

March 19, 2020

Executing Our Business Continuity Plan: Process Changes

To ensure we continue to serve you well, we are implementing cross-regional business continuity plans and will be providing processing and support from employees located in our other facilities or from remote locations. As a result, we are making a few changes to processes and associated timelines for **check deposits and disbursements, physical securities processing, and other mail delivery**.

Note: While firms in our industry continue to request that employees work from home, it's important that we work together to reduce the amount of mail being sent to our locations. Please consider using alternatives to physical mail (e.g., try not to mail in checks or certificates) and utilize electronic methods wherever possible.

Check Deposits

The best ways to deposit checks quickly and efficiently is to leverage mobile check deposit (now available to all clients), direct deposit and automated clearing house (ACH) in lieu of physical checks.

We will be unable to accommodate requests to deposit non-USD checks. Please send your payment in via wire transfer.

However, if you need to mail physical checks to us for deposit, please route them as follows:

Retail Deposit Lockbox (Non-Retirement Accounts)

Via U.S. Mail

Client checks can be sent via regular U.S. mail for deposit into a retail brokerage account. Checks should be sent to:

Pershing LLC
PO Box 382121
Pittsburgh, Pennsylvania 15250-8121

Via Overnight Mail

Client checks via overnight mail should be addressed to:

Pershing LLC
Attn: 382121
500 Ross Street 154-0455
Pittsburgh, Pennsylvania 15262-0001

Please remember to include the Pershing account number on the face of each check.

Rollover and Transfer Lockboxes (Retirement Accounts)

Mail retirement account rollover deposits to the following lockbox location:

Pershing LLC - Rollover Processing
P.O. Box 382084
Pittsburgh, Pennsylvania 15250-8084

Mail retirement account transfer deposits to the following lockbox location:

Pershing LLC - Transfer Processing
P.O. Box 382091
Pittsburgh, Pennsylvania 15250-8091

Note: Overnight mail can be sent using the 500 Ross Street address above and include the appropriate Box number in the attention line.

Check Deposits (continued)

Please remember to include the Pershing account number and contribution type on the face of each check.

Retirement Account Contributions

Mail retirement account contribution deposits to the following location:

Pershing LLC
400 South Hope Street, Suite 500
Los Angeles, CA 90071

Check Disbursements

We are sensitive that your clients want quick and easy access to their funds. That said, we encourage you to request funds by either federal funds wire or ACH in lieu of receiving physical checks. Please consider these options, especially during these times when mail delays are possible.

However, if clients need or prefer to receive a physical check disbursement, please note that if you'd like us to mail the check the same day, our new cut-off time for overnight delivery and regular mail checks is now 1 p.m. (ET), so please plan for this change in timing.

Also, to aid in the efficiency of the printing process, please refrain from using third-party delivery envelopes unless necessary to conceal sensitive information or for facilitating sending multiple checks to the same delivery address. Instead, the payee name/address section can be used to include third-party delivery address/information. Please also note that check certification, non-USD check issuance and hand delivery will not be supported at this time.

Alternative to Mailing Physical Certificates

To avoid potential mailing delays and closures, certificates should be deposited directly with the transfer agent and then transferred via the Direct Registration System (DRS). Please note that DRS fees may apply, which are typically less than deposit fees. If you send them directly to Pershing, we are able to process them; however, they could be subject to delayed processing.

Physical Securities Processing

Please note that physical securities that are not eligible for settlement at a depository may be subject to delayed settlement and delivery. We will do our best to process these requests in a timely fashion.

Other Mail

For other mail delivery, including courier mail, please use the following address:

Pershing LLC
300 Colonial Center Parkway Suite 400
Lake Mary, Florida 32746

Lastly, we have experience supporting our clients during times like these, and we appreciate your understanding as we work to deliver you continuous service.

We will provide you with additional updates as our business continuity plans evolve.
