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Jefferson National Annuity Processing Advisor User Guide

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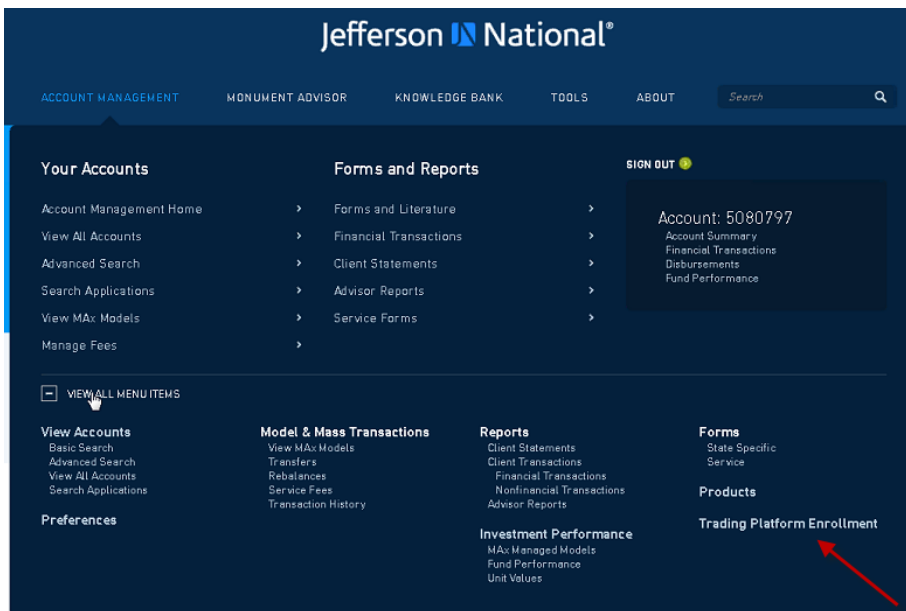
Opening an Account

Contract opening, funding and servicing is conducted solely by Jefferson National.

Enrolling a contract in the TCA trading process

To “enable” a RIA to use the TCA trading process Jefferson National must first add the RIA ID to a Control Record on their system. This is conducted on a RIA-by-RIA basis and will be facilitated by the Relationship Manager as RIAs express interest in using the platform.

To opt a policy into the TCA trading process, the RIA simply navigates to the Opt in Accounts tab located under Account Management / Trading Platform Enrollment.



The RIA selects the desired contracts to be enrolled in the TCA trading platform, checks the button to acknowledge the election, and press the “Opt in Selected Accounts” button to confirm.

The screenshot displays the 'Trading Platform Opt-In' screen. At the top, there are tabs for 'Opt In Accounts' and 'Opt Out Accounts'. Below the tabs is a search bar containing '5080797' and a search icon. To the right of the search bar is a dropdown menu labeled 'All records'. Below the search bar is a table with columns: SELECT, ALERTS, ACCOUNT, OWNER, VALUE, MODEL, and PENDING TRANSACTIONS. The table contains one row with a checked checkbox in the SELECT column, the account number '5080797', the owner name 'Van Dam, Eva E', and the value '224,981.29'. Below the table, there is a status bar that reads 'Showing 1 to 1 of 1 entries (filtered from 17 total entries)' and navigation buttons for 'FIRST', 'PREVIOUS', '1', 'NEXT', and 'LAST'. Below the status bar is a checkbox that is checked, followed by a paragraph of text explaining the consequences of opting in. At the bottom center, there is a green button labeled 'OPT IN SELECTED ACCOUNTS'.

Once a contract is opted into the program it can no longer be traded on the Jefferson National platform. All future trading must be conducted via TCA using Liberty. The Advisor should coordinate with Jefferson National to ensure any outstanding orders are executed before an account is opted-in to the program.

This account is being traded on the Trust Company of America platform
 All trading in this account is managed on the Trust Company of America platform. For contributions, withdrawals, and non-financial transactions, visit our [service forms](#).

As part of the opt-in process the Jefferson National system will automatically convert the account to apply future deposits to the Money Market (as opposed to using Target Allocations).

All Jefferson National policies will be referred to as “Contract Records” at TCA to reduce confusion when servicing the RIAs.

If the Advisor would like the servicing representative to have access to the client account on the TCA platform then they should confirm the TCA assigned Representative ID is applied to the Servicing Representative record at Jefferson National & let Jefferson National know that the Representative should have access to the accounts (at TCA).

Once these steps are completed, Jefferson National will provide TCA with the Rep information as part of the nightly files, which will allow the Rep to access the contract record on the TCA platform.

Dis-enrolling a contract from the TCA trading process

Opting an account out of the TCA trading process is an easy process. The RIA navigates to the *Opt Out Accounts* tab, selects the desired account(s) and confirms the election by pressing the “Opt out of Selected Accounts” button.

Trading Platform Opt-Out

5080797

10 records

| SELECT | ALERTS | ACCOUNT | OWNER | VALUE | PRODUCT | TRADING PLATFORM |
|-------------------------------------|--------|---------|----------------|------------|------------------|--------------------------|
| <input checked="" type="checkbox"/> | | 5080797 | Van Dam, Eva E | 224,981.29 | Monument Advisor | Trust Company of America |

Showing 1 to 1 of 1 entries (filtered from 30 total entries)

I understand that by opting out of Trust Company of America's trading platform for the selected accounts, I will no longer be able to trade these accounts on Trust Company of America's trading platform. Any pending transfers and/or rebalances will not be cancelled. Upon clicking 'Opt Out Selected Accounts' below, I will only be able to trade these accounts on Jefferson National's trading platform. Target allocation and future contribution functionality will be fully enabled.

OPT OUT SELECTED ACCOUNTS

Jefferson National will notify TCA that the contract has been dis-enrolled in the next nightly transmission. Any pending trades that were “active” at the point of dis-enrollment will be cancelled/rejected by Jefferson National. TCA will receive notification of the rejected trades during the nightly batch cycle.

Upon receipt of the notification, TCA will:

- Close the contract record
- Generate a bulletin to inform the Advisor that the contract record has been closed
- Once a contract record is closed at TCA it is permanently closed. If the account is subsequently re-enrolled, a new contract record will be opened at TCA.

Account Creation on the TCA System

TCA takes the information provided by Jefferson National and creates an account (aka Contract Record) on the TCA platform.

Registration Information, including name, DOB, address, etc. is maintained by Jefferson National and refreshed nightly. **Therefore any changes made to the account record via TCAAdvisor or Liberty will be overwritten each night.**

Name: The client's name is augmented with JN FBO to clearly articulate that this is a Jefferson National account. All other registration information including address, TIN/SSN, DOB, etc. reflect generic information provided by Jefferson National.

Jefferson National Policy #: The Jefferson National policy number is displayed in the Optional Mailing Name field in the Account Registration Details.

Representative: If the Jefferson National policy has a service Rep assigned, this information will be communicated to TCA in the nightly feed. Jefferson National will work with TCA to obtain the Rep ID #, which will be applied to the Jefferson National database.

- If Jefferson National provides an invalid Rep ID in the file TCA will ignore the Rep information and build the account record with no Rep attached. When this occurs only the Advisor will have access to the contract record on TCA's platform.

Identifying Contract Records at TCA

Jefferson National contract records will have the following features:

- Account type will be “Outside Asset Account” (OA)
- Registration will be JN FBO client name
- The Jefferson National contract # will appear in Mailing Address line2

The screenshot shows a web interface for editing an account. On the left is a navigation menu with 'Registration Steps' selected. The main area displays account details: 'Outside Asset Account' type, tax ID '***-**-9999', opened date '11/24/2015', account number '551749', and status 'Active'. Below this is the 'REGISTRATION INFORMATION' section. It includes fields for 'Name' (JN FBO Alease Buemi), 'Optional name', 'Mailing name' (JN FBO Alease Buemi), 'Optional mailing name' (Contract # 5080538), 'Sort name as' (Buemi, Alease), and 'Address line 1' (10350 Ormsby Park Pl.). Red arrows highlight the 'Name' field and the 'Optional mailing name' field.

- The Jefferson National contract # will also be stored to the prior account ID field allowing for easy cross reference and searching.
- Jefferson National’s address will appear on all contract records
 - 10350 Ormsby Park Pl, Louisville KY 40223

Only RIAs and Reps will have access to the Jefferson National accounts on the TCA platform. The individual investor will not.

Setting up an Outside Asset Model

Setting up a model in Liberty

Setting up a Jefferson National model via Liberty is essentially the same as setting up a traditional TCA model. The only difference is you will need to indicate this is an Outside Asset model by selecting Jefferson National Life Insurance Co from the drop down list.

Edits have been applied throughout Liberty to ensure that only Jefferson National products (securities) can be added to Jefferson National models and that only non-Jefferson National products (securities) can be added to non-Jefferson National models.

Modify Model Details

Model details are not valid. Model goal must total 100% and all details must be between 0% and 100% and deviation must be between 0% and the goal percent.

| | | | |
|----|----------------------|----------------------|--|
| ID | Name | Abbreviation | Select Outside Asset |
| 40 | <input type="text"/> | <input type="text"/> | JEFFERSON NATIONAL LIFE INSURANCE CO Select One JEFFERSON NATIONAL LIFE INSURANCE CO |

MODEL DETAILS

| Lock* | Symbol | Security Name | Goal % | Deviation % | Current % | Potential % | Remove Security |
|-------------------|--------|---------------|--------|-------------|-----------|-------------|-----------------|
| No records found. | | | | | | | |

Trading

To a great extent trading the Jefferson National accounts/models is largely the same as trading traditional TCA accounts/models.

A few things to keep in mind:

- Jefferson National is the official books and records. This means Jefferson National has full authority to adjust positions, make purchases or withdrawals or conduct account maintenance without TCA's knowledge. As a result, the account positions could change & not sync with the model allocations on the TCA system.
- Advisors should pay special attention to updating the model/account allocations while trading. This will ensure the positions (as provided by Jefferson National) are applied to the appropriate model during the nightly refresh. **Failure to update the model allocations could result in the account holdings being incorrectly assigned to the models.**
- Advisors should not set-up trades in advance (i.e. the night before) as **all outstanding orders are cleared overnight** when the updated position file is received from Jefferson National.
- Traditional TCA products/models/accounts cannot be comingled with Jefferson National products/models/accounts. System edits will alert you of any errors either at the point of trade creation or submission.
- Fund specific warning/error messages have be applied. The Advisors should be close to attention to the messages as the Jefferson National funds may have restrictions or nuances that differ from the traditional mutual funds.
- Jefferson National accounts **cannot hold cash**. Therefore any unspent proceeds from trading activity will automatically be applied to the **Invesco VI Money Market** (symbol G04I3). The Money Market holding will be allocated to the models during the nightly import, however it is important to keep in mind that if the model allocation % were not updated then **the Money Market holding may not appear in the intended model.**
- Every 3 minutes a trade file is created which includes all "approved" trade order requests (TORs). The file is transmitted to Jefferson National via an encrypted SFTP portal where an initial good order review is conducted.
- Jefferson National response with a pass/fail message on every trade request. Accepted trades are updated to reflect an "Executed" status, while any rejected orders are flagged for special handling (see below).
- **Once an order is approved it cannot be changed on the TCA platform.** The Advisor will need to contact Jefferson National to cancel the order.

Rejected Trades

- Rejected orders are returned to TCA along with the reason for the reject.
- Trade orders which do not pass the Jefferson National review are removed from the original trade order request (TOR). The rejected orders will be recorded to a unique TOR marked with a "Killed" status and the original TOR details will be updated to reflect the removed orders.
- It is important to remember that each trading event processed by Jefferson National is reviewed as a unique event. This means rejected trade orders will not impact other

- trade requests and subsequent orders should be reviewed to determine if they are still desired.
- A “must read” bulletin will be created to alert the Advisor of any trade rejections.
 - In rare situations Jefferson National may reject a trade during their nightly batch cycle. This will result in EVERY trade order for the account being rejected, including those that which TCA had previously received a “pass” response. When this occurs a “must read” bulletin will be generated to the Advisor.
 - **Upon receiving a rejected trade notification the Advisor should review the overall trade activity for any impacted accounts to determine if additional actions are required to achieve the desired results. It is very likely that the model allocations on the account will be out of sync with the underlying positions.**