

Client Support

In the event that your investment advisor experiences a significant business interruption, you may contact Pershing Advisor Solutions LLC directly to process limited trade-related transactions, cash disbursements and security transfers. Instructions must be in writing and transmitted via facsimile or postal service as follows:

Pershing Advisor Solutions
P.O. Box 2065
Jersey City, NJ 07303-2065
Fax: (866) 355-5571

Please note that the fax number above is for business interruption-related issues only, and should not be used for any other purposes, such as change of address notices, account transfers and credit verification. Information received on this fax that is unrelated to business interruption issues will not be acted upon.

For additional information about how to request funds and securities when your financial organization cannot be contacted due to a significant business interruption, refer to the information below or dial the following Pershing telephone number (201) 413-3635 for recorded instructions. If you cannot access the instructions from the previously noted number, you may call (213) 624-6100, extension 500, an alternate number for recorded instructions. The specific transactions Pershing will perform for clients of our introducing firms, and the required accompanying information, are as follows:

I. Trades

Pershing will process the following closing security transactions:

- Sale of security position held long in the client's account
- Buy of security to close-out short security position

Pershing will process closing security transactions upon receipt of written instructions that must include the following information:

- Client brokerage account number
- Client name (as registered on the brokerage account)
- Security description, including symbol or CUSIP® number
- Number of shares

Note: All orders will be handled as market orders.

II. Cash Disbursements

Pershing will process cash disbursements upon receipt of signed written instructions that must include the following information:

- Client brokerage account number
- Client name (as registered on the brokerage account)
- Exact amount to be disbursed
- Method of disbursement (as follows), and provide the information indicated:
 - a) Check - Indicate name and address of record check is to be mailed to
 - b) Federal Funds - Indicate receiving bank name, ABA number and receiving bank account number

Note: The receiving bank account name and brokerage account name must be identical unless we have a letter of authorization on file indicating alternate instructions.



III. Securities Transfers

Pershing will process security transfer requests upon written instruction that must include the following information:

- Client brokerage account number
- Client name (as registered on the brokerage account)
- Description of security(ies) to be transferred, including symbol(s) or CUSIP number(s)
- Quantity to be transferred
- Receiving account information for securities, as follows:
 - a) Transfer to another brokerage account at Pershing
 - Provide receiving account number at Pershing (name and address on both accounts must be the same)
 - b) Transfer to another financial organization
 - Name of the receiving financial organization
 - DTC number (if the receiving financial organization is a registered broker-dealer)
 - Name of the receiving financial organization.

Schedule of Maximum Charges

Available [here](#) is the schedule of maximum charges for services provided by Pershing Advisor Solutions LLC. Your investment advisor may have negotiated lower rates on your behalf. Please contact your investment advisor should you have any questions or would like more detail regarding the charges being applied to your account(s).

Terms and Conditions

Please refer to [this copy](#) or contact your advisor for more information.

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