

JEFFERSON NATIONAL/TRUST COMPANY OF AMERICA INTEGRATED SOLUTION

ANSWERS TO FREQUENTLY ASKED QUESTIONS

DOES THE ADVISOR NEED TO HAVE BUSINESS WITH TCA TO USE THE INTEGRATED SOLUTION?

No, the advisor representative does not need to have accounts with TCA; however, the advisor representative must be affiliated with a firm (e.g., RIA or BD) who does business with TCA and is established in the TCA system. The Relationship Management or Sales team can assist with the initial agreement and setup.

DOES THE INVESTOR NEED TO HAVE AN ACCOUNT WITH TCA ALREADY?

No. In fact, aside from receiving a system-generated letter when the account is opted into the program, the investor will likely be unaware that the account is being included in the integrated solution. All client servicing will continue to be conducted by Jefferson National.

HOW DOES THE ADVISOR OPT IN TO USE TCA TO TRADE THE MODELS? WHAT IF THEY DON'T SEE THE OPT-IN SCREEN?

The advisor would opt an account into the TCA trading process via the Jefferson National website. Watch the Enrollment video at learn.jeffnat.com/tca for step-by-step instructions.

WHAT IS THE COST FOR THE JEFFERSON NATIONAL MONUMENT ADVISOR PRODUCT?

Jefferson National charges a low, flat-fee of just \$240 per year.¹ There are no commissions, no M&E expenses and no surrender charges. When compared to traditional VAs charging an average of 135 bps² in M&E expenses, a tax-free 1035 exchange to Monument advisor could save clients as much as \$3,100 in first-year fees alone.³

WHAT IS THE ADDITIONAL COST TO USE THE JEFFERSON NATIONAL MONUMENT ADVISOR PRODUCT WITH TCA'S PLATFORM?

There is no additional cost to the investor or advisor to use the integrated TCA platform for model trading.

WHAT IS THE LOW-COST FUND PLATFORM ("LCFP") FEE?

Low-cost fund platform fees range 10-35 basis points depending on the low-cost fund selected. See the prospectus for details. Certain low-cost funds may only be available to investors retaining certain investment advisors.

HOW DOES MY NEW ACCOUNT OPENING PROCESS CHANGE FOR A MONUMENT ADVISOR CONTRACT?

There is no difference in the account opening or funding process for accounts that will be enrolled in the TCA model processing and trading platform. Once the account is open and funded, the advisor would simply need to opt the account into the TCA trading process.

WHAT INVESTMENT CHOICES ARE AVAILABLE IN THE JEFFERSON NATIONAL MONUMENT ADVISOR PRODUCT?

The 350+ underlying investment options available via the integrated TCA platform are the same investment options available directly via Jefferson National.

ARE ADVISORS' EXISTING ACCOUNTS VIEWABLE IN TCA'S SYSTEM?

As each account (old and new alike) is opted into the TCA trading process it becomes visible on the TCA system. Jefferson National shares the account information with TCA each evening, so there is a one-day lag between when the account is opted-in and when it is visible on the TCA system.

WHY CAN'T I SEE THE MODELS IN JEFFERSON NATIONAL SYSTEM – RATHER, ONLY SEE THE UNDERLYING HOLDINGS?

Tracking allocations to individual models within an account is a unique feature of the TCA trading platform. Jefferson National's platform does not do the sub-accounting therefore they cannot show the holdings within a contract by model.

CAN ADVISORS OPT IN AT THE ACCOUNT LEVEL OR DOES THEIR PARTICIPATION OCCUR FOR ALL THEIR BUSINESS BY DEFAULT?

The opt-in process easily allows the advisor the flexibility of opting-in individual accounts or all accounts via the Jefferson National website. There is also an option to "Auto Enroll" all accounts for participation, which is the most efficient option. Watch the Enrollment video at learn.jeffnat.com/tca for step-by-step instructions on the opt-in process.

WILL THE JEFFERSON NATIONAL MONUMENT ADVISOR ACCOUNTS BE INCLUDED ON TCA STATEMENTS TO INVESTORS?

No. TCA provides the trading platform which allows an advisor to easily manage all its client portfolios in one place. Jefferson National will continue to generate statements and service all other aspects of the policy.

WHERE DOES THE INVESTOR VIEW HIS OR HER ACCOUNTS, AT JEFFERSON NATIONAL OR TCA?

Jefferson National. The beauty of this integrated solution is that trade model processing is transparent to the client. Investors will continue to use the Jefferson National website to view account balances, transactions, forms and for overall servicing. Since the TCA platform is for trading purposes only, investors will not have access to the account via TCA's website.

CAN INVESTORS STILL TRADE WITHIN THEIR CONTRACT WHEN IT IS PART OF THE TCA INTEGRATION?

No. Once an account is opted into the integrated TCA trading platform, all trading in the account must be conducted on the TCA platform by the advisor. Investors will not have access to Monument Advisor accounts on the TCA platform and should contact their representative or advisor for assistance.

WHAT IS JEFFERSON NATIONAL'S CREDIT RATING?

Jefferson National maintains an A (Excellent) rating from AM Best.

IS TCA THE CUSTODIAN OF THESE ASSETS?

No. TCA provides the trading platform which allows an advisor to easily manage all his or her client portfolios in one place. Jefferson National will continue to act as custodian and service the account, including website access, statement generation, tax reporting and servicing all other aspects of the policy.

WHO WILL SEND THE TAX REPORTING, TCA OR JEFFERSON NATIONAL?

Jefferson National. TCA provides the trading platform which allows an advisor to easily manage all its client portfolios in one place. Jefferson National will continue to act as custodian and service the account, including website access, statement generation, tax reporting and servicing all other aspects of the policy.

ARE THERE ANY GUARANTEES, LIVING BENEFITS, OR RIDERS ON THE JEFFERSON NATIONAL MONUMENT ADVISOR PRODUCT?

No, this is an Investment Only Variable Annuity. With all of their bells and whistles, hefty commissions, M&E expenses, and surrender charges traditional variable annuities are often so bloated that their fees severely hamper the benefit of tax deferral. But Jefferson National re-engineered the VA by stripping away those guarantees, eliminating commissions, and charging a low, flat-fee of just \$20 a month or \$240 a year.¹

HOW DOES THE TCA/JEFFERSON NATIONAL INTEGRATION AFFECT MY EXISTING DATA FEED FOR JEFFERSON NATIONAL AND TCA ACCOUNTS?

Existing data feeds will not be impacted by the partnership. TCA accounts will continue to be included in the TCA exports, while Jefferson National will continue to include the Monument Advisor accounts enrolled in TCA's model-processing and trading platform in their data feeds.

CAN I COMINGLE IN THE SAME ACCOUNT JEFFERSON NATIONAL MONUMENT ADVISOR CONTRACT ASSETS WITH OTHER TCA INVESTMENTS?

No, there is no comingling of assets on the TCA system. Think of it as a Chinese wall: TCA investments are custodied and administered by TCA. Monument Advisor investments are custodied and administered by Jefferson National with TCA providing the integrated model trading platform.

WHY ARE ALL OF MY ASSETS IN THE “OTHER ASSETS” MODEL?

This can happen if you have not allocated models to the accounts and tied allocation percentages to them.

WHY DID MY TRADE GET REJECTED?

Trade rejections can happen for a variety of reasons:

- a. New Fund Restrictions are in place that prevent you from trading the requested security.
- b. A transfer request has been received at Jefferson National so they have suspended trading on the account.
- c. The fund company encountered an issue in executing the trade.

HOW WILL I BE INFORMED OF TRADE REJECTIONS AND WHO DO I CALL TO GET MORE INFORMATION?

You will get bulletins as soon as TCA is made aware of the rejection. You should use this information to call Jefferson National for the specific details.

WHO DO I CONTACT IF I NEED A TRADE CORRECTION OR IF I WANT TO CANCEL AN APPROVED TRADE?

Please call Jefferson National at 1-877-893-1830 (option 2) for trade corrections or cancellations.

WHO DO I CONTACT IF I HAVE QUESTIONS ABOUT THE DATA I AM SEEING ON TCA'S PLATFORM, THE RESULTS OF A MODEL REBALANCE, OR THE PLACEMENT OF POSITIONS WITHIN MY MODELS?

Please contact TCA at 303-705-6078 with these questions.

CAN REPRESENTATIVES SEE JEFFERSON NATIONAL ACCOUNTS ON TCA'S PLATFORM?

Yes. Both advisors and representatives can see Jefferson National accounts on TCA's platform. Only investors cannot.

HOW CAN I TELL MY TCA ACCOUNTS FROM MY JEFFERSON NATIONAL ACCOUNTS?

Jefferson National accounts have a few distinguishing characteristics:

- a. All are listed as Account Type “Outside Assets”
- b. The name on the account is “JN FBO...”
- c. The Jefferson National policy ID is stored in Optional Mailing Name field of the account details.

WHY DID TCA CHOOSE TO PARTNER WITH JEFFERSON NATIONAL?

Jefferson National's flagship product – Monument Advisor – is designed exclusively for RIAs and fee-based advisors. With a low \$20 per month annual fee, no commissions, no surrender charges, and no complex insurance guarantees, it provided a great fit with TCA's “...helping our clients grow” vision. Leveraging TCA's state-of-the-art, user-friendly technology, specialized expertise and RIA-centric service model with Jefferson National's innovative product offering was a natural fit.

SERVICE

WHAT HAPPENED TO THE JEFFERSON NATIONAL CONTRACT RECORDS I WAS SEEING YESTERDAY BUT AM NOT SEEING TODAY?

Since Jefferson National is the custodian of the accounts, it is possible they removed an account from the TCA process. Reasons may include:

- The account was closed.
- The advisor or representative may have opted the account out of the TCA model trading process.
- The representative may have moved the account to a different advisor. In this situation, a new account would be established under the new advisor when it is re-enrolled in the TCA program.

WHY ARE THE DEPOSITS AND WITHDRAWAL FIELDS DISABLED IN TCA'S SYSTEM FOR THE JEFFERSON NATIONAL CONTRACT RECORDS? (MUST MAKE +/- IN JN SYSTEM)

TCA provides the trading platform which allows an advisor to easily manage all his or her client portfolios in one place. Jefferson National will continue to act as custodian and service the account, including website access, statement generation, tax reporting and servicing all other aspects of the policy. Therefore, non-trading services and features have been disabled for the Monument Advisor accounts on the TCA system.

WHY AM I NOT SEEING THE NEW ACCOUNT IN TCA'S SYSTEM?

Account information is transmitted to TCA each evening once an account is opted-in to the TCA trading process. If an account is not appearing it could be because:

- The account is not yet funded and therefore not eligible for inclusion in the TCA process.
- The advisor has not yet opted the account in for model processing via TCA.
- An error occurred in the file transmission or when attempting to create the account on the TCA system. This is not common, but should it occur the TCA Relationship Manager would be notified by email so they can proactively contact the advisor and Jefferson National to resolve the matter.

FEE PROCESSING

HOW DO I TURN ON FEE PROCESSING FOR MY JEFFERSON NATIONAL ACCOUNTS?

Contact your Relationship Manager. He or she will need to update your user settings to enable fee processing on the Jefferson National accounts.

HOW DO I ADD A FEE SCHEDULE TO MY JEFFERSON NATIONAL ACCOUNTS?

Adding a fee schedule to a Jefferson National account is exactly the same as adding a fee schedule to a traditional TCA account. In Liberty, go to the Account Details/Fees tab, select Add and follow the prompts. Please refer to the Liberty Account Creation User Guide for detailed instructions on adding fee schedules to an account.

WHAT HAPPENS IF I DO NOT ADD A FEE SCHEDULE TO MY JEFFERSON NATIONAL ACCOUNTS?

By default a “no fee” schedule is applied to each Jefferson National account at the time it is opted-in for trading on the TCA platform. Unless the Advisor adds another fee schedule (to the account), then no fees will be assessed.

CAN TCA ASSESS FEES FOR ME ON MY JEFFERSON NATIONAL ACCOUNTS?

Yes and no. If you add a traditional TCA account as the “Paid By” account for the Jefferson National account, then TCA will assess the advisory fee against that “Paid By” account. If no “Alternate Account” is listed, then TCA will provide you with the calculated fee, which you can present to Jefferson National for payment directly out of the Monument Advisor annuity or another account.

CAN I HAVE THE ADVISORY FEE FOR MY JEFFERSON NATIONAL ACCOUNT PAID BY ANOTHER ACCOUNT AT TCA?

Yes. In fact, this is one of the key benefits of assessing fees on the Jefferson National account through TCA. Simply go to the Account Details/Fees tab, select Add and enter the TCA account number which should pay the advisory fee. Please be aware that the fee should be taken from a taxable account. Taking the advisory fee from a retirement account may result in tax consequences.

HOW CAN I TELL IF ADVISORY FEES WERE ASSESSED TO AN ALTERNATIVE ACCOUNT?

If you are not already receiving it, ask your Relationship Manager to provide you with a RFS Market Fee Breakdown Report. The last four fields in the report indicate the amount of the advisory fee which was assessed to an Alternative Account in addition to any advisory fees that were allocated back to the Jefferson National account. It is this “not paid by another account” value that you will need to work with Jefferson National to have applied directly to the Monument Advisor annuity account.

CAN I INCLUDE MY JEFFERSON NATIONAL ACCOUNTS IN A FEE FAMILY FOR BILLING PURPOSES?

Yes, Jefferson National accounts can be included in a Fee Family for billing purposes.

CAN I USE THE FEE UPLOAD PROCESS FOR JEFFERSON NATIONAL ACCOUNTS?

No, TCA is not the custodian of record for the Jefferson National accounts. Therefore Jefferson National accounts are not supported in the fee upload process. However, you can provide Jefferson National with a list of accounts and the corresponding fee amounts, which can be loaded and assessed directly by Jefferson National.

WHO DO I CONTACT AT JEFFERSON NATIONAL TO HAVE ADVISORY FEES ASSESSED DIRECTLY TO MONUMENT ADVISOR ACCOUNTS?

The primary method for contacting Jefferson National is by calling (877) 893-1830. The caller will be prompted to choose 1 of 2 options:

- **Option #1 for Sales.** Use this option to receive info about Monument Advisor or general info about how to begin managing acts on TCA’s platform (for example: how to opt accounts into trading at TCA, eligible accounts, etc.).
- **Option #2 for Operations/Service.** Use this option for questions regarding the servicing on existing accounts (for example: assistance with fee processing, explanation for why one or more trades didn’t process, user preference changes, non-financial changes, request servicing forms, etc.).

PERFORMANCE REPORTING

HOW DO I ENABLE ACCOUNT LEVEL PERFORMANCE REPORTING FOR MY JEFFERSON NATIONAL ACCOUNTS?

Contact your Relationship Manager. He or she will need to update your settings to enable account level performance reporting on your Jefferson National accounts.

CAN I SEE PERFORMANCE FOR PRIOR YEARS?

Performance reporting was activated on the Jefferson National accounts and models on January 1, 2017. Performance for prior periods (2016 and earlier) is not available.

HOW DO I ENABLE MODEL LEVEL PERFORMANCE REPORTING ON MY OUTSIDE MODELS?

Performance on the outside models was enabled by default effective January 1, 2017, which made all outside models eligible for inclusion in the various reports available through Standard Reports in Liberty.

WILL PERFORMANCE REPORTING ON TRADITIONAL TCA ACCOUNTS AND MODELS BE CALCULATED DIFFERENTLY THAN ON JEFFERSON NATIONAL ACCOUNTS AND MODELS?

No, the parameters that drive performance reporting on accounts and models are the same for Jefferson National accounts and traditional TCA accounts and models.

GENERAL ANNUITY FAQs FOR TCA

WHAT IS A SUB-ACCOUNT?

Sub-accounts are essentially a mutual fund within a variable annuity wrapper. Characteristically speaking, variable sub-accounts are, for all practical purposes, mutual funds in disguise. In fact, some sub-accounts are virtual (if not exact) clones of their fund counterparts.

WHAT IS A GMWB AND A GMIB?

GMWB: Guaranteed Minimum Withdrawal Benefit: A type of option that annuitants can purchase for their retirement annuities. This specific option gives annuitants the ability to protect their retirement investments against downside market risk by allowing the annuitant the right to withdraw a maximum percentage of their entire investment each year until the initial investment amount has been recouped.

GMIB: Guaranteed Minimum Income Benefit: A type of option that annuitants can purchase for their retirement annuities. When the annuity has been annuitized, this specific option guarantees that the annuitant will receive a minimum value's worth of payments.

¹ Jefferson National's Monument Advisor has a \$20 monthly flat insurance fee. Additional low-cost fund platform fees ranging from .10% - .35% will be assessed for investors wishing to purchase shares of low-cost funds. See the prospectus for details. Certain low-cost funds may only be available to you if you retain certain investment advisors.

² The IRS may charge a 10% tax penalty on any withdrawal made before age 59 ½. Withdrawal of tax-deferred accumulations are subject to ordinary income tax.

³ Average annual fee savings are estimated to be \$3,100. Average annual savings are based on an industry average M&E charge of 1.35% (According to Morningstar® 12/14), Monument Advisor's flat annual insurance fee of \$240, and a Monument Advisor average contract value of \$248,000 (as of 1/15).