

Investor Checking Product FAQs



Will I have visibility into my client's Investor Checking account?

- Your clients can authorize your visibility when they sign in online or through the app. Otherwise, their checking account details remain private.

Are there any fees for an Investor Checking Account?

- Investor Checking has zero account fees, zero monthly maintenance fees, zero overdraft fees, and zero minimum monthly balance requirements. And we offer unlimited ATM fee reimbursements.

Why should my clients replace their existing checking account with an Investor Checking account?

- Adding Investor Checking simplifies your client's financial management, making it easier for you to support them. Having their accounts in one place will allow them to manage their expenses, income, and money movement conveniently. Additionally, they can benefit from credit opportunities and build a stronger relationship with a service that's linked to you.

How does ATM reimbursement work?

- Your clients can use any ATM worldwide without worrying about fees. Any ATM fee that is charged will be automatically reimbursed into their Investor Checking account the next business day.

How can my clients work with the dedicated Axos Bank service team?

- They can help your clients with any technical account servicing questions. They can also connect you and your clients to our banking and lending experts for your financial needs. The sales team can be reached at 877-887-3030, or you can have your clients contact the client support team at 866-833-0529.

Is there a minimum balance requirement?

- No, however, some benefits may require a minimum account balance to be activated.

What are the mobile deposit limits?

- \$100K for each deposit and \$500K rolling 30-day period.

Are there any withdrawal limits?

- Yes, there are. They are dynamic, based on client tenure, risk evaluation, and total balance.

How soon are funds available after deposit?

- Mobile deposit funds are available next day, wires are available as soon as received from the external financial institution, and ACH money movements can take up to 5 business days.

Is Investor Checking secure?

- Axos Bank implements the highest security protocols and monitors accounts regularly for potential fraud. Funds are also insured by the FDIC for \$250,000, per depositor.

What is your foreign exchange fee?

- 1%

What is the Axos Bank's fraud policy?

- We set up tight security protocols when clients log into the portal with enhanced biometrics and step up authentication.
- We monitor money movement activities for potential fraud.
- We allow clients to dispute transactions directly within the client portal.

Can my clients use their account internationally?

- Yes, although we strongly suggest clients place a travel notification for their debit card to avoid it getting flagged by VISA for high risk (this can be done self-service online)

Does the Investor Checking earn interest?

- No, Investor Checking is a no fee, feature rich product that doesn't earn any interest.

Why is the Investor Checking product a non-interest-bearing account?

- Investor Checking is primarily designed to make moving money between checking and investment accounts easy and seamless with zero account fees and no minimum balance requirements. While it does not earn interest, it offers convenience and premium benefits for your clients.

Can my client elect a different Axos Bank checking account product within the Axos Client Portal?

- No, Investor Checking is the only checking account available through our client portal.

Why do clients' investment assets not count toward account balances for Investor Checking features like Priority Pass?

- Priority Pass features are tied to the checking account balance, not the investment account.

Will my client be able to contribute to their investment account?

- Yes, clients can contribute to their investment account using the client portal. The portal allows for mobile check deposits to the Investor Checking account, internal transfers from Axos Bank accounts to the investment account, and an ACH from external financial institutions.

Will my clients be able to pull money from their investment accounts?

- Clients cannot move funds from their investment account(s) to their bank account. An advisor would need to assist a client in initiating a distribution to a client's bank client account, provided the client has signed the advisor authorization form.

How quickly can funds be transferred to investment accounts?

- If your checking account has funds available, you can transfer those funds to your investment account instantly.
- If you deposit a check via our mobile app, the money will be available to transfer to your investment account next business day.

What happens if my client deposits a check that is not honored and I have already moved the funds into an investment product?

- We may need to sell the equivalent securities if the check is not honored.

Can my clients order checks for their account?

- Yes, this can be done within the client portal (same for debit card activation, travel notification, reporting lost and reordering)
- Checks are provided at no-charge however, the client must cover the cost of shipping. There also are no fees for check processing.

Does Axos Bank offer a person-to-person money transfer platform?

- Yes, clients are able to pay bills, send money to friends, and perform wire or ACH transfers within the online portal.

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