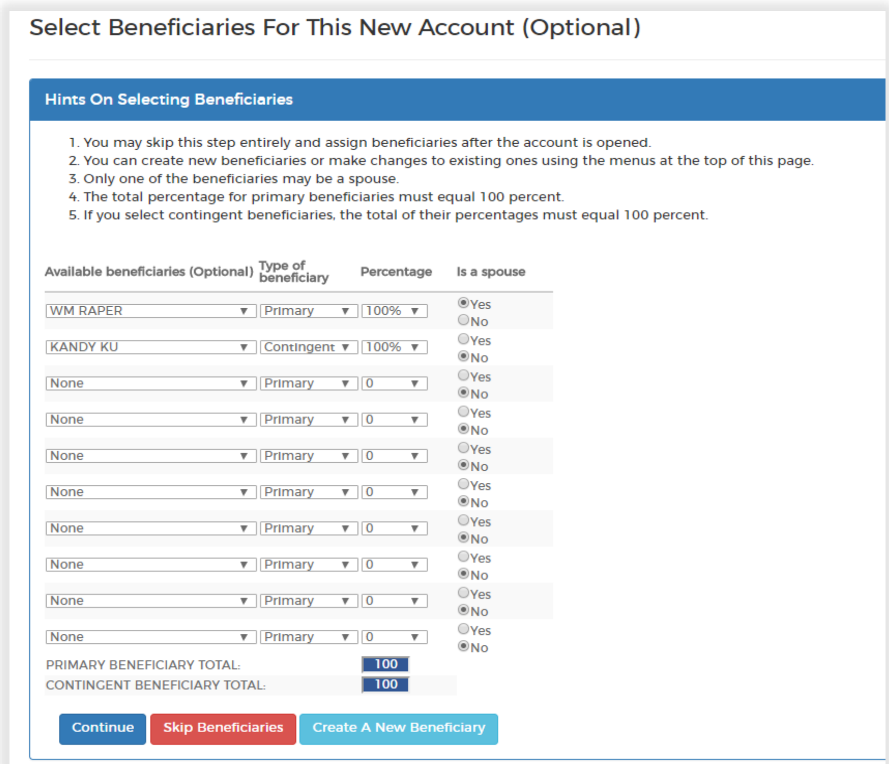


4. *Fees (optional)* – To assign a Fee Family or Fee Schedules, select either a Fee Family or a Fee Schedule then Continue. Just like models, you can Skip fees and you will have the ability to assign them after the account is open.

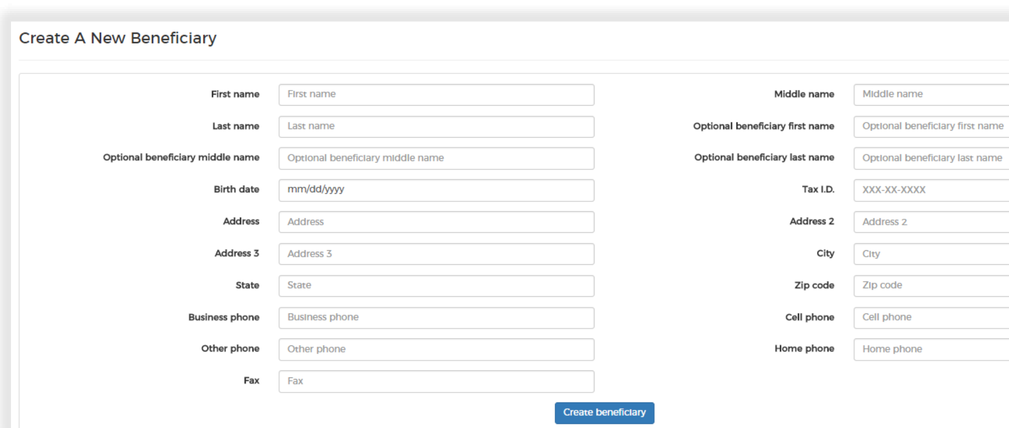


5. *Beneficiaries (optional)*
   a. Select Beneficiaries - This option is for selecting beneficiaries that are already on Liberty. Select your beneficiary, then set them as primary or contingent beneficiary, set their percentage and indicate if they are a

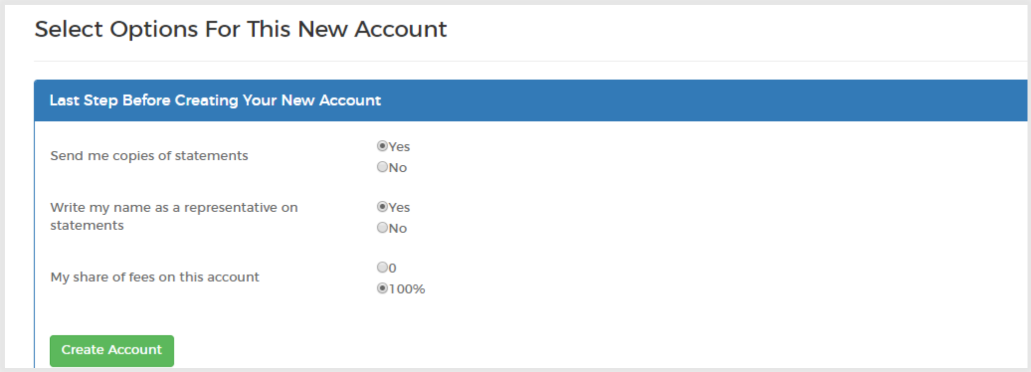
spouse or not. Then Continue.



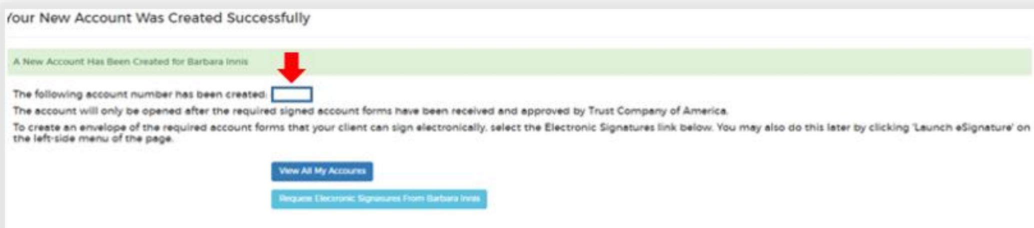
b. Create a New Beneficiary - This option is for creating beneficiaries that are not in already in Liberty. Select Create a New Beneficiary, then enter the beneficiary's information. Once all information is entered, select Create Beneficiary. You also have the option to Skip Beneficiaries and add them after the account is open.



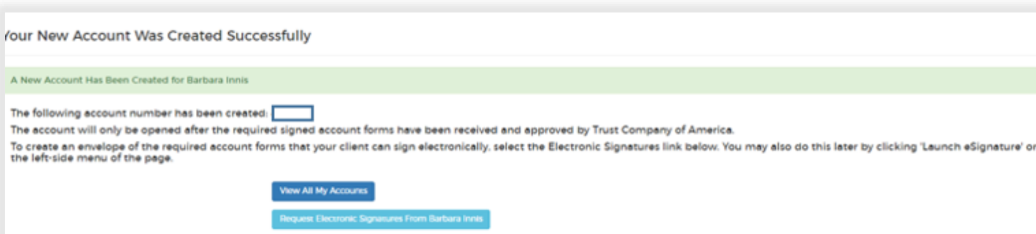
6. Select additional settings for the account. Then select Create Account.



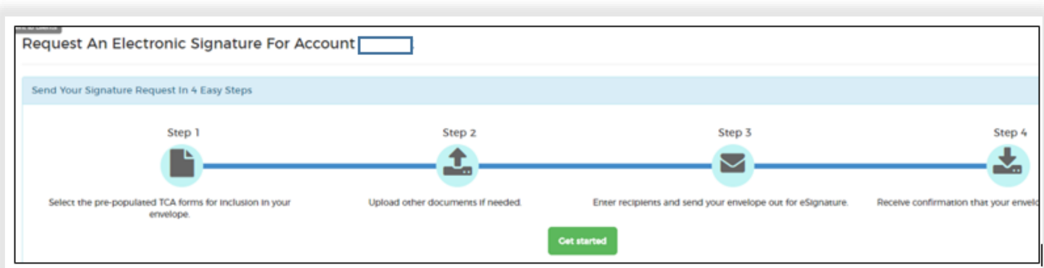
7. Your TCA account number will display.



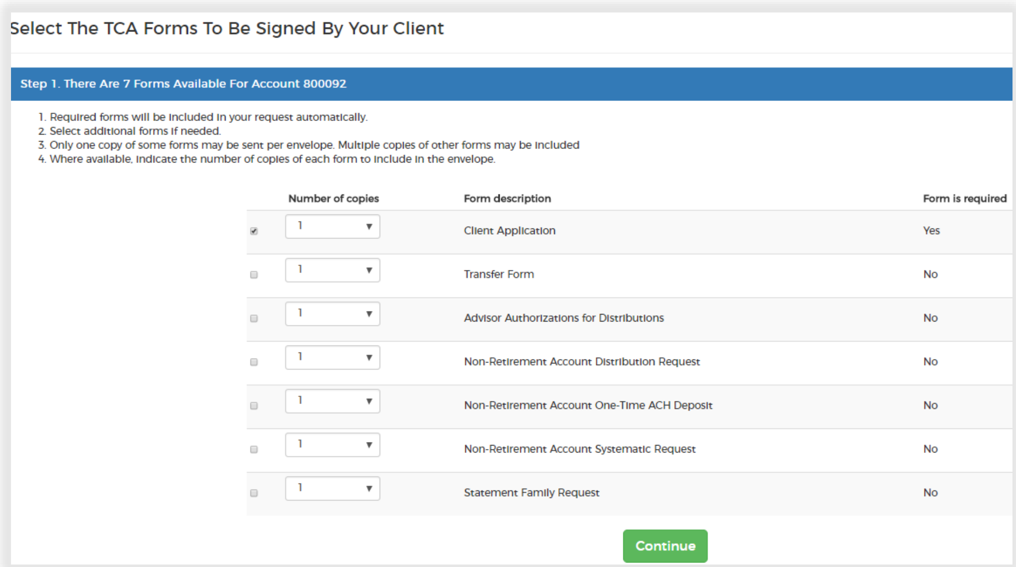
8. *eSignatures (optional)* - Next, you can choose to continue on to request eSignatures from your client, or exit by selecting View All my Accounts.



   a. eSignature Get Started - Select Get Started and this will start the eSignature DocuSign process.

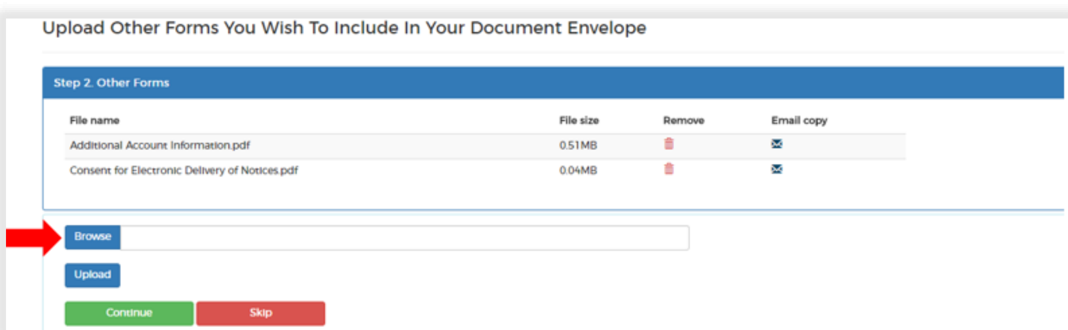


   b. eSignature Select TCA Forms - You can select the TCA forms you wish to send to your client. To include optional TCA forms, simply check the corresponding checkbox of the form you wish to include.

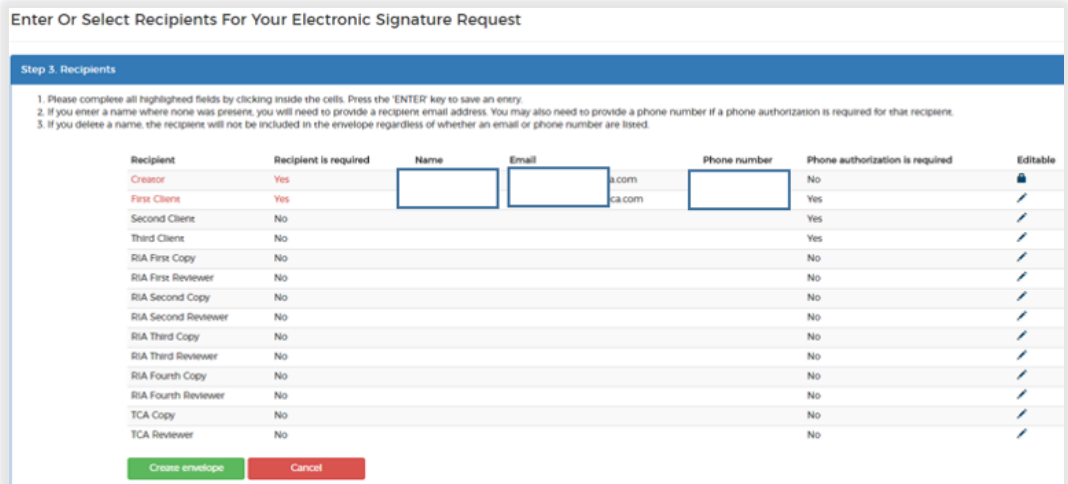


c. eSignature Advisory Service Documents - Next, you can select the advisory service documents to send to your client (if applicable).

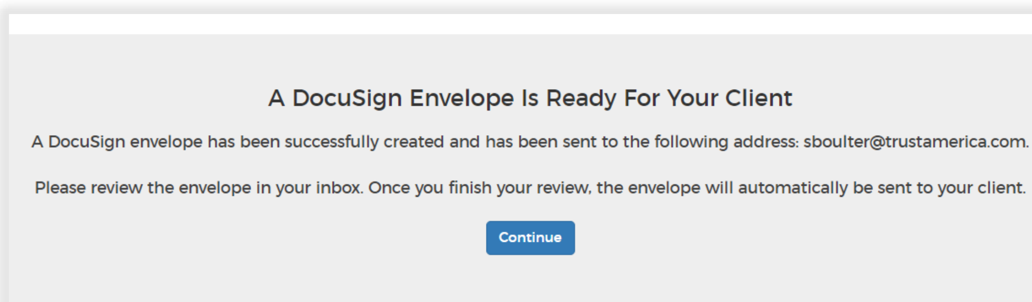
d. eSignature Additional Forms - You can also browse your computer to upload additional form.



e. eSignature Recipients - Next, validate your recipients. You can add or adjust entries as needed by selecting the Editible pencil icon.



f. eSignature DocuSign Envelope Sent - Once you select Create Envelope, the DocuSign process is complete and your documents are on their way to your client for their eSignature. Selecting Continue will conclude this process.



Advisor Account Opening – Leveraging Your Redtail Contacts

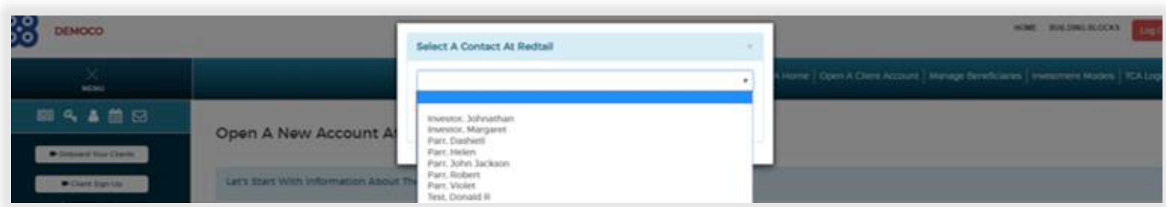
You can leverage your Redtail contacts to populate your client's data to open a TCA account.

1. Access the Redtail tab.

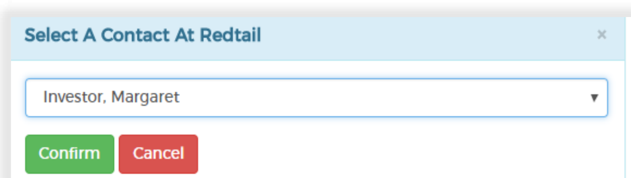
2. Then access the TCA tab.

3. Access the Open a Client Account tab. Select the Import from Redtail tab.

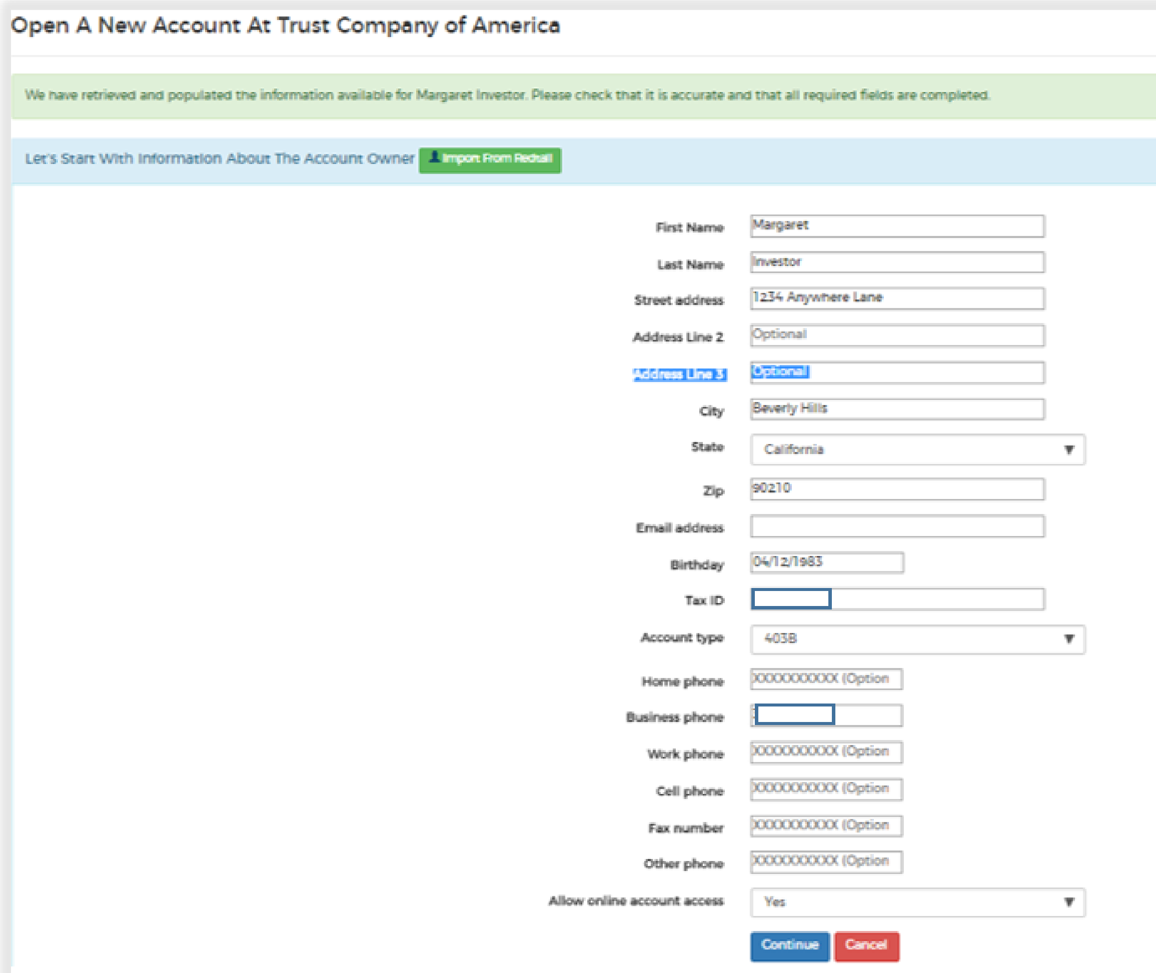
4. Search for your Redtail contact.



5. Select Confirm.



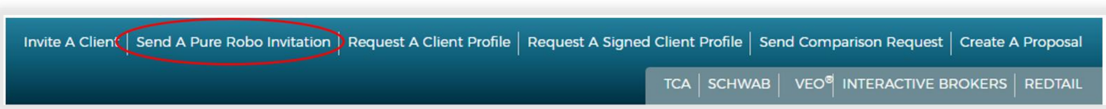
6. Your Redtail contact information will be imported to start the TCA create account process.



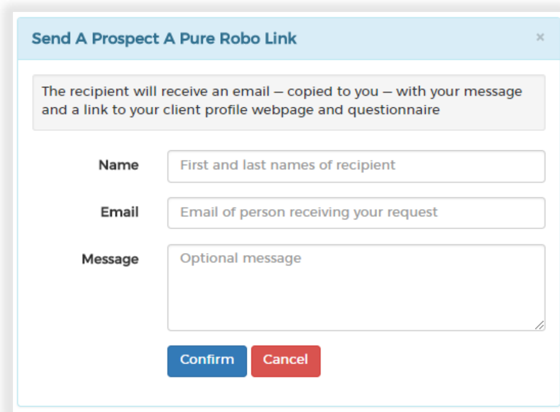
Investor Account Opening (Robo)

As an advisor, you have the ability to send an investor a link that will allow them to onboard and create a new TCA account on their own. This feature is optional per advisor.

1. First, the Investment Advisor will select the Send a Pure Robo Invitation tab.



2. Next, enter the investor's information and select Confirm.

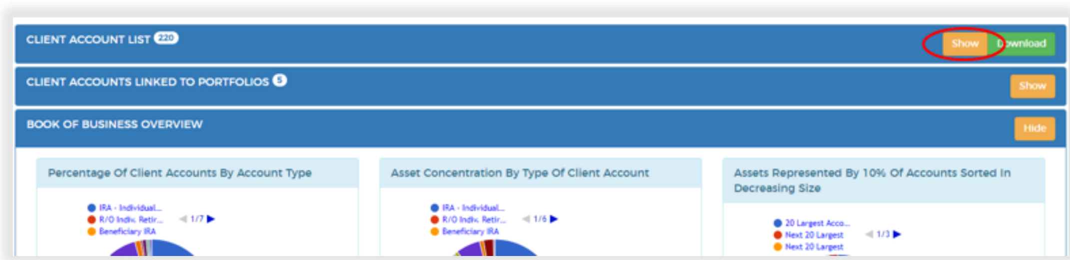


3. An email invitation sent to the investor. The invitation will prompt the investor to complete a profile and seamlessly walk them through the TCA account creation process. This process varies by advisor.

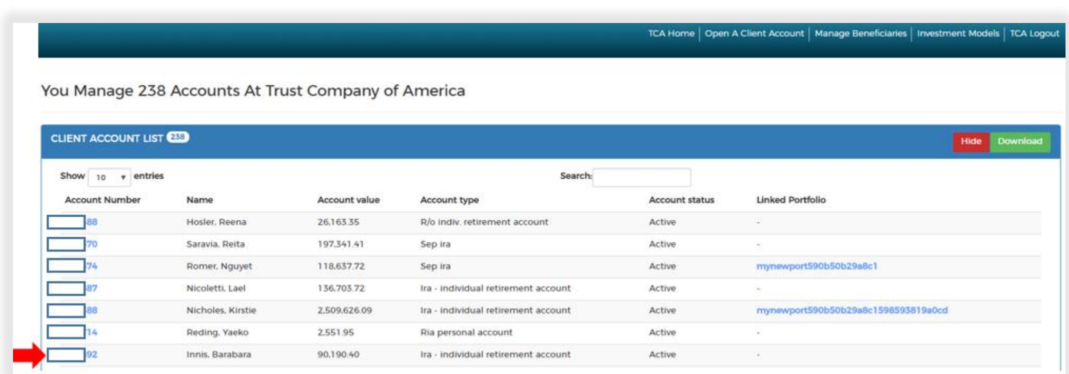
Transactions

Users can view transactions on their TCA accounts.

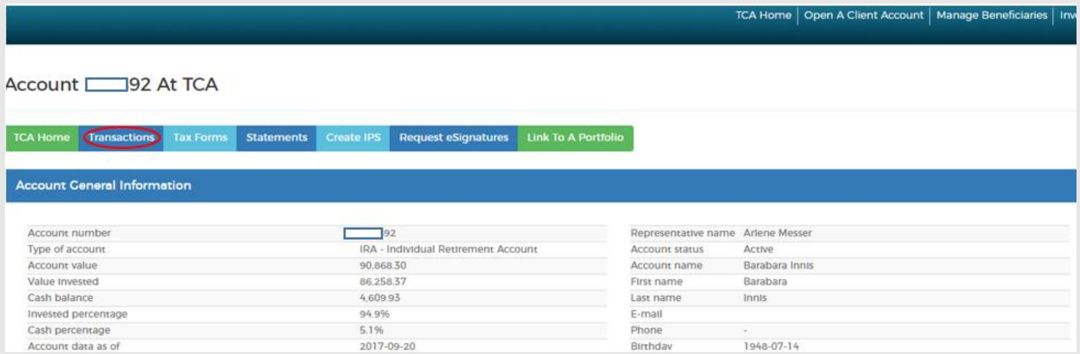
1. To view transactions select Show from the Emotomy TCA home page.



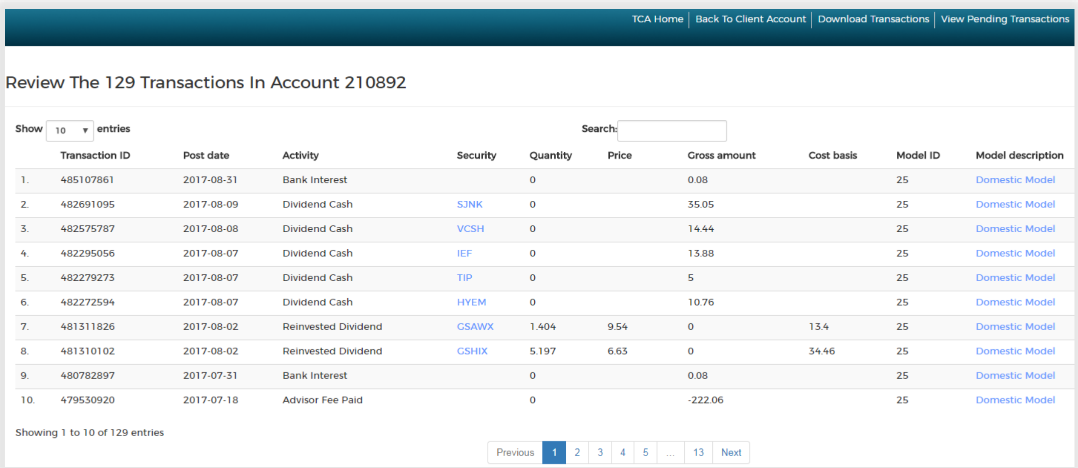
2. Select an account from the list or search for your TCA account.



3. Select the Transactions tab.



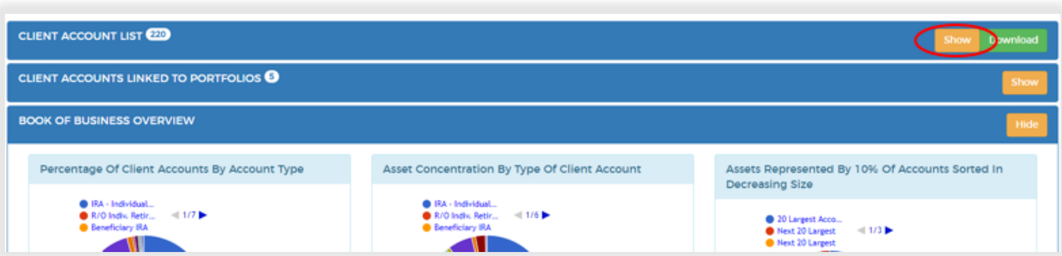
4. Transactions will display



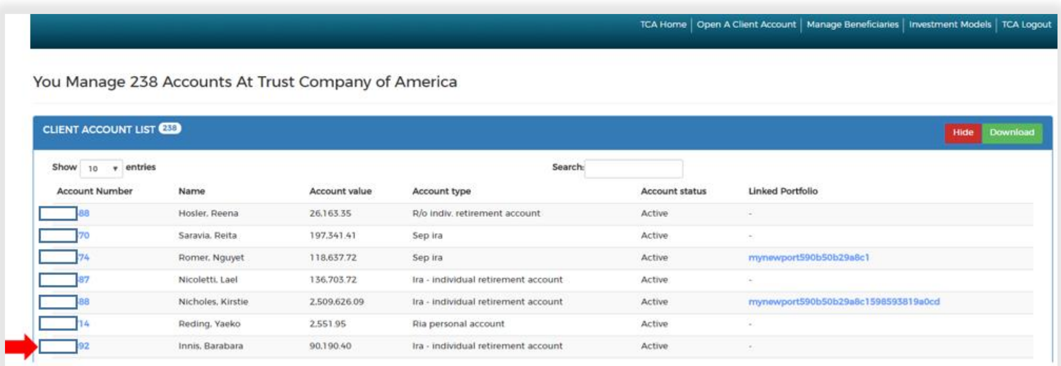
Positions

Users can view positions on their TCA accounts. Positions are updated every 20 minutes.

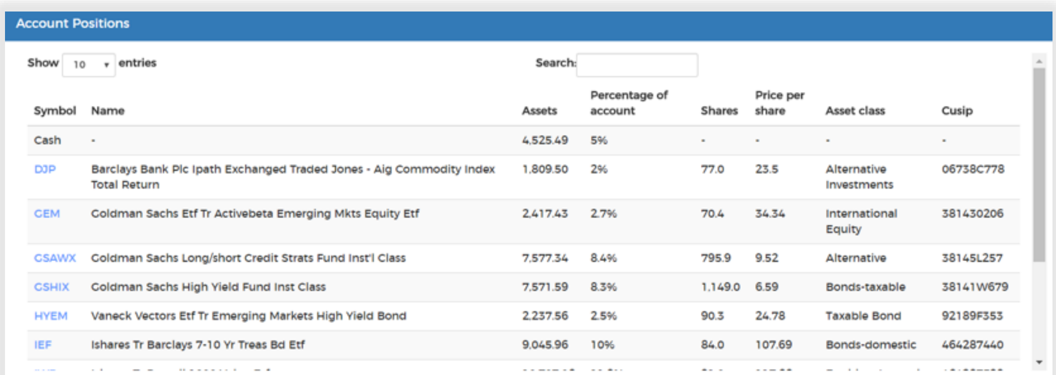
1. To view positions, select Show from the Emotomy TCA home page.



2. Select an account from the list or search for your TCA account.

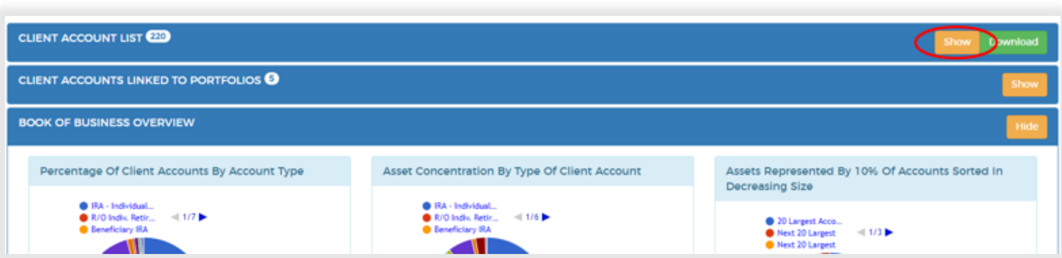


3. Then scroll down to the Account Position section, and positions will display.

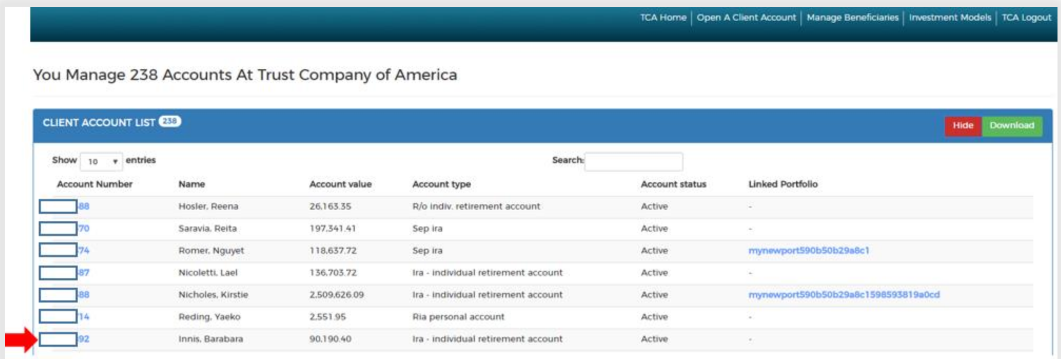


Change an Address

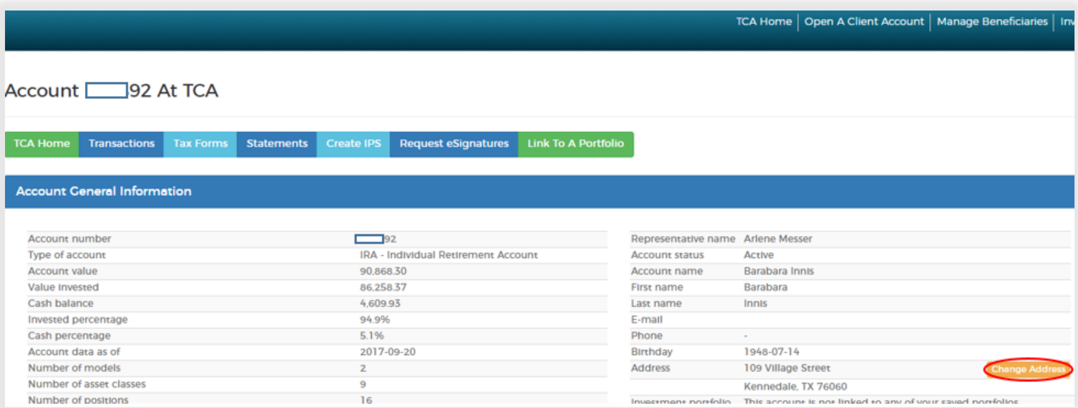
1. To change an address on a TCA account, select Show from the Emotomy TCA home page.



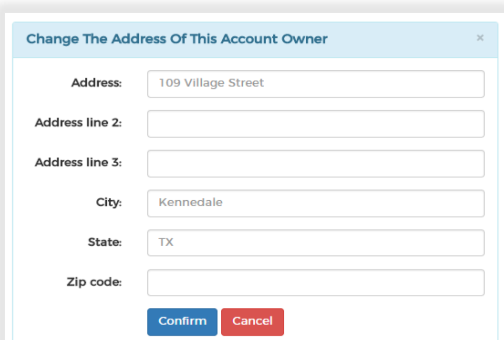
2. Select an account from the list or search for your TCA account.



3. Select the Change Address button.

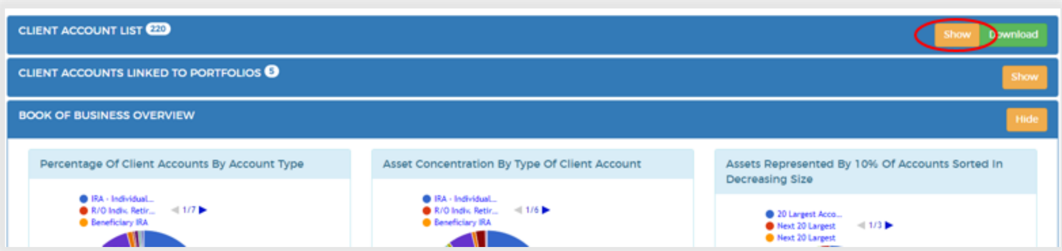


4. Update the address and select Confirm. This will update the address on your TCA account.

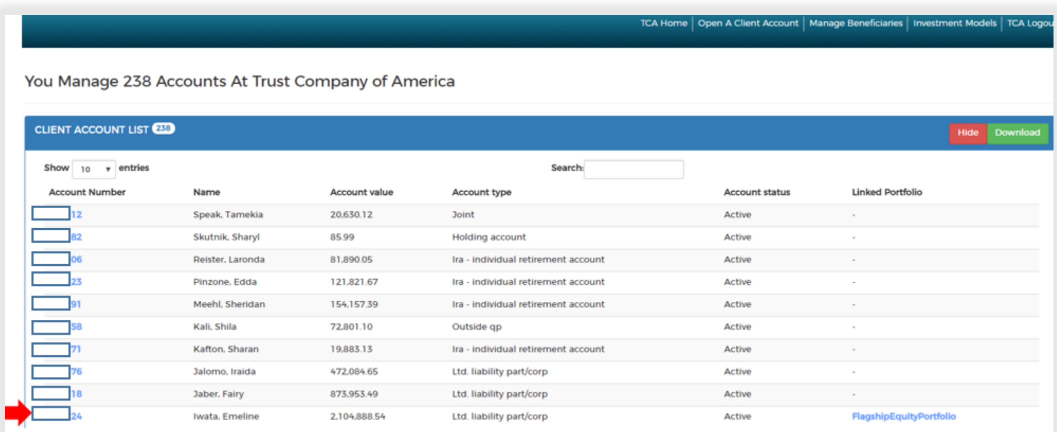


Statements

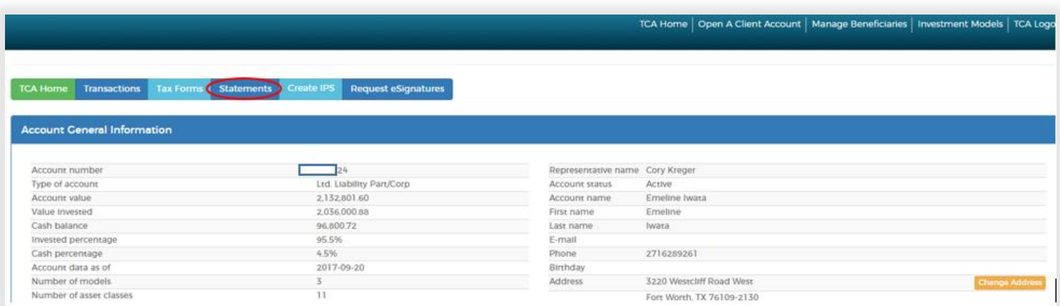
1. To download statements, select Show from the Emotomy TCA home page.



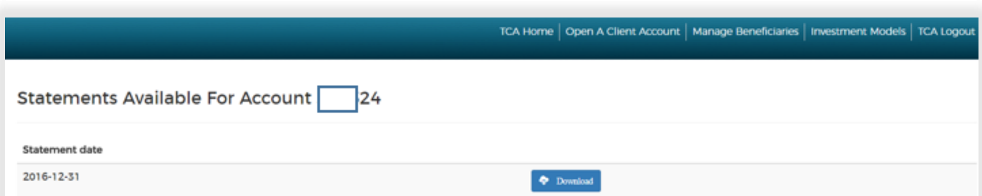
2. Select an account from the list or search for your TCA account.



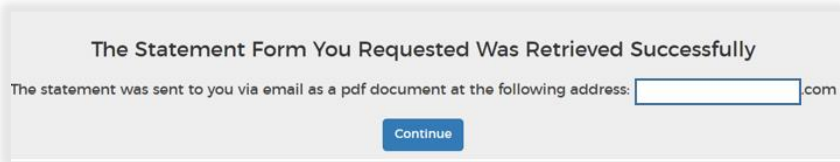
3. Select Statements.



4. If statements are available, the user will see a list of available statements with the option to Download.



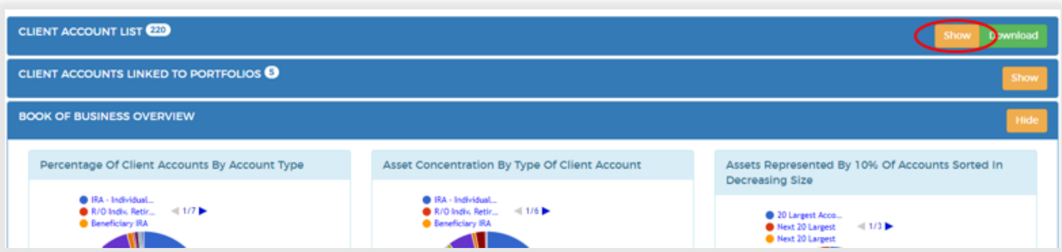
5. Once Download is selected, a message displays indicating the statement has been emailed to email address on file with Emotomy.



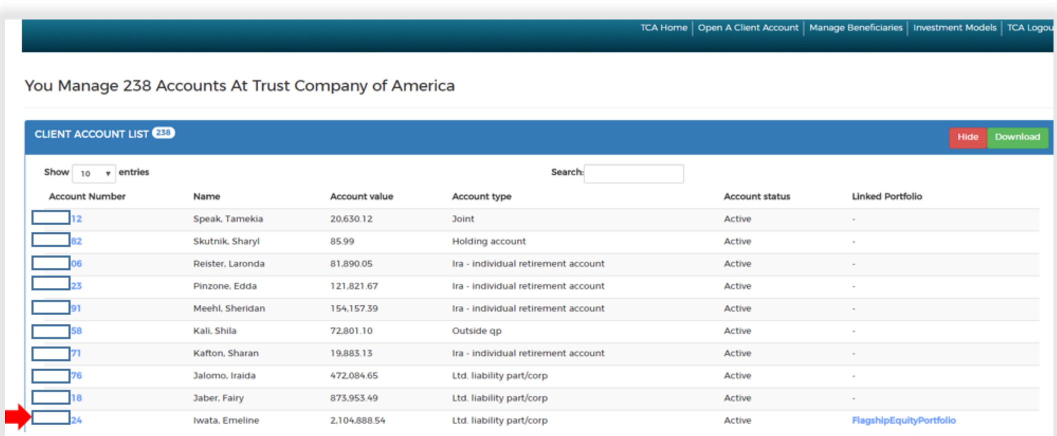
6. If statements are not available, messaging will display.

Tax Forms

1. To download tax forms, select Show from the Emotomy TCA home page.

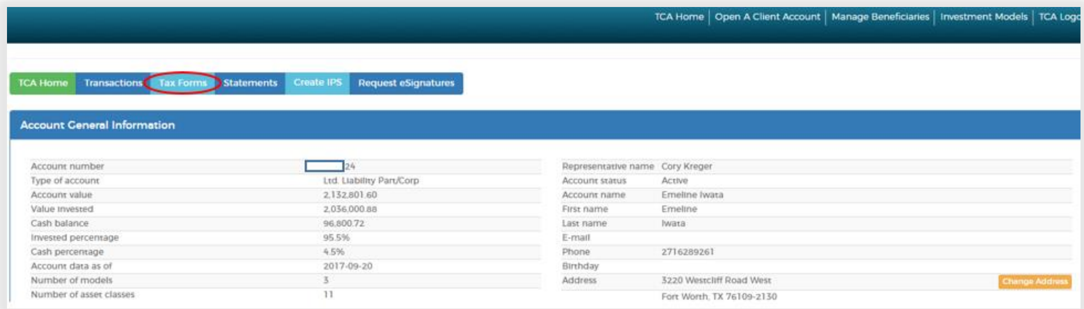


2. Select an account from the list or search for your TCA account number.



Account Number	Name	Account value	Account type	Account status	Linked Portfolio
12	Speak, Tamekia	20,630.12	Joint	Active	-
82	Skutnik, Sharyl	85.99	Holding account	Active	-
06	Reister, Laronda	81,890.05	Ira - individual retirement account	Active	-
23	Pinzone, Edda	121,821.67	Ira - individual retirement account	Active	-
91	Meehl, Sheridan	154,157.39	Ira - individual retirement account	Active	-
58	Kali, Shila	72,801.10	Outside qp	Active	-
71	Kafton, Sharan	19,883.13	Ira - individual retirement account	Active	-
76	Jalomo, Iraida	472,084.65	Ltd. liability part/corp	Active	-
18	Jaber, Fairy	873,953.49	Ltd. liability part/corp	Active	-
24	Iwata, Emeline	2,104,888.54	Ltd. liability part/corp	Active	FlagshipEquityPortfolio

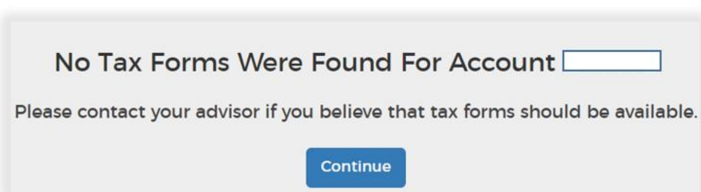
3. Select Tax Forms.



4. If tax forms are available, the user will see a list of available tax forms along with an option to Download.

5. Once Download is selected, a message displays indicating the tax form has been emailed to email address on file with Emotomy.

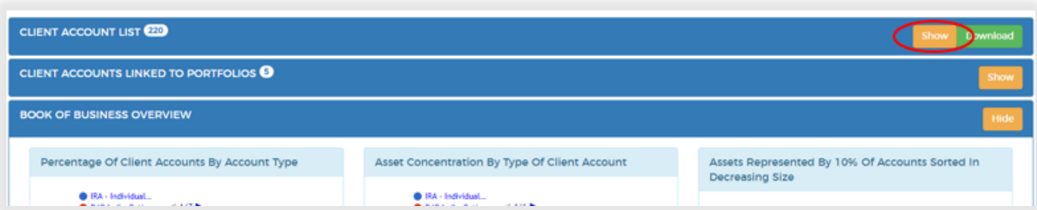
6. If tax forms are not available, messaging will display.



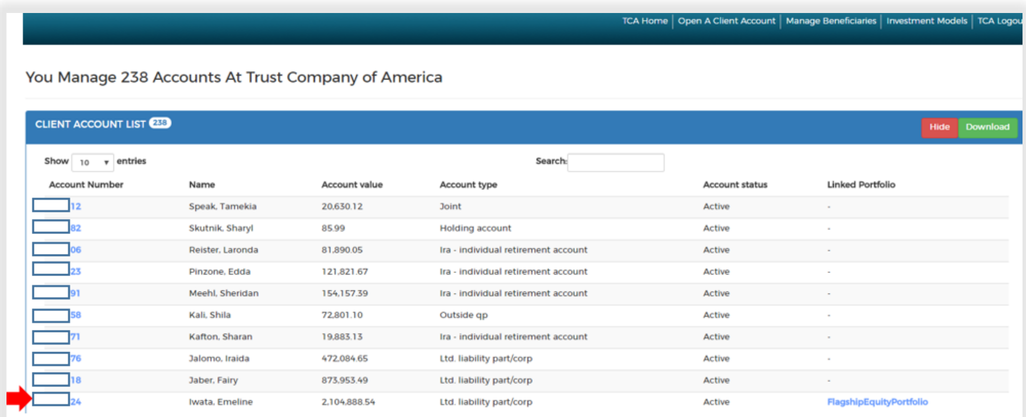
Beneficiaries

Users can view, edit or add beneficiaries to pending accounts.

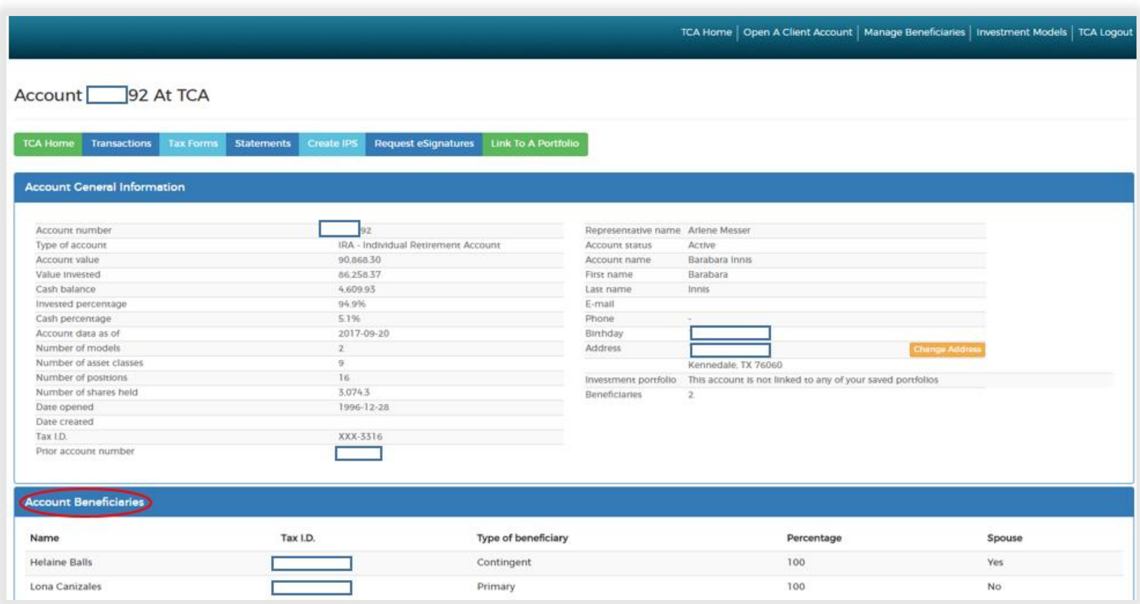
1. View Beneficiaries on an Existing TCA account.
    a. To view beneficiaries on an existing TCA account, select Show from the Emotomy TCA home page.



    b. Select an account from the list or search for your TCA account.



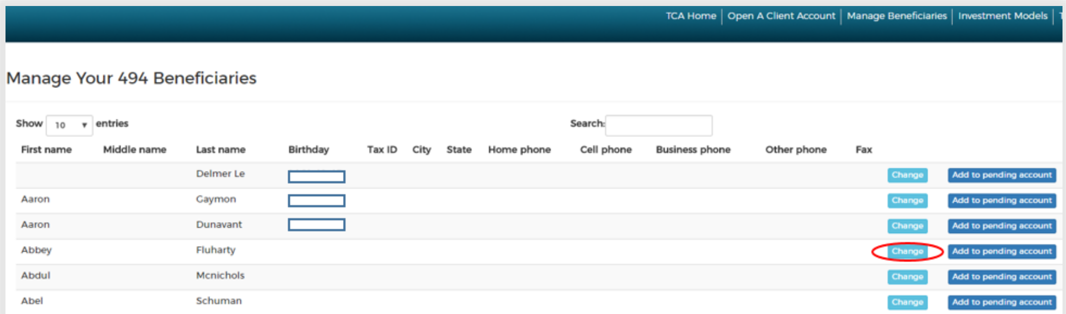
    c. Beneficiaries will appear below the Account General Information.



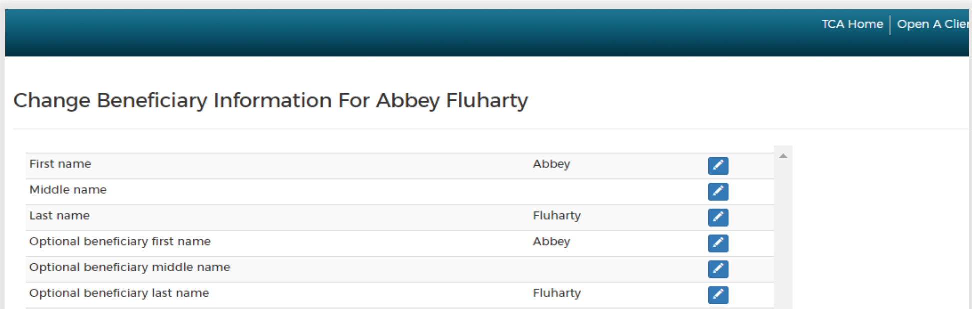
2. Edit Beneficiary Information

   a. Select Manage Beneficiaries from the Emotomy TCA home page.

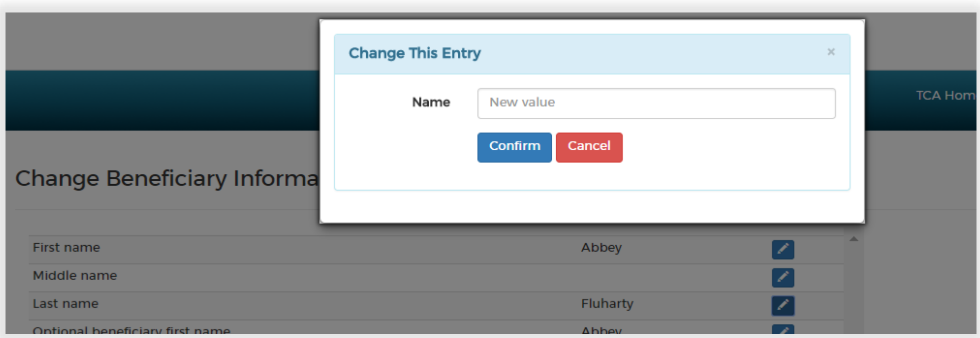
   b. Select Change.



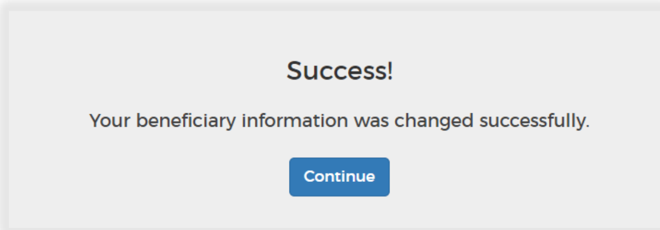
   c. Select the pencil icon to edit information on the beneficiary.



   d. Enter in the new value and Confirm.

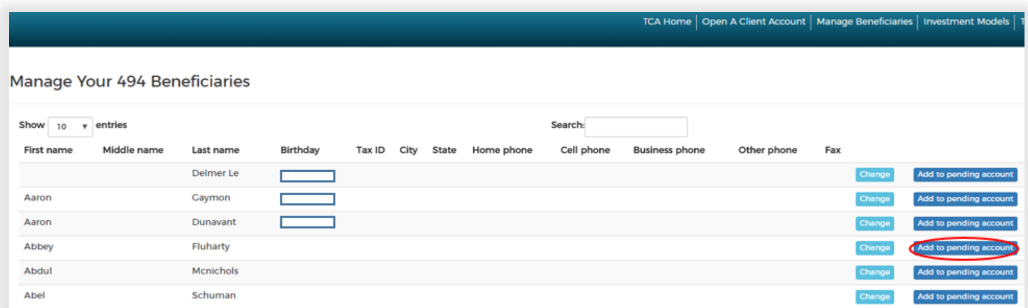


e. A success message will display.

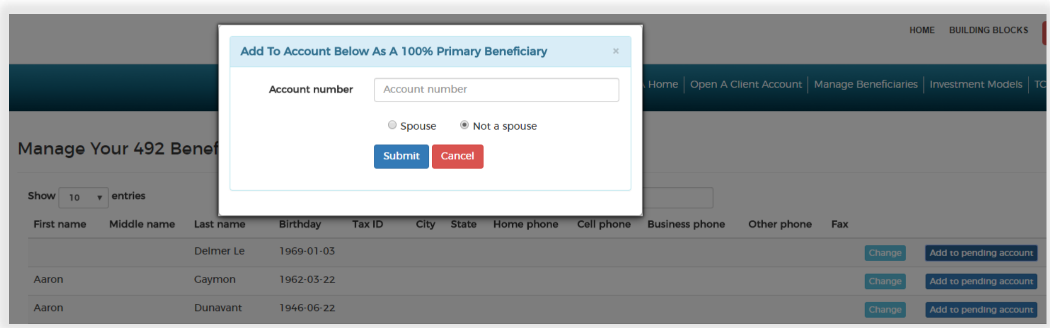


3. Add a Beneficiary to a Pending Account
   a. Select Manage Beneficiaries from the Emotomy TCA home page.

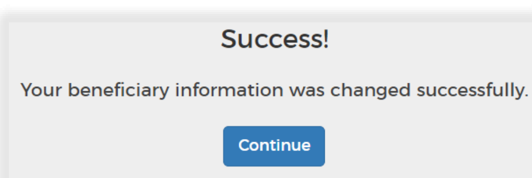
   b. Select Add to Pending Account.



   c. Enter the TCA account number and indicate if they are a spouse or not, then select Submit.



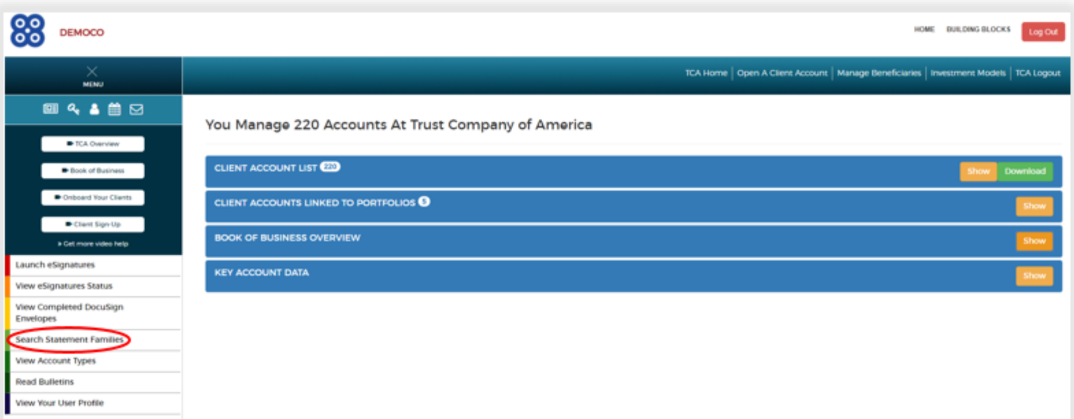
   d. A success message will display.



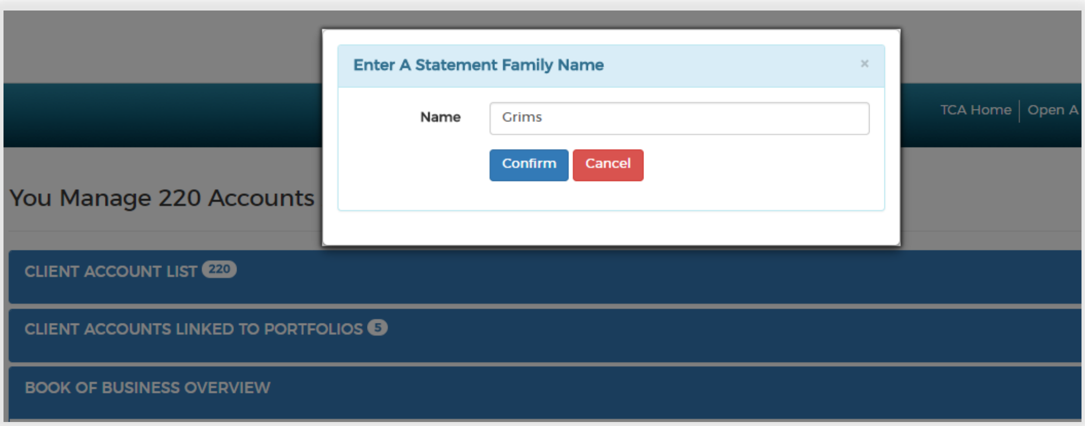
Statement Family

You can search for a TCA Statement Family and see all the associated accounts.

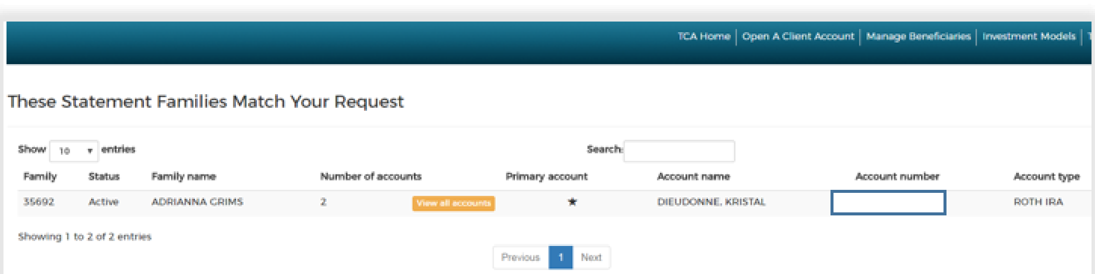
1. Select Search Statement Families from the Emotomy TCA home page.



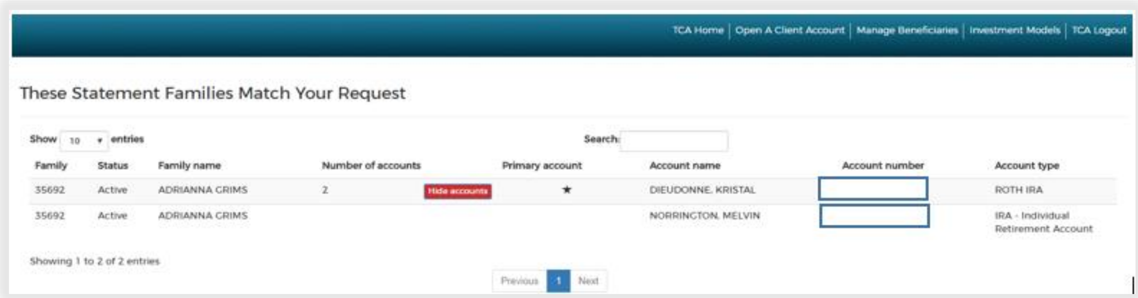
2. Search for a Statement Family name, then Confirm.



3. Details of the Statement Family display.



4. Select View all Accounts, to show all accounts associated with the Statement Family

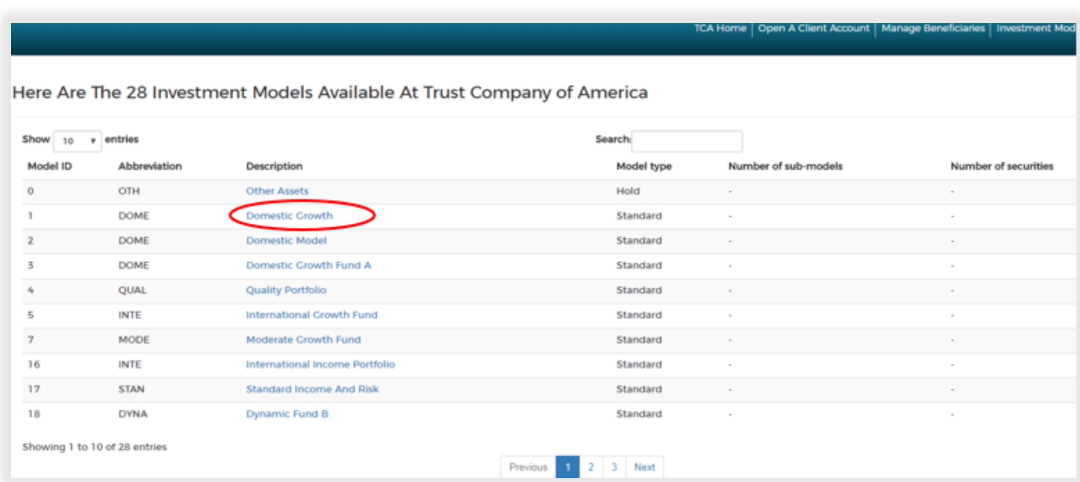


Models

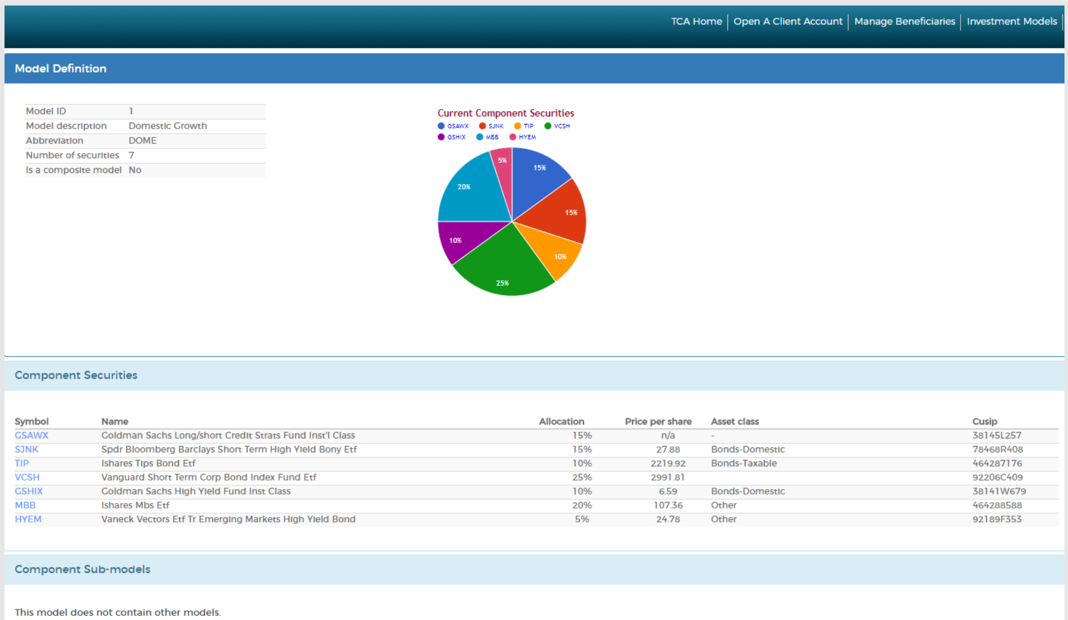
Users have the ability to view a list of available TCA investment models along with details of the underlying securities, as well as change investment models on a TCA account.

1. View TCA Investment Models
    a. To view an available list of TCA investment models and their details, select Investment Models from the TCA Emotomy page.

    b. Click on the description.

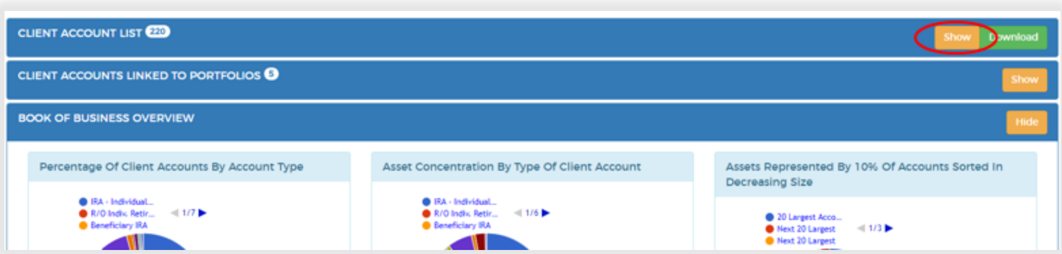


c. The model's underlying securities or composite sub-models will display.

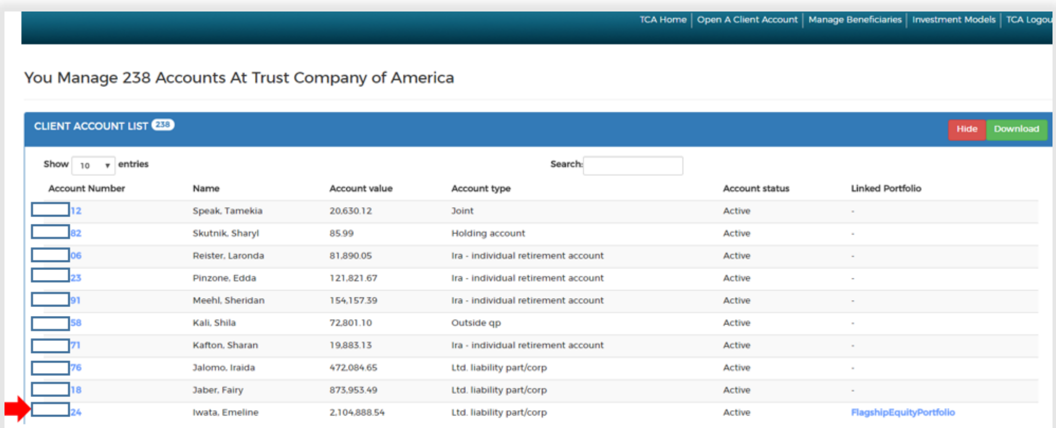


2. Change Models on a TCA Account

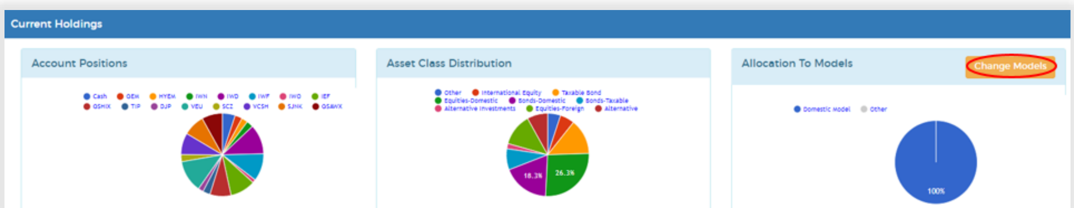
a. To change models, select Show from the Emotomy TCA home page.



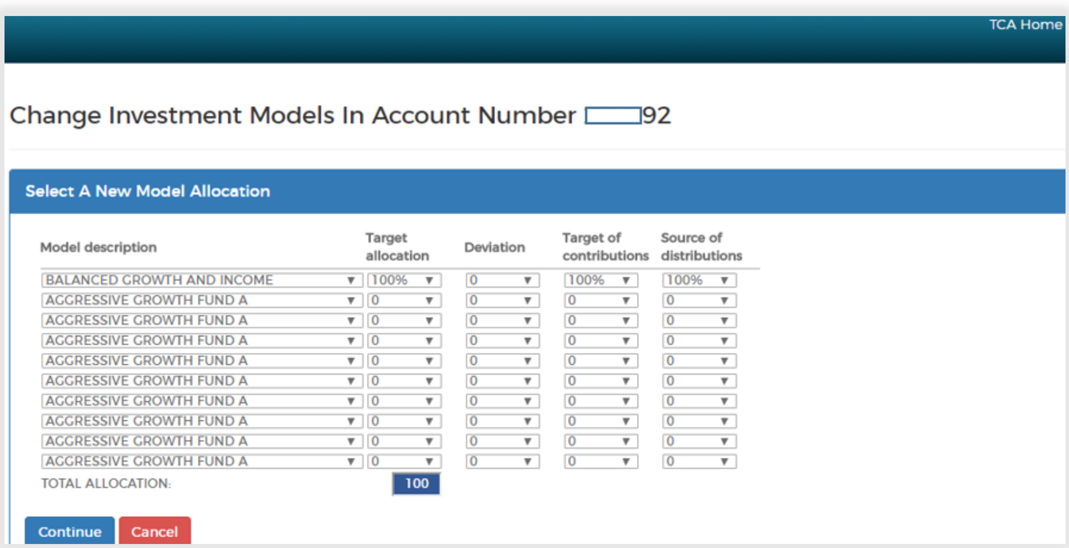
b. Select an account from the list or search for your TCA account number.



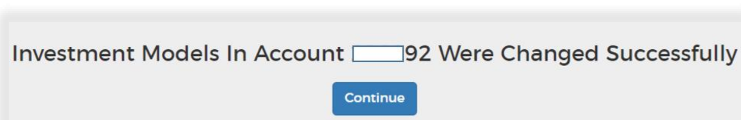
c. Scroll down to Current Holdings and select Change Models.



d. Update the investment model on the account and select Continue.



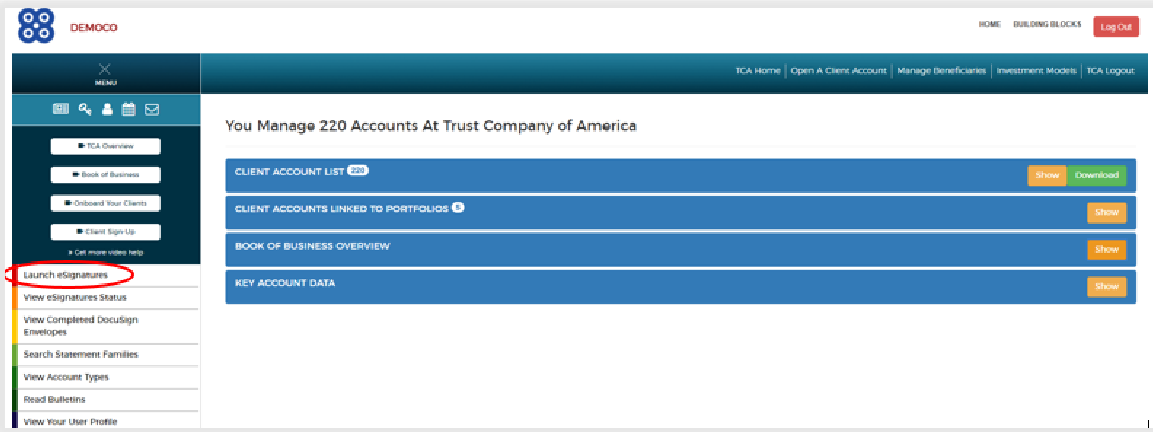
e. A success message displays.



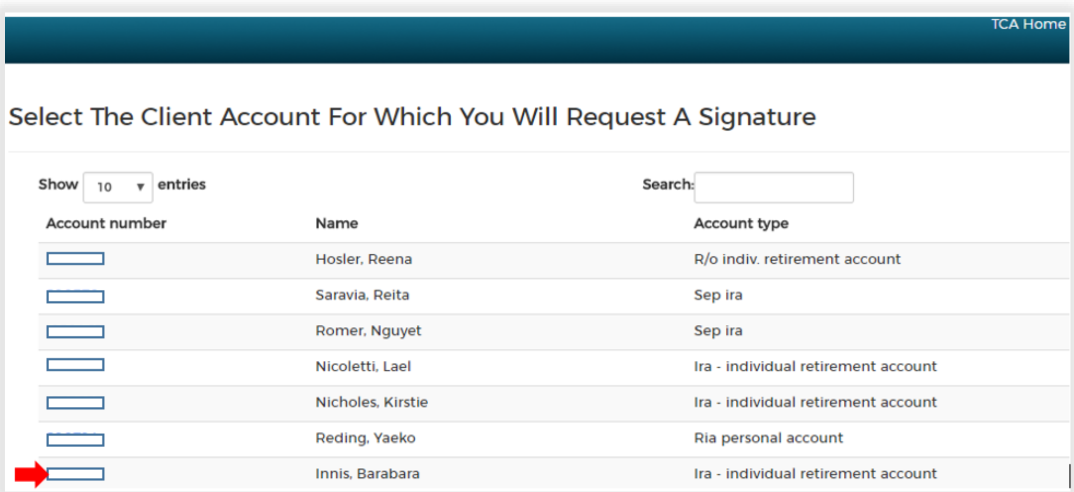
eSignature

Users have the ability to send documents to the client and for eSignature on an existing account, view the status of existing DocuSign envelopes and view completed DocuSign envelopes.

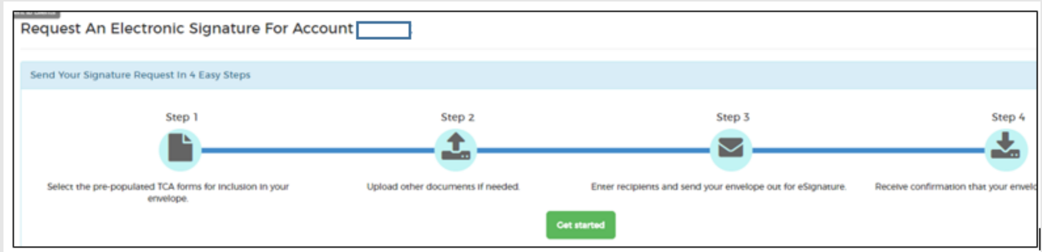
1. Request an eSignature
   a. From the Emotomy TCA home page, select Launch eSignature.



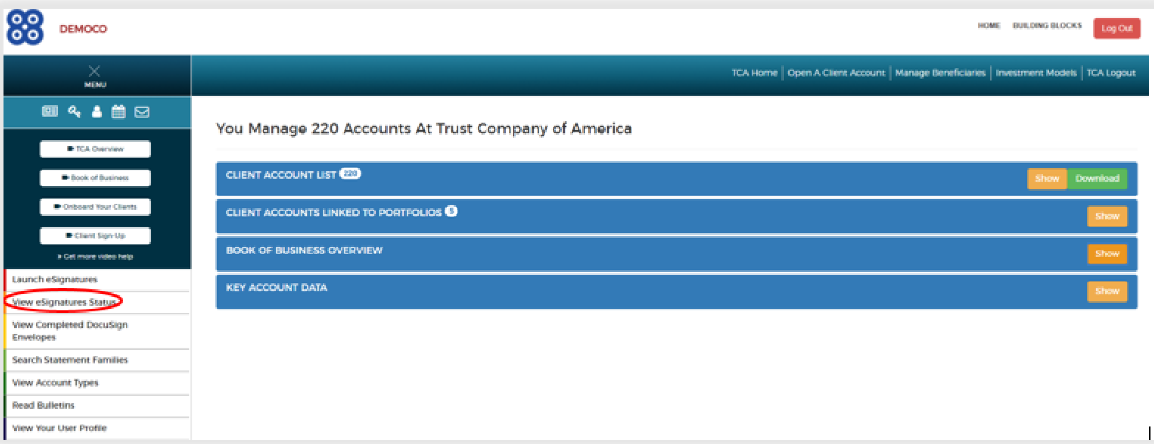
   b. Select an account.



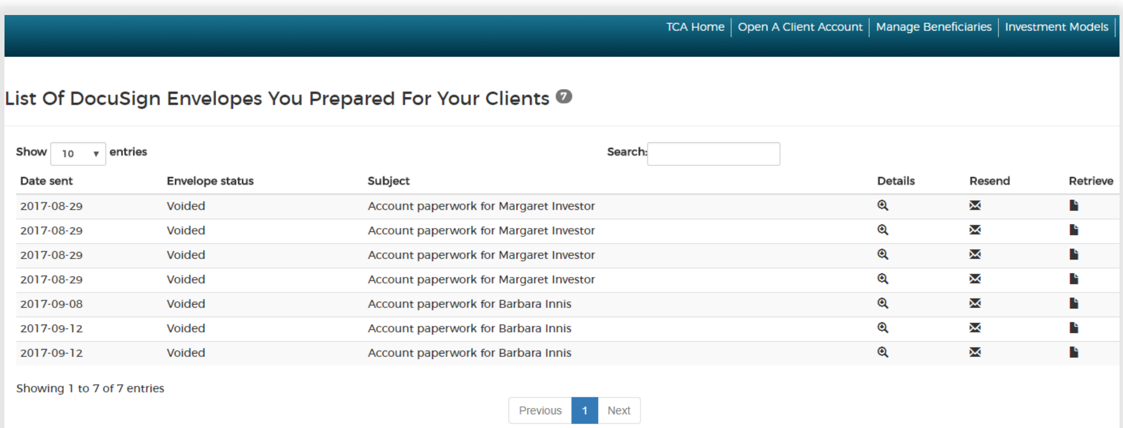
c. The DocuSign process starts. Refer to eSignature for the full process.



2. View Envelope Status
   a. From the Emotomy TCA home page, select View eSignature Status.

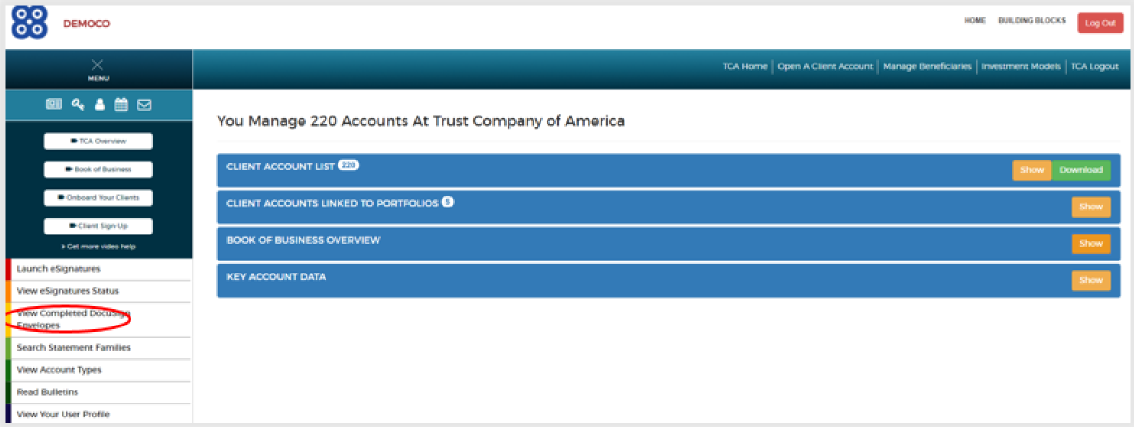


   b. The envelope status will display.

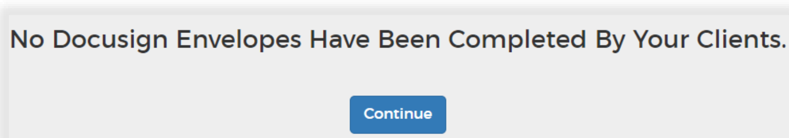


3. View Completed DocuSign Envelopes

a. From the Emotomy TCA home page, select View Completed DouSign Envelopes and a list of completed envelopes will display.

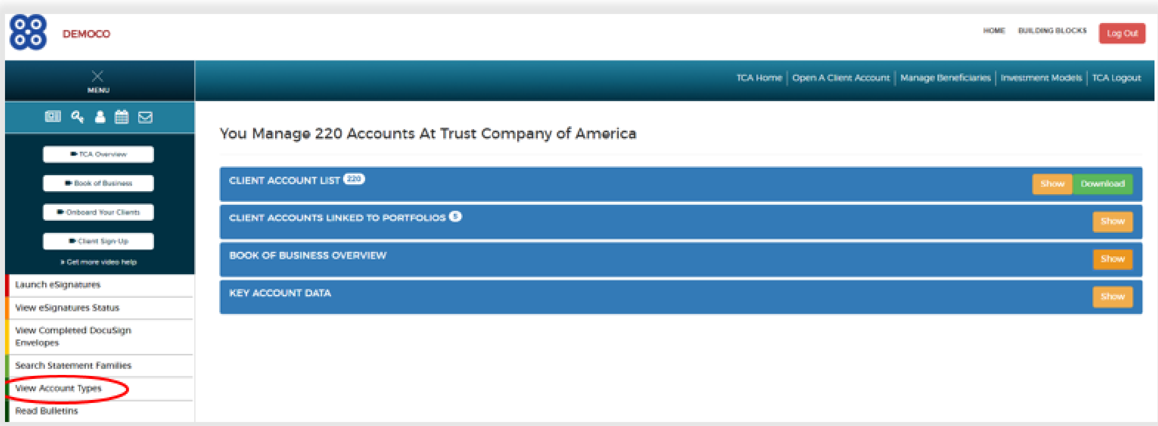


b. If completed envelope are not available, messaging will display.

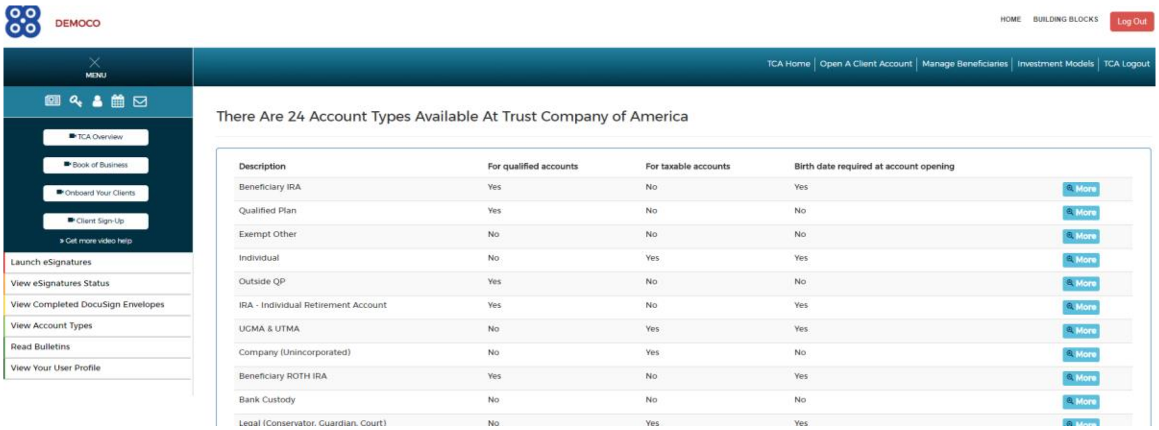


Account Types

1. To view a list of TCA account types select View Account Types from the Emotomy TCA home page.

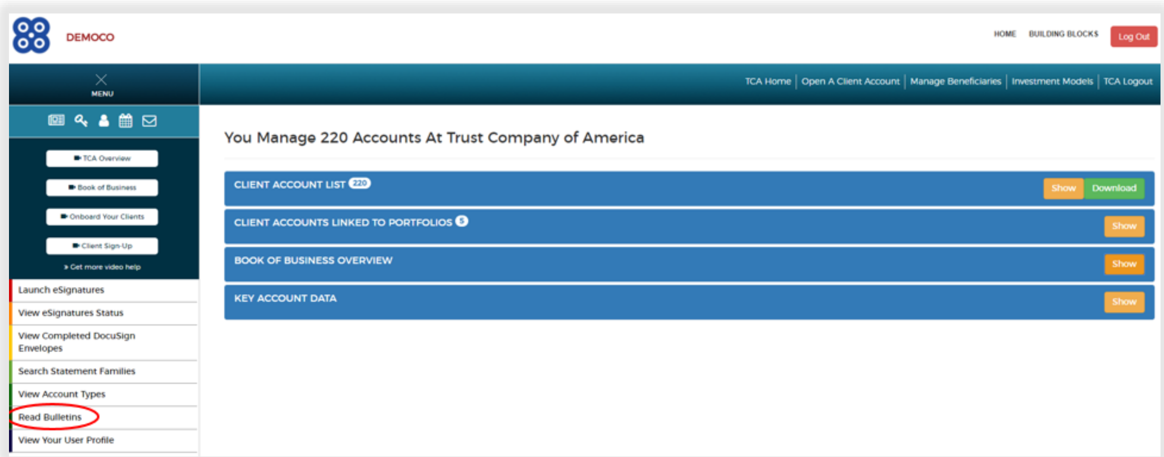


2. A list of TCA account types will display.

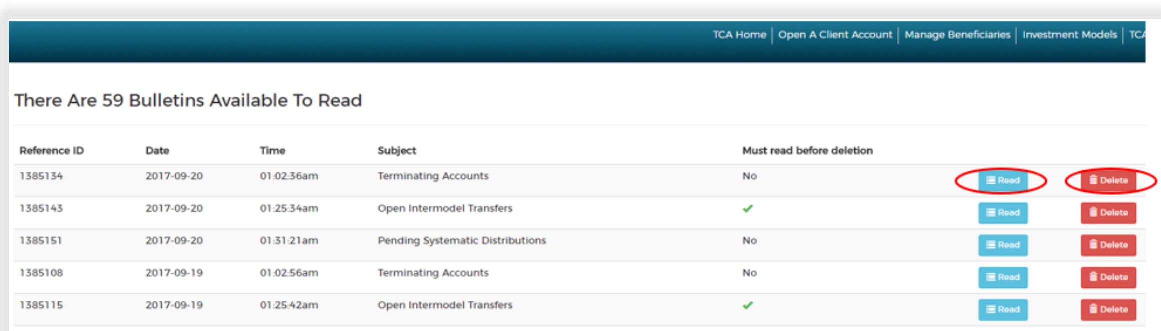


Bulletins

1. To view or delete bulletins select Read Bulletins from the Emotomy TCA home page.



2. A list of TCA bulletins will display where you can read or delete the bulletin.



Performance Reporting

Coming soon!

The Emotomy platform will soon have time-weighted performance statistics and performance reporting for TCA accounts.