

## Client Management - Fee Management

Investment advisors with the appropriate permissions may assess or reimburse fees to client accounts, either individually or in bulk, using the Fee Management feature.

### Fee Management for an individual account

- *Client Management > Account > Overview > Fee Management*

The screenshot displays the Liberty Client Management interface. A modal window titled "Account Fee Management" is open, showing the "ACCOUNT FEE DETAILS" section. The form includes radio buttons for "Assessment" (selected) and "Credit". There is a text input field for "Fee Amount", a dropdown menu for "Select a model to apply fee" (set to "Across account model distribution %"), and a text area for "Description for statement" containing "SCOTT LOPEZ Management Fee". The form also shows "38 characters remaining." and "Submit" and "Cancel" buttons. The background interface shows account details for "Test Transfer in Detail - Individual - 14620569 (737284)" with a net assets of \$180,341 and various charts and activity sections.

### Fee Management for multiple accounts

- *Client Management > Fee Management > Fee Entry (radio button)*

Click the "Add Account" button to add accounts to the row, then populate the account and fee details. Repeat as needed to add additional rows to the display.

The screenshot shows the Liberty Client Management interface with the "Fee Entry" section selected. A table is displayed with the following columns: Account Number, Account Name, Fee Activity Type, Fee Amount, Model, Description for Statement, and Processing Messages / Errors. The table contains one row with the following data: Account Number (input field with "Account number here" placeholder), Account Name ("<not found>"), Fee Activity Type ("Assessment"), Fee Amount (input field), Model ("Across account model distribution %"), Description for Statement ("SCOTT LOPEZ Management Fee"), and Processing Messages / Errors. A red arrow points to the "Add Account" button in the table. The interface also shows navigation tabs for "Analytics", "Trading", "Client Management", "Prospecting Tools", "Documents", and "My Profile".

### Fee File Upload

- *Client Management > Fee Management > Fee Upload (radio button)*
- Indicate whether the file contains a header row (or not) and then press the "Select upload file" button to search for and select the file. If your file contains a header row then you must click the "Skip header row" checkbox before selecting the file for import. Otherwise you will receive an error message.
- The file must be in .csv format

- Formatting instructions are provided on the screen

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Welcome back, sign out. Ken Gerken

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Account number or name or tax ID Search + Closed Select a list Back to account list Create Account

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Accounts Representatives Statement Families Households Users Fee Families Cash Demands Trade Families Fee Management

FEE ENTRY  FEE UPLOAD

Select a File to Upload

Skip header row

Select upload file or drag and drop it here (csv only)

Column Format:

| Column         | Description  |
|----------------|--|
| Account Number | Axis Advisor Services account number. Required field.  |
| Amount         | The amount of the fee. Assessments should be positive. Reimbursements should be negative "-". The decimal must be explicitly defined. Required field.  |
| Model ID       | Model number to which the fee will be applied. Use "0" for the null model. Must be an integer between 0 and 999. A blank value will result in the fee being allocated based on the Distribution % as indicated on the account. |

The file details will display in the table on the lower portion of screen. Errors/success message will appear in the banner notification at the top of the screen.

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10 of 10 records queued from Sample Fee File (04.05.22).csv. Verify details below and click "Process" to submit fees.

FEE ENTRY  FEE UPLOAD

Select a File to Upload

Skip header row

Select upload file or drag and drop it here (csv only)

Fee Comments: SCOTT LOPEZ Management Fee  Pay fees from any available model

Viewing 10 account(s) queued for processing

| Account Number | Fee Amount | Model |
|----------------|------------|-------|
| 681528         | 12.82      | 0     |
| 560061         | 15.12      | 31    |
| 696261         | 999.99     | 2     |
| 729952         | 1000       |       |
| 703205         | 26         |       |
| 386159         | -54.54     | 0     |
| 704801         | -465.29    | 99    |
| 687270         | -926.73    | 37    |
|                | 10.14      | 0     |
| 378541         | -559.34    | 3     |

Export data

Process

Update the **Fee Comment** and indicate whether fees should **"Pay from any available model"** or if they should only be paid from the model indicated in the fee file upload.

Account numbers or name or tax ID Search + Closed Select a list Back to account list Create Account

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Accounts Representatives Statement Families Households Users Fee Families Cash Demands Trade Families Fee Management

Your request has been successfully received and is being processed. A report containing the fee payment details will be available in Completed Reports once the fee processing is complete.

FEE ENTRY  FEE UPLOAD

Select a File to Upload

Skip header row

Select upload file or drag and drop it here (csv only)

Fee Comments: SCOTT LOPEZ Management Fee (24 characters remaining)  Pay fees from any available model

Viewing 10 accounts

| Account Number | Fee Activity Type | Fee Amount | Model                               | Processing Messages / Errors                                     |
|----------------|-------------------|------------|-------------------------------------|--|
| 681528         | Assessment        | 12.82      | 0                                   | Account 681528 - fees have been assessed.                        |
| 560061         | Assessment        | 15.12      | 31                                  | Account 560061 - fees have been assessed.                        |
| 696261         | Assessment        | 999.99     | 2                                   | Account 696261 not processed. Account has invalid model defined. |
| 729952         | Assessment        | 1000       | Across account model distribution % | Account 729952 - fees have been assessed.                        |
| 703205         | Assessment        | 26         | Across account model distribution % | Account 703205 - fees have been assessed.                        |
| 386159         | Reimbursement     | -54.54     | 0                                   | Account 386159 - reimbursement has been processed.               |
| 704801         | Reimbursement     | -465.29    | 99                                  | Account 704801 not processed. Account has invalid model defined. |
| 687270         | Reimbursement     | -926.73    | 37                                  | Account 687270 not processed. Account has invalid model defined. |
|                | Assessment        | 10.14      | 0                                   | Account not processed. Account ID not valid.                     |
| 378541         | Reimbursement     | -559.34    | 3                                   | Account 378541 not processed. Account has invalid model defined. |

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Upload More Fees

Press the <Process> button to continue. This system will do an initial review of the fee entries and return error messages or a confirmation of a successful fee assessment/reimbursement.

Account numbers or name or tax ID Search + Closed Select a list Back to account list Create Account

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Accounts Representatives Statement Families Households Users Fee Families Cash Demands Trade Families Fee Management

Your request has been successfully received and is being processed. A report containing the fee payment details will be available in Completed Reports once the fee processing is complete.

FEE ENTRY  FEE UPLOAD

Select a File to Upload

Skip header row

Select upload file or drag and drop it here (csv only)

Fee Comments: SCOTT LOPEZ Management Fee (24 characters remaining)  Pay fees from any available model

Viewing 10 accounts

| Account Number | Fee Activity Type | Fee Amount | Model                               | Processing Messages / Errors                                     |
|----------------|-------------------|------------|-------------------------------------|--|
| 681528         | Assessment        | 12.82      | 0                                   | Account 681528 - fees have been assessed.                        |
| 560061         | Assessment        | 15.12      | 31                                  | Account 560061 - fees have been assessed.                        |
| 696261         | Assessment        | 999.99     | 2                                   | Account 696261 not processed. Account has invalid model defined. |
| 729952         | Assessment        | 1000       | Across account model distribution % | Account 729952 - fees have been assessed.                        |
| 703205         | Assessment        | 26         | Across account model distribution % | Account 703205 - fees have been assessed.                        |
| 386159         | Reimbursement     | -54.54     | 0                                   | Account 386159 - reimbursement has been processed.               |
| 704801         | Reimbursement     | -465.29    | 99                                  | Account 704801 not processed. Account has invalid model defined. |
| 687270         | Reimbursement     | -926.73    | 37                                  | Account 687270 not processed. Account has invalid model defined. |
|                | Assessment        | 10.14      | 0                                   | Account not processed. Account ID not valid.                     |
| 378541         | Reimbursement     | -559.34    | 3                                   | Account 378541 not processed. Account has invalid model defined. |

Export data

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Upload More Fees

### Important Notes:

- Fee File Upload processing is a 2-step process
  - Upon first pressing the <Process> button the system will perform an initial review to identify any error situations and build the fee assessments & reimbursements.
  - Upon successfully applying fee assessments to the client accounts the fee payment process will begin. Payment processing may take a while and the results will be posted to the Completed Reports screen in Liberty upon completion.

- Fee reimbursements are processed immediately, with the credit applied to the client account and the offsetting debit applied to the RIA's fee account.
  - It is possible to overdraft the fee account as the result of a reimbursement. Should this occur, an informational message will appear in Liberty and you will need to work with your Service Advocate to clear the debit in a timely manner.
- **Make sure to Export** the fee upload results before leaving the screen so that any erroring fee entries can be researched and resubmitted. The screen is refreshed when you navigate away or press the <Upload More Fees> button and any information shown will be reset.

## Liberty Manual Fee Requests Report

The Liberty Manual Fee Request Report comes in 2 forms, with the goal of providing an easy reference and audit tracking tool for all the self-service fee activities applied to client accounts via Liberty.

- 1) Specific to a fee upload: Showing the fee processing details for each fee file upload
- 2) Monthly summary: A monthly report generated on the 1<sup>st</sup> day of each month showing **all** manual fee processing conducted via Liberty for the prior month. (Note: An off-cycle version of the report can be generated manually. Contact your Client Service Advocate for assistance.)

Report location in Liberty

- *Documents > Completed Reports > Liberty Manual Fee Requests Report*

The report shows the pertinent fee detail information, such as Account #, Account Name, Processing Date, Status (which is helpful to see if the request was paid or is pending awaiting cash), Login of the user making the request, and Comments.

| Account # | Account Name     | Fee Req Date   | Fee Amount | Fee Type                    | Status                       | Swept Amt | No  | Model Desc           | Login           | Comment                           |
|-----------|------------------|----------------|------------|-----------------------------|------------------------------|-----------|-----|----------------------|-----------------|-----------------------------------|
| 361402    | LENNY OSTENSON   | 01/10/2022     | 13.13      | Assessment                  | Partially Paid, Pending Cash | 1.32      | 1   | DOMESTIC GROWTH      | kgerken         | Fee Assessment for Dec 2021       |
|           |                  |                |            |                             |                              | 7.22      | 25  | DOMESTIC MODEL       | kgerken         | Fee Assessment for Dec 2021       |
|           |                  |                |            |                             |                              | 0.26      | 16  | INTERNATIONAL INCOME | kgerken         | Fee Assessment for Dec 2021       |
|           |                  |                |            |                             |                              | 0.66      | 45  | Auto Cont            | kgerken         | Fee Assessment for Dec 2021       |
|           |                  |                |            |                             |                              | 0.26      | 51  | TEST1                | kgerken         | Fee Assessment for Dec 2021       |
|           |                  |                |            |                             |                              | 0.13      | 52  | TEST2                | kgerken         | Fee Assessment for Dec 2021       |
| 0.00      | 140              | ANOTHER UPDOWN | kgerken    | Fee Assessment for Dec 2021 |                              |           |     |                      |                 |                                   |
| 361402    | LENNY OSTENSON   | 01/10/2022     | 20.00      | Credit                      | Processed                    | 5.00      | 1   | DOMESTIC GROWTH      | kgerken         | t Fee Credit                      |
|           |                  |                |            |                             |                              | 2.00      | 25  | DOMESTIC MODEL       | kgerken         | t Fee Credit                      |
|           |                  |                |            |                             |                              | 11.00     | 16  | INTERNATIONAL INCOME | kgerken         | t Fee Credit                      |
|           |                  |                |            |                             |                              | 0.40      | 45  | Auto Cont            | kgerken         | t Fee Credit                      |
|           |                  |                |            |                             |                              | 1.00      | 51  | TEST1                | kgerken         | t Fee Credit                      |
|           |                  |                |            |                             |                              | 0.40      | 52  | TEST2                | kgerken         | t Fee Credit                      |
| 0.20      | 140              | ANOTHER UPDOWN | kgerken    | t Fee Credit                |                              |           |     |                      |                 |                                   |
| 361402    | LENNY OSTENSON   | 01/10/2022     | 10.00      | Assessment                  | Partially Paid, Pending Cash | 1.00      | 1   | DOMESTIC GROWTH      | kgerken         | Management Fee ADJ                |
|           |                  |                |            |                             |                              | 5.50      | 25  | DOMESTIC MODEL       | kgerken         | Management Fee ADJ                |
|           |                  |                |            |                             |                              | 0.20      | 16  | INTERNATIONAL INCOME | kgerken         | Management Fee ADJ                |
|           |                  |                |            |                             |                              | 0.50      | 45  | Auto Cont            | kgerken         | Management Fee ADJ                |
|           |                  |                |            |                             |                              | 0.20      | 51  | TEST1                | kgerken         | Management Fee ADJ                |
|           |                  |                |            |                             |                              | 0.10      | 52  | TEST2                | kgerken         | Management Fee ADJ                |
| 0.00      | 140              | ANOTHER UPDOWN | kgerken    | Management Fee ADJ          |                              |           |     |                      |                 |                                   |
| 380374    | SAMELLA FEURTADO | 01/05/2022     | 10.00      | Assessment                  | Paid                         | 10.00     | 28  | MODERATE INCOME AND  | lcr1st1-32      | SCOTT LOPEZ Management Fee        |
| 493805    | PAMILA SINKULET  | 01/05/2022     | 120.00     | Assessment                  | Not Paid, Pending Cash       | 0.00      | 37  | DOMESTIC INCOME INVE | lcr1st1-32      | SCOTT LOPEZ Management Fee        |
| 544672    | FREDERIC AUDI    | 01/05/2022     | 120.00     | Assessment                  | Partially Paid, Pending Cash | 0.01      | 26  | MODERATE INCOME AND  | lcr1st1-32      | SCOTT LOPEZ Management Fee        |
| 544672    | FREDERIC AUDI    | 01/05/2022     | 8.00       | Credit                      | Processed                    | 8.00      | 26  | MODERATE INCOME AND  | lcr1st1-32      | SCOTT LOPEZ Management Fee Credit |
| 547381    | LAVERNA FUNAI    | 01/05/2022     | 2.00       | Assessment                  | Not Paid, Pending Cash       | 0.00      | 26  | MODERATE INCOME AND  | lcr1st1-32      | SCOTT LOPEZ Management Fee        |
| 568475    | NILLA HAYANO     | 01/05/2022     | 0.01       | Assessment                  | Paid                         | 0.01      | 1   | DOMESTIC GROWTH      | lcr1st1-32      | SCOTT LOPEZ Management Fee        |
| 597031    | MUOI THYNE       | 01/04/2022     | 16.16      | Assessment                  | Paid                         | 16.16     | 39  | BALANCED GROWTH AND  | kgerken JedIKGE | SCOTT LOPEZ Management Fee        |
| 597031    | MUOI THYNE       | 01/04/2022     | 16.16      | Assessment                  | Paid                         | 16.16     | 39  | BALANCED GROWTH AND  | rvlllker1-q432  | ASSESS 16.16                      |
| 682775    | LIZ HAYDEN       | 01/05/2022     | 10.00      | Credit                      | Processed                    | 10.00     | 0   | DOMESTIC GROWTH FUND | lcr1st1-32      | SCOTT LOPEZ Management Fee Credit |
| 682775    | LIZ HAYDEN       | 01/05/2022     | 200.00     | Assessment                  | Partially Paid, Pending Cash | 20.03     | 0   | DOMESTIC GROWTH FUND | lcr1st1-32      | SCOTT LOPEZ Management Fee        |
| 684094    | Family8 Agg1     | 01/04/2022     | 20.00      | Credit                      | Processed                    | 20.00     | 137 | Free Ride Model      | kgerken JedIKGE | SCOTT LOPEZ Management Fee Credit |
| 684094    | Family8 Agg1     | 01/04/2022     | 15.00      | Assessment                  | Paid                         | 15.00     | 137 | Free Ride Model      | kgerken JedIKGE | SCOTT LOPEZ Management Fee        |