

Important updates from your Client Service team



We continue to monitor the global COVID-19 pandemic in order to effectively serve you and your clients while ensuring the safety of our employees. We wanted to share some important information and updates with you.

We encourage the use of electronic delivery

Instead of handling physical paperwork:

- Securely upload paperwork and forms using Liberty
- Request funds via ACH or wire instead of check
- Promote eDelivery to your clients. Clients can sign up for eDelivery right on Liberty.

If you have questions about how to electronically upload documents or help clients set up eDelivery, or are interested in learning about your account owners that have systematic distributions via check, please contact your Relationship Manager.

Update on operational changes

Most of E*TRADE Advisor Services' operations employees are working from home but we've enabled access so we can operate as close to "business as usual" as possible. However, due to the extraordinary circumstances, we've had to make a few adjustments:

- Transfers may be delayed due to tighter processing windows. Any non-ACAT requests received after 12 p.m. (noon) MT will be processed the next day.
- Overnight mail requests will require an additional day to process due to changes in mail-room coverage. This applies to overnight check requests as well as sending transfer paperwork to contra-firms.
- Incoming mail will take extra time to be processed due to changes in mail room coverage and delays in deliveries. You may see delays in the processing of items sent in overnight or two-day mail. Electronically sending documents will allow us to provide the most timely service.
- Correspondence sent to clients, such as statements and other notifications will continue to be produced and mailed but may take longer to be completed. We encourage clients to retrieve statements on Liberty instead of waiting for the hard copy mailing.

Please contact your Relationship Manager if you have any questions or concerns about paperwork or your account management needs.

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

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