

The investor experience during the transition from E*TRADE to Axos



Dear Valued Client,

With a few weeks remaining before our transition to Axos Advisor Services on July 26, 2021, we are working hard to ensure a seamless investor experience throughout the conversion. We do not anticipate any disruptions in service and expect only minimal changes to the investor experience, which are highlighted below and detailed in the [FAQs](#).

Investors' Online Experience

The investors' online Liberty experience will remain virtually unchanged. Investors will continue using their same login credentials and will enjoy the same look and feel of the website as they do today. All account information (including balances, transactions, performance, and much more) will be available in the same manner. As always, information dating back to the inception of the account will continue to be available. For RIAs who have a customized brand in Liberty, that will continue to appear throughout Liberty. The only expected change will be the legal disclosure at the bottom of the page referring to Axos Clearing LLC.

Updates to statements and reporting

As investors are transitioned to a new custodian, their statements and reports will have some changes. Highlights include:

Custodial Statements

- During the conversion month of July, investors will receive two statements – one statement from E*TRADE Advisor Services and one statement from Axos Advisor Services.
- The Axos Advisor Services statement will have a new format akin to a traditional brokerage statement reflecting holdings and transactions and will be sent to all account holders monthly. (Additional information that account holders are accustomed to seeing in their statement will be available in a new, optional Supplemental Report from Axos Advisor Services.)
- Our commitment to making this transition as seamless as possible for your team and your clients.

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EFT Statements

- After the conversion to Axos Advisor Services, EFT statements are no longer required. The final EFT statement will be sent in August reflecting any transactions that occurred in July.

Want to know more about Axos Advisor Services? [Click here.](#)

Collecting additional account holder information

As we are transitioning from a bank entity to a brokerage entity, FINRA will require we maintain certain updated account information on all account holders. In the future, we will ask for additional information (such as account holder's occupation and whether the account holder is an associated person of another member firm). More details around this requirement are forthcoming.

For additional information related to the transition and the above changes, please review the [FAQs](#).

If you have any questions or concerns about the upcoming conversion, please contact your Client Service Advocate.

Sincerely,

E*TRADE Advisor Services

Investment Products: Not FDIC Insured - No Bank Guarantee - May Lose Value.

The E*TRADE Financial, LLC family of companies provides financial services, including trading, investing, investment advisory, RIA custody and banking products and services.

E*TRADE does not provide legal, accounting, or tax advice. Always consult your own legal, accounting, and tax advisors.

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