



# Account Services: Required Forms & Procedures

ROXANNE MCCLAM-ACCOUNT SERVICES TEAM LEAD

# About Us

The Account Services Dept is responsible for all account updates on existing accounts. We process National Financial, Pershing, Fidelity IWS, TD, and some Direct Business. Our Dept is also in charge of Incoming Account Transfers for all new and existing accounts.

## MEET THE TEAM:

**Roxanne McClam**- Account Services Team Lead

**Anne Henderson**- Account Services Processor

**Lilian Perez**- Account Services Processor

**Anida Reese**- Account Transfers Processor

# Account Services Overview

- ▶ Account Transfers
- ▶ Change of Ownerships, REIT Transfers, and Redemptions
- ▶ Account Update Request and Required forms
- ▶ Alerts/IFAs

# Account Transfers

- ▶ Required sections of the ACAT Form
- ▶ Additional Required Forms
- ▶ Best practices
- ▶ Common Mistakes

# Pershing ACAT Form

## Account Transfer Form

### STEP 1. RECEIVING FIRM INFORMATION

Receiving Firm/ clearing number <b>0443</b>	Account Number
Primary Account Holder SSN/Tax ID	Secondary Account Holder SSN/Tax ID

ONLY ONE RECEIVING FIRM PER FORM.

Account Type (two-character code)

#### Account Type Codes

NONRETIREMENT			RETIREMENT		
SN Single	CU Custodian	IR Traditional IRA	4K 401k	4B 403b	
JT Joint	ES Estate	RI Roth IRA	SI Simple IRA	7b 457 Plan	
TR Trust	BC Bank Custody	DR Direct Rollover	QP Qualified Plan	Sp s20 Plan	
CT Contract	AG Agency	BI Beneficiary	EI Education Savings Account	HS Health Savings Account	
CO Corporate	OT Other	BR Beneficiary Roth IRA			

### STEP 2. DELIVERING ACCOUNT INFORMATION

Clearing Number	Account Number
Firm Name	
Account Title (as it appears on your statement)	

#### Delivering Firm Contact Information (mandatory when clearing number is not provided)

Contact Name	Telephone Number	
Firm Address (no P.O. box)		
City	State	Zip/Postal Code

A COMPLETE COPY OF YOUR MOST RECENT BROKERAGE ACCOUNT STATEMENT IS NECESSARY TO PROCESS THIS FORM. NON-U.S. POSITIONS BEING TRANSFERRED INTO YOUR ACCOUNT WILL BE HELD IN U.S. DOLLARS UNLESS YOUR FINANCIAL FIRM INSTRUCTS PERSHING TO HOLD THE NON-U.S. POSITIONS IN THEIR ORIGINAL CURRENCY.

## Account Transfer Form

Account Number

### STEP 3. TRANSFER TYPE

Choose only one.

#### Account Transfer

- Full (check one below)
- Transfer all assets in kind (skip to Step 7).
  - Liquidate all assets listed in Step 4 (liquidations are not for brokerage accounts).
  - Transfer all assets in kind except for the assets listed in Step 4, which require liquidation.
- Partial (complete Step 4)

#### DRS/DRIP

- Full (check one below)
- Sell fractions and close account.
  - Transfer all full shares only.
- Partial (list assets in Step 4)

#### Direct Mutual Fund

- Transfer mutual funds from the account held directly at the fund company (see list in Step 4 for exact instructions).

#### Bank Retirement Plan Accounts (select only one)

- Liquidate immediately and transfer cash. I am aware of and acknowledge any penalty I will incur from an early withdrawal.
- Liquidate at maturity and transfer cash. Specify maturity date \_\_\_\_\_ (submit two to three weeks before maturity date).

FOR TRANSFER AGENTS, ELECTRONICALLY SEND POSITIONS OR ISSUE A CERTIFICATE FOR WHOLE SHARES AND REDEEM FRACTIONAL SHARES.

ONLY ONE FUND FAMILY PER FORM.

LIQUIDATIONS INVOLVING BANK CDs, CHECKING ACCOUNTS, OR SAVINGS ACCOUNTS CAN ONLY BE PROCESSED FROM RETIREMENT ACCOUNTS.

### STEP 4. PARTIAL TRANSFERS, DIRECT MUTUAL FUNDS, AND LIQUIDATIONS

If there are more than eight assets, attach a signed list to this form.

QUANTITY	ASSET DESCRIPTION	CUSIP/SYMBOL	FUND ACCOUNT NUMBER	TRANSFER INSTRUCTIONS <sup>1</sup>	DIVIDEND OPTIONS <sup>1</sup>	CAPITAL GAIN OPTION <sup>1</sup>	ESTIMATED \$ VALUE
				<input type="checkbox"/> Transfer in Kind <input type="checkbox"/> Liquidate	<input type="checkbox"/> Cash <input type="checkbox"/> Reinvest	<input type="checkbox"/> Cash <input type="checkbox"/> Reinvest	
				<input type="checkbox"/> Transfer in Kind <input type="checkbox"/> Liquidate	<input type="checkbox"/> Cash <input type="checkbox"/> Reinvest	<input type="checkbox"/> Cash <input type="checkbox"/> Reinvest	
				<input type="checkbox"/> Transfer in Kind <input type="checkbox"/> Liquidate	<input type="checkbox"/> Cash <input type="checkbox"/> Reinvest	<input type="checkbox"/> Cash <input type="checkbox"/> Reinvest	
				<input type="checkbox"/> Transfer in Kind <input type="checkbox"/> Liquidate	<input type="checkbox"/> Cash <input type="checkbox"/> Reinvest	<input type="checkbox"/> Cash <input type="checkbox"/> Reinvest	
				<input type="checkbox"/> Transfer in Kind <input type="checkbox"/> Liquidate	<input type="checkbox"/> Cash <input type="checkbox"/> Reinvest	<input type="checkbox"/> Cash <input type="checkbox"/> Reinvest	
				<input type="checkbox"/> Transfer in Kind <input type="checkbox"/> Liquidate	<input type="checkbox"/> Cash <input type="checkbox"/> Reinvest	<input type="checkbox"/> Cash <input type="checkbox"/> Reinvest	
				<input type="checkbox"/> Transfer in Kind <input type="checkbox"/> Liquidate	<input type="checkbox"/> Cash <input type="checkbox"/> Reinvest	<input type="checkbox"/> Cash <input type="checkbox"/> Reinvest	
				<input type="checkbox"/> Transfer in Kind <input type="checkbox"/> Liquidate	<input type="checkbox"/> Cash <input type="checkbox"/> Reinvest	<input type="checkbox"/> Cash <input type="checkbox"/> Reinvest	

<sup>1</sup> 1) PSP Holdings Inc. is the restricted transfer agent.

# NFS/IWS ACAT FORM

## Transfer of Assets

Use this form to authorize the transfer of assets, currently at another firm, to your brokerage account held at National Financial Services LLC ("NFS"). Refer to the instructions page at the end of this form for more information.

### 1. Receiving Account Information

Transaction ID: \_\_\_\_\_  
 Clearing through National Financial Services LLC ("NFS"); Clearing # 0026

Account Number: \_\_\_\_\_  
 Account Owner/Trust/Entity Name: \_\_\_\_\_  
 Social Security Number/ taxpayer ID Number: \_\_\_\_\_  
 Additional Account Owner/Trust/Entity Name: \_\_\_\_\_  
 Social Security Number/ taxpayer ID Number: \_\_\_\_\_

#### Receiving Account Type *Check one*

**Nonretirement Accounts**

Individual  
 Joint  
 Trust  
 Corp/Business  
 UGMA/UTMA  
 Estate  
 Other \_\_\_\_\_

**Retirement Accounts**

Traditional, SEP, or Rollover IRA  
 Roth IRA  
 SIMPLE IRA  
 Beneficiary IRA  
 Roth Beneficiary IRA  
 Qualified Plan\*

### 2. Account Being Transferred

Account Number: \_\_\_\_\_  
 Account Owner/Trust/Entity Name: \_\_\_\_\_  
 Delivering Firm Name: \_\_\_\_\_  
 Address: \_\_\_\_\_ City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Delivering Firm Phone: \_\_\_\_\_

#### Delivering Account Type *Check one*

**Nonretirement Accounts**

Individual  
 Joint  
 Trust  
 Corp/Business  
 UGMA/UTMA  
 Estate  
 Other \_\_\_\_\_

**Retirement Accounts**

Traditional, SEP, or Rollover IRA  
 Roth IRA  
 SIMPLE IRA  
 Beneficiary IRA  
 Roth Beneficiary IRA  
 Qualified Plan\*

### 3. Transfer Instructions *Complete A, B, C, D, or E*

If you do not instruct us otherwise, we will default to transfer in kind all eligible positions in the account. Money market mutual funds may be liquidated. National Financial Services LLC is NOT responsible for market fluctuations on requests with written liquidation instructions. Complete a separate Additional Assets Schedule if you need to list more securities.

All or some of the assets are Alternative Investments and a completed Alternative Investment Addendum and Custody Agreement is on file. Note: Some alternative investments may be restricted to certain account registrations.

#### A. Brokerage or Trust Company Transfer

Brokerage account transfers are in kind; liquidate assets at current firm prior to submitting this form if you wish to have assets transferred in cash. For Annuities, complete Section 3.D.

1. Transfer the entire account, in kind. (Skip to Section 4.)

2. Transfer only part of my account in kind, as detailed below:

Security Name or Symbol: \_\_\_\_\_ # of Shares or "All"  
 Security Name or Symbol: \_\_\_\_\_ # of Shares or "All"  
 Security Name or Symbol: \_\_\_\_\_ # of Shares or "All"

#### B. Mutual Fund Company Transfer

Fund Name/Symbol and Account Number: \_\_\_\_\_ # of Shares or "All"  
 In Kind  Liquidate

Fund Name/Symbol and Account Number: \_\_\_\_\_ # of Shares or "All"  
 In Kind  Liquidate

Fund Name/Symbol and Account Number: \_\_\_\_\_ # of Shares or "All"  
 In Kind  Liquidate

#### C. Bank or Credit Union Transfer *Do NOT use this form to transfer a nonretirement bank checking account.*

1. Transfer cash only. All cash will be transferred unless you indicate a different amount to transfer here.

Cash Transfer Amount: \$ \_\_\_\_\_

2. Liquidate CD immediately and send cash. You may be charged a penalty for early withdrawal.

3. Liquidate CD at maturity and send cash.

CD Maturity Date (MM/DD/YYYY): \_\_\_\_\_ The request must be submitted at least 21 days before maturity, and no more than 60 days before maturity.

### 3. Transfer Instructions *continued*

#### D. Annuity Transfer

All annuities must be surrendered (cash in), which could mean tax implications, penalties, fees, and loss of product features.

1. Full Annuity Surrender: Transfer the entire amount in cash immediately.

2. Penalty-Free Surrender: Transfer ONLY the penalty-free portion. If the penalty-free portion is the full balance, transfer the full balance.

3. Partial Annuity Surrender: Transfer the following cash amount:

Cash Amount: \$ \_\_\_\_\_

#### E. Transfer Agent Transfer

Security Symbol or Name: \_\_\_\_\_

1. Transfer all whole shares and sell fractions.  
 2. Transfer all whole shares only.  
 3. Transfer all whole shares, sell fractions, and close account.  
 4. Partial transfer of the following number of eligible whole shares:

Number of Shares: \_\_\_\_\_

### 4. Signatures and Dates *All owners of both accounts must sign this form.*

By signing below you instruct NFS and the Delivering Firm to act on all instructions given on this form and you acknowledge and agree that:

- The Delivering Firm ("Delivering Firm") will transfer the assets in your account in accordance with your transfer instructions above, to National Financial Services LLC ("NFS") and, if it is a Premier Select IRA or Premier Select Retirement Plan account, to Fidelity Management Trust Company ("FMTCo") as successor Custodian/Trustee.
- You authorize the Delivering Firm to contact you about any assets that cannot be transferred.
- You authorize the Delivering Firm to deduct from your account any fees that you owe, and, if necessary, to sell assets in your account to pay those fees.
- You instruct the Delivering Firm to transfer any physical certificate in good deliverable form, including any necessary tax returns.
- You authorize the Delivering Firm to cancel any open orders on your account when it receives this form.
- You have destroyed or returned any credit/debit cards and unvoided checks associated with your account at the Delivering Firm, if doing that.
- You authorize the Delivering Firm to sell any non-transferable money fund shares, and any shares of other mutual funds that you have requested be sold, and transfer the proceeds as cash.
- If you are 70½ or older, this transfer will not violate IRS rules on required minimum distributions.
- If you are transferring a Roth IRA, it is your responsibility to track the Five-Year Aging Date.
- If you are requesting to transfer a Traditional IRA or rollover IRA that may differ from the receiving IRA you maintain at NFS, you hereby authorize NFS to complete your IRA assets and you acknowledge this could limit your options for reworking your rollover IRA assets in an employer-sponsored plan in the future.
- If you are transferring to a Beneficiary Distribution Account ("BDA"), you accept full responsibility for complying with all inherited IRA transfer requirements.
- If you are transferring a SIMPLE IRA, you accept that contributions are first deposited to your Premier Select SIMPLE IRA by your employer, unless you provide a Date of First Participation.

If you are transferring an account with different ownership or registration than your NFS Account, all owners of both accounts must sign below.

Next Account Owner Name - First, MI, Last: \_\_\_\_\_ MEDALLION SIGNATURE GUARANTEE

Account Owner Signature: \_\_\_\_\_ Date MM-DD-YYYY: \_\_\_\_\_  
 SIGN

Next Account Owner Name - First, MI, Last: \_\_\_\_\_ MEDALLION SIGNATURE GUARANTEE

Account Owner Signature: \_\_\_\_\_ Date MM-DD-YYYY: \_\_\_\_\_  
 SIGN

Next Account Owner Name - First, MI, Last: \_\_\_\_\_ MEDALLION SIGNATURE GUARANTEE

Account Owner Signature: \_\_\_\_\_ Date MM-DD-YYYY: \_\_\_\_\_  
 SIGN

For Custodian/Trustee Use Only: Letter of Acceptance  Fidelity Management Trust Company (FMTCo) or  Other \_\_\_\_\_

I accept appointment as successor custodian/trustee for the retirement account referenced herein. Transfer the account as instructed on this form, on a trustee-to-trustee basis, to the appropriate successor custodian/trustee, c/o National Financial Services LLC (NFS). NFS is an agent for FMTCo.

Successor Custodian/Trustee Representative: \_\_\_\_\_ Signature: \_\_\_\_\_ Date MM-DD-YYYY: \_\_\_\_\_

# Change of Ownership & Alternative Investments

- ▶ Form Requirements
- ▶ How to Avoid NIGO's
- ▶ Best Practices

# Change of Ownership & Direct Business

## CHANGE OF OWNERSHIP FORM



PLEASE USE THIS FORM ONLY TO CHANGE OWNERSHIP ON ACCOUNTS HELD DIRECTLY AT THE SPONSOR COMPANY.  
This form does not replace paperwork required by the sponsor.

Please check the appropriate box:

- Mutual Fund/UIT    Variable Annuity    Variable Life Insurance    Alternative Investment  
 529 Plan    EA    IRA TAMP  
 A Client/Entity Profile Form is attached.    A Client/Entity Profile Form is on file and is current.

### 1. CURRENT ACCOUNT INFORMATION

Registration Type:  Individual    JT WRDS    Estate    Trust    Other \_\_\_\_\_

Company Name \_\_\_\_\_ Acct. Number \_\_\_\_\_

Acct. Registration Name \_\_\_\_\_

Primary SSN/TIN \_\_\_\_\_ Secondary SSN/TIN \_\_\_\_\_

### 2. REASON FOR TRANSFER

Select only one of the two options listed below.

- Re-registration (change of ownership, divorce/separation, transfer to a trust, etc.)
- OR
- Death (Inheritance) Date of Death (required) \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ mm/dd/yyyy

### 3. RECIPIENT ACCOUNT INFORMATION

Registration Type:  Individual    JT WRDS    Estate    Trust    Other \_\_\_\_\_

Note: If the recipient is an estate, the estate's TIN must be provided below.

Company Name \_\_\_\_\_ Acct. Number \_\_\_\_\_

Acct. Registration Name \_\_\_\_\_

Primary SSN/TIN \_\_\_\_\_ Secondary SSN/TIN \_\_\_\_\_

## CHANGE OF OWNERSHIP FORM



### 4. FINANCIAL AND INVESTMENT INFORMATION

Please complete the recipient's financial and investment information.

#### 4A. ACCOUNT INVESTMENT OBJECTIVE

I plan to use this account for the following reasons. Only indicate ONE primary (1) and ONE secondary (2) objective (e.g. Income (1), Capital Appreciation (2)).

Preservation of Capital<sup>1</sup> \_\_\_\_\_ Income<sup>2</sup> \_\_\_\_\_ Capital Appreciation<sup>3</sup> \_\_\_\_\_ Trading Profits<sup>4</sup> \_\_\_\_\_ Speculation<sup>5</sup> \_\_\_\_\_

1. Preservation of Capital: seeks to maintain principal; interested in investments with very low historical risk of loss of principal.
2. Income: seeks to generate income from investments; interested in investments with very low historical risk of loss of principal.
3. Capital Appreciation: seeks to grow principal value over time; willing to invest in securities with moderate to above average historical risk of loss of principal.
4. Trading Profits: seeks to take advantage of short-term trading opportunities (a high risk strategy).
5. Speculation: seeks a significant increase in principal; willing to accept a corresponding greater degree of risk by investing in securities with high historical risk of loss of principal.

#### 4B. ACCOUNT INVESTMENT RISK TOLERANCE

Please indicate one degree of risk you and all account holders (if applicable) are willing to take with the assets in this account:

- Conservative: I want to preserve my initial principal in this account, with minimal risk, even if that means this account does not generate significant income or returns and may not keep pace with inflation.
- Moderate: I am willing to accept some risk to my initial principal and tolerate some volatility to seek higher returns, and understand I could lose a portion of the money invested.
- Aggressive: I am willing to accept high risk to my initial principal, including high volatility to seek high returns over time, and understand I could lose a substantial amount of the money invested.
- Significant Risk: I am willing to accept maximum risk to my initial principal to aggressively seek maximum returns, and understand I could lose most, or all, of the money invested.

#### 4C. ACCOUNT INVESTMENT TIME HORIZON

The time horizon you plan to invest in this account:

- Short (0-5 Years)    Intermediate (6-10 Years)    Long (More than 10 Years)



# Alternative Investments

- ▶ REIT Transfers
- ▶ REIT Redemptions
- ▶ Additional Required Forms
- ▶ Best Practices

# NFS/IWS Alternative Investment Request: LOI

Account Number

## Alternative Investment

### Request for Transaction Letter of Instruction (LOI)

Use this form to request all types of Alternative Investment transactions except capital call requests. DO NOT complete this form to request a purchase in a Prerline Select® Retirement Plan Account. Type or achieve or fill in using CAPITAL letters and black ink. If you need more room for information or signatures, use a copy of the relevant page.

#### Helpful to Know

Be advised that National Financial Services LLC ("NFS") is submitting the alternative investment purchase or redemption on your behalf. In the event NFS is unable to confirm the transaction with the issuer, NFS may take action with respect to your account including removal of the alternative investment position from your account. Further, NFS shall present a redemption request to the issuer on your behalf but NFS is not responsible in the event the issuer does not remit the proceeds to NFS.

- A signed Fund Subscription Agreement must accompany this request, if applicable.
- You must sign this form and return it to your investment representative.
- The Alternative Investments Addendum and Custody Agreement ("Addendum") must be completed prior to the initiation of an alternative investment transaction and the account must be funded or have cash available for purchase in the account before an alternative investment transaction will be processed.

## Transaction Information

Account Name/

Complete the information for purchases or sales. If this request involves an exchange, complete both Purchase and Sell/Redemption information sections.

**Purchase Information**

Asset Name	Number of Shares/Units
Plan Code	LTSP
Price	Amount
\$	\$

**Sell/Redemption Information**

Asset Name	Number of Shares/Units
Plan Code	LTSP
Price	Amount
\$	\$

## Signatures and Dates Form cannot be processed without signatures and dates.

- By signing below, you:
- Authorize your Broker/Dealer and National Financial Services LLC ("NFS"), as agent for Fidelity Management Trust Company ("FMT"), if applicable, to submit the transaction as instructed on this form to the issuer and to take such other actions as may be necessary to complete such transaction, including delivery and receipt of funds to or from your account and the issuer as may be required.
  - Represent that, before submitting this request to NFS, you have received and reviewed the terms of the private placement memorandum, term sheet or other disclosure documents and agreements affecting or pertaining to the Alternative Investments.
  - Acknowledge that you have responsibility for the investment and take full responsibility for determining the appropriateness and suitability of the Alternative Investments.
  - Indemnify and hold harmless your Broker/Dealer, NFS, FMT, their officers, directors, employees, agents, affiliates, shareholders, successors, assigns and representatives from any claims or losses that may occur as a result of this transaction.
  - Understand that this request and any resulting transactions are subject to the terms and conditions of the Addendum.

continued on next page

# Client Liquidation Form



## CLIENT LIQUIDATION FORM

THIS FORM IS TO BE USED ONLY WHEN A VARIABLE INSURANCE PRODUCT, MUTUAL FUND, ALTERNATIVE INVESTMENT OR EIA IN A DIRECT BUSINESS ACCOUNT IS SURRENDERED OR LIQUIDATED ON A SOLICITED BASIS AND THE FUNDS ARE NOT REINVESTED INTO A SECURITIES PRODUCT.

Account Registration Name \_\_\_\_\_, Acct. Number \_\_\_\_\_  
 Example: Jane Smith Trust, Jane Smith IRA, Jane and John Smith 100-11111111  
 Primary SSN/TIN# \_\_\_\_\_, Secondary SSN/TIN# \_\_\_\_\_  
 \*For Entity Registration, please only provide SSN/TIN for the entity.  
 A Client/Entity Profile Form is attached.  A Client/Entity Profile Form is on file and is current.

### 1. LIQUIDATION INFORMATION

My Client is Liquidating:  Variable Insurance Product  Mutual Fund/UIT  Alternative Investment\*  EIA

#### 1A. PRODUCT INFORMATION

Surrender Amount	Sponsor and Security Name	Original Investment	Original Purchase Date	CDSC and/or Penalties
1. _____	_____	\$ _____	_____	\$ _____
2. _____	_____	\$ _____	_____	\$ _____

#### 1B. REASON FOR LIQUIDATION

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

#### 1C. WHERE ARE THE LIQUIDATED FUNDS BEING PLACED?

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

#### 1D. HAS YOUR CLIENT BEEN MADE AWARE OF ANY CDSC FEE(S), SURRENDER CHARGE, LOSS OF PRODUCT FEATURES AND/OR LOSS OF REDEMPTION VALUE?

Yes  No If no, please explain below.  
 \_\_\_\_\_  
 \_\_\_\_\_

\*Alternative Investments Include REITs, RDCs, DPPs, LPs, Managed Futures and any other investment with limitations on liquidity.



# Change of Address Requirements & Procedures

- ▶ Change of Address Procedures
- ▶ Form Requirements
- ▶ Best Practices

**CHANGE OF ADDRESS AND PHONE NUMBER FORM**

Member FINRA SIPC  
**KOVACK SECURITIES**  
**KOVACK ADVISORS**  
A SECURITIES INVESTMENT ADVISOR

**1. ACCOUNT(S) TO UPDATE**

NFS  Pershing  Direct Business  IWS  TD Ameritrade

Primary Client Name \_\_\_\_\_ Primary SSN/TIN\* \_\_\_\_\_  
Secondary Client Name \_\_\_\_\_ Secondary SSN/TIN\* \_\_\_\_\_  
Company Name \_\_\_\_\_ Account Number \_\_\_\_\_  
Company Name \_\_\_\_\_ Account Number \_\_\_\_\_  
Company Name \_\_\_\_\_ Account Number \_\_\_\_\_  
Company Name \_\_\_\_\_ Account Number \_\_\_\_\_


**2. NEW ADDRESS AND PHONE NUMBER INFORMATION**

Legal Address Change  Mailing Address Change  Both

Legal Address (No P.O. Box) \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Country \_\_\_\_\_  
Mailing Address (if different from above) \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Country \_\_\_\_\_  
Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_  
Mobile Phone \_\_\_\_\_ Email \_\_\_\_\_

**3. PREVIOUS ADDRESS AND PHONE NUMBER INFORMATION**

Legal Address (No P.O. Box) \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Country \_\_\_\_\_  
Mailing Address (if different from above) \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Country \_\_\_\_\_  
Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_  
Mobile Phone \_\_\_\_\_ Email \_\_\_\_\_

As of 11/01/15  \*CAPN\* [ 1 of 2 ]

# Financial Investment, Client and Entity Profile Update Forms

## ➤ Financial and Investment Information Update Form

- Account Investment Objectives
- Account Investment Risk Tolerance
- Account Time Horizon

## ➤ Client Profile Update Form

- Client Information
- Financial Information
- Changes to employment, Driver License information and Adding a Trusted Contact

## ➤ Entity Profile Update Form

- Entity Information
- Entity Financial Information
- Authorized Person Information

# Other Account Update Examples

## Entity Account Updates:

### ➤ Trustee Update Due to Death/TTEE Resignation

- Trustee Certification Form
- Entity Profile Update Form
- Copy of the Full Trust
- Death Certificate/Resignation Letter
- W9 (if tax ID/SSN is changing)

### ➤ Authorized Person/Officer(s) Update

- Entity Profile Update Form
- Corporate/Non-Corporate Resolution
- Copy of the Legal Corporate/Plan Documents

### ➤ REG BI Forms

- Form CRS (Trust Accounts Only)
- Risk Profile Questionnaire
- REG BI Brokerage Account Disclosure

# Continued Update Examples

- **Name Change Request**
  - Client Profile Update Form
  - LOI (include instructions of name change request)
  - Copy of Marriage Cert/Divorce Degree
  - Copy of DL
  
- **Adding POA**
  - Client Profile Update Form
  - Copy of Legal POA
  - Clearing Firm POA Form
  - Form CRS only
  
- **Beneficiary Changes**
  - Clearing Firms IRA Change of Beneficiary Form
  - Transfer of Death Individual/Joint Form
  
- **Margin and Option Agreements**
  - Form CRS
  - Recommendation Form
  - Risk Profile Questionnaire
  - REG BI Brokerage Account Disclosure

# Processing Steps

- ▶ Step 1 – We receive request via email, fax, or already uploaded items in Docupace
- ▶ Step 2 – Review of Documents including completion of forms, adding of supportive documentation as needed, signature and date verifications
- ▶ Step 3 – Send for Principal Review and Approval
- ▶ Step 4 – Once approved processing of request begins
- ▶ Step 5 – Submit Request to appropriate Clearing Firm or Sponsor Company
- ▶ Step 6 – Submit to Pending Folder and Allow processing time
- ▶ Final Step – Follow-up, note work item, and complete from work flow accordingly



# Clearing Firm Alerts & Items for Attention

**NFS/IWS** – Notification Alerts

**Pershing** - Items for Attention

Questions?

**Phone:** 954-358-2836

**Account Services Email:**

[accountservices@kovacksecurities.com](mailto:accountservices@kovacksecurities.com)

**Account Transfers Email:**

[accounttransfers@kovacksecurities.com](mailto:accounttransfers@kovacksecurities.com)