



A comprehensive, step-by-step overview of what you can expect when transitioning to Triad Advisors

# Transition Guide

Triad Advisors, Inc.

Welcome to Triad Advisors! All of us are committed to making your decision to join us a great one.

Now that you have decided to join us, we know your first concern is moving over your clients' accounts as quickly and smoothly as possible. Guiding you efficiently through your transition period is as important to us as it is to you. At Triad, our specialists are determined to make your transition transparent to your clients, eliminate downtime, and ensure that you and your staff become intimately familiar and comfortable with our personnel, procedures, and resources. Every step of the way, a member of our team will be there to direct you to the key individuals within our firm, follow up on any outstanding items, and guide you in completing the various forms required to transition your business.

We work with you to develop a customized timeline and transition plan that will best suit you and your practice. We assist you with the initial onboarding and license and registration paperwork, including the U4. We walk you through each step in setting up your branch from business cards and letterhead to websites, email, and technology integration. We ensure that you are comfortable with Triad's forms, policies, and procedures by providing interactive training, reference materials, and paperwork samples to use on your terms. We provide access to LaserApp and other export/import tools to cut down on the labor-intensive data entry requirements that any transition requires. Finally, we work with you after your transition for additional training and support and assist you as needed until your business is moved over in full.

After your transition period is complete, your license and registrations are transferred over completely. Our expectation is that you will understand:

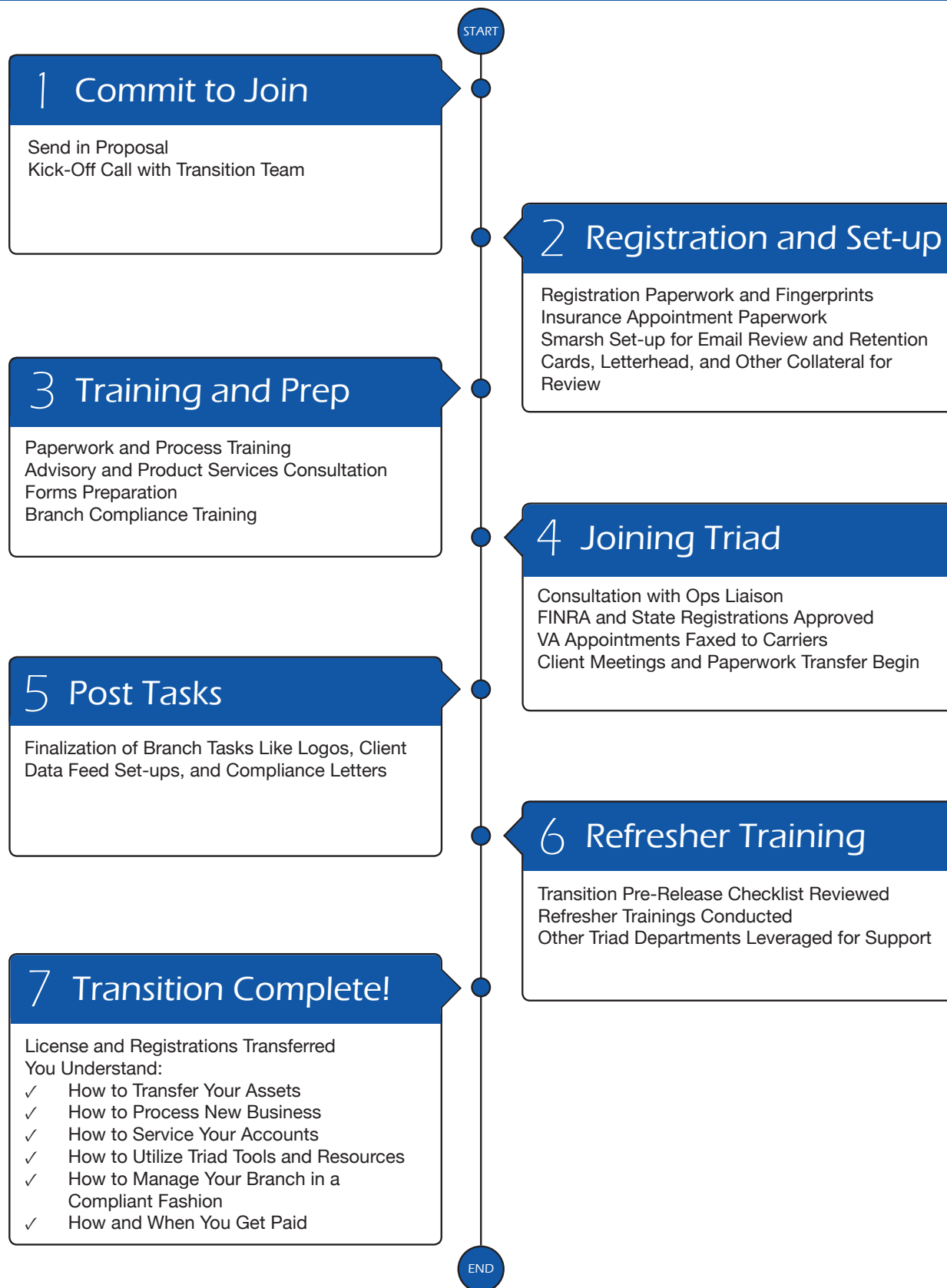
- ✓ How to transfer your assets
- ✓ How to process new business
- ✓ How to service your accounts
- ✓ How to utilize Triad tools and resources
- ✓ How to manage your branch in a compliant fashion
- ✓ How and when you get paid

We take pride and strive to provide superior communication and service throughout the process and are committed to making this the best experience possible. We look forward to working with you and your business.

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# 1 TRANSITION TIMELINE

# 2 TRANSITION CHECKLIST



## REGISTRATION

- Conduct transition kickoff call – determine OSJ/RIA structure, account mix, number of accounts, all staff and their role, and frequency for future calls
- Complete registration paperwork for all staff
- Complete fingerprints
- Complete carrier paperwork for VA/VUL business

## BRANCH SET-UP

- Establish or amend DBA if applicable
- Submit business cards, letterhead, and other business collateral with correct disclosures to Advertising for approval
- Establish email addresses under Smarsh for surveillance and retention
- Conduct review with Technology team on hardware and software tools and applications for compatibility and efficiency
- Gather branch and rep numbers from Transition
- Provide Form ADV for Compliance review if your own RIA or amend your ADV if under Triad's Corporate RIA

## DOCUMENT PREPARATION AND TRAINING

- Establish access to LaserApp or if already a user, download forms and form groups to populate client paperwork
- Conduct WebEx training on NFS brokerage business work flow, forms, and Upload Central with Transition coordinator
- Conduct WebEx training on direct business work flow, paperwork, and establishing accounts on Investalink (iLink) with Transition coordinator
- Attain access to the iLink test system to assist with navigation, leverage reference materials, and access sample completed brokerage and direct business account paperwork to assist with paperwork preparation
- Consult with Advisory Services team for review of IA practice, if applicable, for discovery, platform options, and training
- Consult with Product team on alternative investments, Ash for fixed insurance, and any other product availability and training need
- Conduct Compliance/OSJ branch training

## TRANSITION DAY

- Submit resignation letter to current firm and fax or email a copy to the Transition team
- Await communication from Triad Licensing or Transition team to advise that FINRA and applicable state registrations are completed and business can be submitted
- Await Licensing team to fax appointment paperwork to the carriers
- Send out paperwork to clients for signature and transfer

# 3 NEW ADVISOR AND BRANCH SET-UP

## POST TRANSITION

- Validate access to iLink and single sign-on to tools like Streetscape and Albridge, as applicable
- Establish contact with Brokerage Services coordinator to discuss brokerage uploads, ACAT status, and the submission and tracking of client paperwork
- Amend BD affiliation on DST Vision for direct business
- Submit logo to Transition to add to NFS brokerage statements, if applicable
- Determine need for a signature guarantee stamp for the branch and, if desired, coordinate with Transition to get one issued
- Complete forms as needed to establish fee flow through Triad and surveillance through Albridge if an outside RIA with assets held at a custodian (Schwab, Fidelity, TD)
- Coordinate with Transition and Compliance to submit 407/3050 letters to related third parties, if applicable
- Determine need for third-party data feeds from NFS (e.g. performance reporting tool) and coordinate with Transition and Technology to establish
- Upload direct account client data to iLink for shell account creation (if needed)

## 3-1 REGISTRATION KITS

### NON-REGISTERED SUPPORT AND ADMIN STAFF

- Online Profile
- Emergency Contact Form
- Authorization for Release of Information
- Fingerprints

### REGISTERED SUPPORT AND ADMIN STAFF (Non-Producing)

- Online Profile
- Emergency Contact Form
- Authorization for Release of Information
- Fingerprints
- U4\*
- Washington State Elder Abuse Training and Massachusetts Written Information Security Plan (if applicable)
- New Advisor Compliance Introduction (NACI)
  - List of Discretionary Accounts
  - List of Outside Accounts
  - Triad Written Supervisory Procedure Acknowledgment
  - Insider Trading Attestation
  - Equity Indexed Annuity Attestation
  - Outside Business Activity (must match U4)
- Registered Admin Agreement

### PRODUCING ADVISOR (Commission and Fee Business)

- Online Profile
- Emergency Contact Form
- Authorization for Release of Information
- Fingerprints
- U4\*
- Washington State Elder Abuse Training and Massachusetts Written Information Security Plan (if applicable)
- New Advisor Compliance Introduction (NACI)
- List of Discretionary Accounts
  - List of Outside Accounts
  - Triad Written Supervisory Procedure Acknowledgment
  - Insider Trading Attestation
  - Equity Indexed Annuity Attestation
  - Outside Business Activity (must match U4)
- W9

- Direct Deposit Form with a Voided Check
- Copy of Proposal Signed by Recruiting
- Registered Representative Agreement
- Copy of Transition Capital and/or Forgivable Loan Document\*
- Additional Documents Dependent on Branch Structure
  - If the Branch will be the OSJ
    - » OSJ Agreement
    - » NACI OSJ Attestation
  - If an IAR Under Triad's Corporate RIA
    - » IAR Agreement
  - If the Branch is the RIA
    - » RIA Agreement (1 for the branch)

**PRODUCING ADVISOR (Fee Only Under Triad's Corporate RIA)**

- Online Profile
- Emergency Contact Form
- Authorization for Release of Information
- Fingerprints
- U4\*
- Washington State Elder Abuse Training and Massachusetts Written Information Security Plan (if applicable)
- New Advisor Compliance Introduction (NACI)
  - List of Discretionary Accounts
  - List of Outside Accounts
  - Triad Written Supervisory Procedure Acknowledgment
  - Insider Trading Attestation
  - Equity Indexed Annuity Attestation
  - Outside Business Activity (Must Match U4)
- W9
- Direct Deposit Form with a Voided Check
- Copy of Proposal Signed by Recruiting
- Investment Advisor Representative Agreement
- Copy of Transition Capital and/or Forgivable Loan Document\*  
(Advisor has E&O Coverage under Triad)

**PRODUCING ADVISOR (Fee Only Under the Branch's RIA)**

- Online Profile
- Emergency Contact Form
- Authorization for Release of Information
- Fingerprints  
(Advisor does not have E&O Coverage under Triad)

\* Original signature pages required to file registration

### 3-2 SAMPLE BUSINESS CARD/STATIONARY

#### SAMPLE BUSINESS CARD

|  |            |
|--|------------|
| Your Company Logo/Company Name   |            |
| Address  | Your Name  |
|  | Your Title |
| Phone  |            |
| Fax  |            |
| Email  |            |
| Website  |            |
| <p>Securities offered through Triad Advisors Member FINRA/SIPC<br/>         Advisory Services offered through XYZ, Inc. XYZ, Inc. is not<br/>         affiliated with Triad Advisors</p> |            |

#### SAMPLE STATIONARY

|  |  |
|--|--|
| Your Company Logo/Company Name   |  |
| <p>123 Financial Advisor Blvd, Suite #1000, Dow Jones, NY 11111<br/>         Phone: (800) 123-4567 Fax: (888) 123-4567 Web: www.financialadvisor.com</p>                                 |  |
| <p>Securities offered through Triad Advisors Member FINRA/SIPC<br/>         Advisory Services offered through XYZ, Inc. XYZ, Inc. is not<br/>         affiliated with Triad Advisors</p> |  |

Depending on your branch structure you may use one of the three following disclosure formats:

1. If Securities Only - Securities offered through Triad Advisors Member FINRA/SIPC
2. If Securities and Advisory Offered Under Triad's Corporate RIA - Securities and Advisory Services offered through Triad Advisors Member FINRA/SIPC
3. If Securities and Advisory Offered Under Firm's Own Corporate RIA - Securities offered through Triad Advisors Member FINRA/SIPC; Advisory Services offered through XYZ, Inc. XYZ, Inc. is not affiliated with Triad Advisors

### 3-3 SAMPLE CLIENT ANNOUNCEMENT LETTER

*Please note: This cannot be used until Compliance approves and you are properly registered with Triad Advisors.*

(Your Compliance-approved letterhead)

January 4, 2016

Mr. John Doe  
5155 Peachtree Parkway  
Suite #3220  
Norcross, GA 30092

Dear client:

The purpose of this announcement is to inform you of an important operational change we will be making in the month of March 2012. We will be changing our current broker-dealer from (broker-dealer ABC) to Triad Advisors, an independent firm based in Atlanta. This change will not affect any investment positions held in your account, nor will there be any cost to you to make this change. The primary reason for converting to Triad Advisors is our overriding goal to provide our clients superior investment services.

This decision was not easily nor hastily made. In fact it was one we contemplated for several months. Since being associated with (broker-dealer ABC) over the past few years, we have worked very hard to maintain the high quality of service to which you are accustomed and deserve. Unfortunately, due to limitations within (broker-dealer ABC) we have concluded that they can no longer provide the services necessary to meet our clients' needs.

The new broker-dealer we selected, Triad Advisors, was selected after several months of due diligence on our part. We found that the services available through Triad Advisors will better enable us to offer customized solutions to serve our clients. We have the utmost confidence in their abilities and feel their business philosophies and objectives mesh well with ours.

We intend for the relationship with Triad Advisors to be long-term so that we can provide stability for our clients in the future. Triad is a member of the Financial Industry Regulatory Authority (FINRA), as well as the Securities Investor Protection Corporation (SIPC).

We are enclosing various forms that require your signature. Please fill in any missing information, sign where indicated, and return the forms to us in the envelope provided. Your account will be set up in the same manner as it is currently.

Thank you again for your business and we continue to appreciate and value your confidence and support.

Sincerely,

Your Name  
Your Title

Securities offered through Triad Advisors Member FINRA/SIPC  
Advisory Services offered through XYZ, Inc. XYZ, Inc. is not affiliated with Triad Advisors

### 3-4 BRANCH SET-UP AND TECHNOLOGY CHECKLIST

- Establish a DBA if a new entity or amend if the firm is rebranding and create an email domain that corresponds with the firm's naming convention
- Choose a web hosting provider if the firm plans to operate a website from the following approved vendor list:
  - Forefield/Broadridge
  - FMG Suite
  - Emerald
  - Advisor Products
  - Advisor Square
  - Financial Visions/Smarsh
  - Alternate Solution – If none of the above are used, the branch will need to sign an Alternate Website Host Attestation and provide updates to content manually to Advertising for approval prior to updating the site
- Set up all email addresses for the firm in Smarsh for retention and review
- Identify current and proposed software solutions and tools for review with the Technology team:
  - CRM provider
  - Performance Reporting
  - Data Aggregation Provider
  - Financial Planning Software
  - Trade and Portfolio Management Tools
  - Marketing Resources
  - PCs, Scanners, and Other Hardware
- Establish LaserApp subscription or if a current user download Triad and NFS forms and form groups
- Establish shipping discounts with UPS (only can be set up once on board)

# 4 PROCESSING

## 4-1 CLIENT PAPERWORK FOR NFS BROKERAGE ACCOUNTS (NON-RETIREMENT)

All transfers **must** be accompanied by a copy of a current custodian statement dated within the last 90 days.

| Account Registration Type  | Paperwork Required   |
|--|--|
| Individual/Joint (all types) <ul style="list-style-type: none"> <li>All owners must sign all documents</li> <li>Includes TOD registrations</li> </ul>  | Brokerage Account Application<br>Transfer of Assets Form (TOA)<br>Recent Statement                     |
| Custodial Account/UTMA <ul style="list-style-type: none"> <li>Signed by custodian</li> <li>SSN and DOB required for the minor</li> </ul>   | Brokerage Account Application<br>TOA<br>Recent Statement   |
| Estate <ul style="list-style-type: none"> <li>Signed by executor/personal rep/admin</li> </ul>   | Brokerage Account Application<br>TOA<br>Recent Statement   |
| Corporation <ul style="list-style-type: none"> <li>All information for at least one authorized person must be provided on the application</li> <li>If no seal, then provide Articles of Incorporation</li> </ul> | Brokerage Account Application<br>Corporate Resolution<br>TOA<br>Recent Statement                       |
| Trust (under agreement or under will) <ul style="list-style-type: none"> <li>All trustees must sign all documents listed here</li> </ul>   | Brokerage Account Application<br>Trustee Certification of Investment Powers<br>TOA<br>Recent Statement |
| Partnership <ul style="list-style-type: none"> <li>All information for general partners must be provided on the application</li> </ul>   | Brokerage Account Application<br>Partnership Agreement<br>TOA<br>Recent Statement                      |
| Unincorporated Association <ul style="list-style-type: none"> <li>All information for at least one authorized person must be provided on the application</li> </ul>  | Brokerage Account Application<br>Certificate of Resolution (Non-Corporate)<br>TOA<br>Recent Statement  |
| Limited Liability Company <ul style="list-style-type: none"> <li>All information for at least one authorized person must be provided on the application</li> </ul>   | Brokerage Account Application<br>Limited Liability Company Agreement<br>TOA<br>Recent Statement        |
| Non-Prototype Plan <ul style="list-style-type: none"> <li>All information for trustee or plan administrator must be provided on the application</li> </ul>   | Brokerage Account Application<br>TCIP<br>TOA<br>Recent Statement                                       |

## 4-2 ADDITIONAL SERVICES FOR NFS BROKERAGE ACCOUNTS (NON-RETIREMENT)

| What Are You Trying to Do?  | Form Needed   |
|---|---|
| Add Checkwriting/Debit Card <ul style="list-style-type: none"> <li>All owners must sign on page 7, page 8</li> <li>All owners must also sign on page 25 unless margin is declined – adding margin is the default</li> <li>Product must be chosen in Section 3 (upgrade)</li> </ul>      | Brokerage Portfolio/Brokerage Access Form               |
| Add Margin Borrowing <ul style="list-style-type: none"> <li>Must be signed by all account owners</li> </ul>   | Margin Account Privileges Supplemental Application      |
| Add Power of Attorney   | Durable Power of Attorney Affidavit and Indemnification |
| Add Option Trading Approval <ul style="list-style-type: none"> <li>Triad only allows levels 1 and 2</li> </ul>  | Option Account Request Form                             |
| Add a Periodic Investment Plan (PIP) <ul style="list-style-type: none"> <li>This form is also used to set up a recurring pull of money into the brokerage account from a bank account</li> <li>If no mutual fund is purchased, then please list the core money market symbol</li> </ul> | PIP – Periodic Investments Form                         |
| Add a Systematic Withdrawal Plan (SWP)  | SWP – Periodic Withdrawal Request (Non-Retirement)      |
| Add Standing Wire/EFT/Journal Instructions <ul style="list-style-type: none"> <li>Standing EFT may also be added on the brokerage account application by completing the bank information section on page 4</li> </ul>   | Standing Payment Instructions Form (Non-Retirement)     |
| Add instructions to send dividend and interest to a bank account  | Brokerage Account Earnings Request Form                 |

#### 4-3 CLIENT PAPERWORK FOR NFS BROKERAGE ACCOUNTS (RETIREMENT)

| Account Registration Type   | Paperwork Required  |
|---|---|
| Traditional IRA/Rollover IRA/Roth IRA/SEP IRA/IRA-BDA (inherited IRA)/Roth IRA-BDA <ul style="list-style-type: none"> <li>Beneficiaries must be provided on p. 5</li> </ul> | Premiere Select Application Kit<br>Transfer of Assets Form (TOA)<br>Recent Statement                          |
| Simple IRA  | Premiere Select Simple IRA Employee Kit<br>Premiere Select Simple IRA Employer Kit<br>TOA<br>Recent Statement |

#### 4-4 ADDITIONAL SERVICES FOR NFS BROKERAGE ACCOUNTS (RETIREMENT)

| What Are You Trying to Do?  | Form(s) Needed  |
|---|---|
| Add a Periodic Distribution <ul style="list-style-type: none"> <li>Includes RMD calculated amounts and fixed amounts</li> </ul>   | Premiere Select IRA Periodic Distribution Request Form  |
| Make a recurring contribution from a bank account   | Periodic Investments Form   |
| Send earnings (dividends and interest) out of the account   | Premiere Select IRA Earnings Distribution Request Form  |
| Request a One-Time Distribution   | Premiere Select IRA One-Time Distribution Request Form  |
| Set up Standing Distribution Instructions <ul style="list-style-type: none"> <li>Allows ad hoc distributions without having client sign form each time</li> <li>Process in your office with no paperwork to send to Triad once established</li> </ul> | Premiere Select IRA Asset Movement Authorization Form<br>Premiere Select IRA Standing Payment Instructions Form |

#### 4-5 TRANSITIONING DIRECT BUSINESS

Direct Business is defined as accounts held directly with the mutual fund company, 529 plan, annuity carrier, and alternative investment sponsor.

| Account Registration Type | Paperwork Required  |
|---------------------------|---|
| All registration types    | Triad Direct Account Application<br>Change of Dealer Form |

You must complete one Triad Account Application for each registration type the client owns. For example, if a client has an individual (non-retirement) registration and an IRA registration, that would be two Triad Account Applications, regardless of the number of companies they hold positions with for those two registrations.

For registrations involving an entity, please complete as appropriate. For example, for a trust you will list the trust in one column, noting the trust date in the date of birth field, and the trust name in the name field. Then you will list the trustee in the other column. If more than one trustee, please attach a second copy of the form.

**For both NFS brokerage and direct business, leverage sample completed forms on iLink to see required fields and formats for each document to assist further in prepping and completing account paperwork.**



## 4-6 DIRECT BUSINESS SUBMISSION PROCEDURES

### TRANSITIONING BUSINESS

As noted above, to move existing direct business, all that is required from a paperwork perspective is the Triad New Account Form and the Change of Dealer Form. One can use the Triad universal Change of Dealer Form or use the product sponsor's form as they see fit. There are 3 steps required to complete this process:

1. Submit the client-signed Change of Dealer Form to the carrier or product sponsor. Typically done via fax, this moves the business and the resulting trailer income to flow to Triad from your previous broker-dealer so this is the most timely and critical step in the process.
2. Create the account record on iLink – This is a departure from new business processing as Triad is aware that the most important task in the transition process is to get the business moved as quickly as possible. This task fulfills the firm's requirement to have an account record for books and records and suitability information but since it is not a functioning account, Triad will allow the establishment of these account records after the fact. There are tools and resources to minimize data entry and that will be discussed further in the training sessions that will be provided on direct business.
3. Submit the Triad New Account Form and a copy of the Change of Dealer Form to Compliance for review at [directbusiness@triad-advisors.com](mailto:directbusiness@triad-advisors.com) and indicate "TNAF" in the subject line.

### NEW BUSINESS

Mutual Funds and 529s

1. Enter the account information into iLink to create the Triad account number (or T#) and leverage that to create the Triad New Account Form (note the difference from transitioning business)
2. Complete the Sponsoring Company Application (note the advisor can sign off as the broker-dealer with American Funds)
3. Complete applicable disclosure or breakpoint form as driven by the details of the transaction (B&C Share Disclosure, Prospectus Receipt, Switch Letter)
4. Make a copy for your records
5. Log transaction in trade and check blotter (if a check accompanies the application)
6. Send paperwork to the fund company directly and a copy to your OSJ via mail or secure email (if the Home Office is your OSJ then send to [directbusiness@triad-advisors.com](mailto:directbusiness@triad-advisors.com))

### Alternative Investments

1. Complete certification module for the offering on AI Insight prior to soliciting the issue
2. Enter the account information into iLink to create the Triad account number and leverage that to create the Triad New Account Form (note the difference from transitioning business)
3. Complete the product sponsor's application (some sponsors require broker-dealer or OSJ signature so in those cases, originals need to go to the OSJ)
4. Complete Alternative Investment Risk Disclosure Form
5. Make a copy for your records
6. Log transaction in trade and check blotter (if a check accompanies the application)
7. Send originals to OSJ for review and branch OSJs send the originals to the Triad Home Office OSJ team for review. The OSJ will then send to the product sponsor for processing.

### Variable Annuities

1. Enter the account information into iLink to create the Triad account number and leverage that to create the Triad New Account Form (note the difference from transitioning business)
2. Complete the sponsoring company application
3. Complete the Variable Annuity Disclosure Form
4. Make a copy for your records
5. Log transaction in trade and check blotter (if a check accompanies the application)
6. Send originals to OSJ for review and branch OSJs send the originals to the Triad Home Office OSJ team for review. The OSJ will then send to the product sponsor for processing.

Triad must receive copies of all business if you are acting as an OSJ and Triad does overnights Monday, Wednesday, and Friday each week where originals are required.

## 4-7 NFS/BROKERAGE SUBMISSION PROCEDURES

### TRANSITIONING AND NEW BUSINESS

Unlike direct business, NFS brokerage business is submitted and processed the exact same way whether it is transitioning or new. During training on this topic more detail will be provided, but it is important to touch briefly on the two systems Triad uses to process brokerage business.

## UPLOAD CENTRAL

Located on the iLink home page, this is the primary tool for submitting brokerage business. It is simply a delivery mechanism to send the Triad back office the account paperwork to process. Below are key points to note when using this tool:

- Account documents need to be “uploaded,” as the name implies. As you gather client paperwork, it must to be scanned into a PDF or TIF file format.
- Client files should be scanned and uploaded at the account level and contain all paperwork related to that account. Please do not leave out operational or legal forms and documents or upload multiple accounts in one file, even if it is the same client or household.
- Scanners need to be in the black and white setting (no color) at preferably 200 DPI (300 DPI will work as well)
- A 10MB file size limitation applies (color and finer resolution create big files)
- For documents where originals are required, please do not upload (Non-ACAT transfers, alternative investments held on the NFS platform, documents requiring Triad to signature guarantee, checks and stock certificates)

## BPM

At present, advisors and branch OSJs do not use BPM in a day-to-day fashion, but it needs to be covered briefly as it is the work flow tool Triad’s Brokerage Services team uses to process this business. It goes well beyond just opening the accounts as it stages and routes work flow to the appropriate department at the appropriate time. This allows one uploaded file for the client account to have a host of additional operational functions all completed without the advisor having to make multiple requests to different departments. As a result, the faster a new advisor adopts Upload Central and uses it correctly, the faster their business will move.

## 4-8 SAMPLE CHANGE OF DEALER FORM

Change of Dealer for All  
Alternative Investments/Mutual Funds/Variable Products

Instructions: Send directly to product sponsor via mail or fax. Send a copy to the Triad Home Office along with a Triad New Account Form (TNAF) for each account (use a separate COD form for each account registration and product sponsor).

This will authorize you to change the broker/dealer information on my/our accounts as follows:

| Product Name | Account Number |
|--------------|----------------|
| 1) _____     | _____          |
| 2) _____     | _____          |
| 3) _____     | _____          |
| 4) _____     | _____          |
| 5) _____     | _____          |

Account Registration: \_\_\_\_\_  
(Exactly as it appears on statement) \_\_\_\_\_

Social Security Number \_\_\_\_\_

Client Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

From: Former Dealer: \_\_\_\_\_  
Address: \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Former Advisor (if applicable): \_\_\_\_\_ Advisor # \_\_\_\_\_

To: Current Dealer: Triad Advisors  
5155 Peachtree Parkway  
Suite 3220  
Norcross, GA 30092  
Branch Name/ Address: \_\_\_\_\_  
\_\_\_\_\_

Current Advisor \_\_\_\_\_ Branch ID: \_\_\_\_\_ Advisor ID: \_\_\_\_\_

Client Signature(s) X \_\_\_\_\_ Date \_\_\_\_\_

X \_\_\_\_\_ Date \_\_\_\_\_

All owners must sign exactly as shown on account

Account Instructions:

Dividends: \_\_\_\_\_ Reinvest

Capital Gains: \_\_\_\_\_ Reinvest

Attention Product Provider: Thank you in advance for your timely processing of this request. Please sign and date the bottom of this page as proof of confirmation of the completion of this Change of Dealer. Please fax this form to (678) 291-9706 Attn. Compliance or email at [compliance@triad-advisors.com](mailto:compliance@triad-advisors.com).

Signature \_\_\_\_\_  
Title \_\_\_\_\_

Print Name \_\_\_\_\_ Date \_\_\_\_\_

# 5 ADVISORY SERVICES PLATFORM

## 5-1 ADVISOR MANAGED ACCOUNTS

Our advisor managed fee-based accounts are designed for all types of clients and Investment Advisors. Regardless of the account size, investment objectives, products or legal registration, we have an account designed for each unique situation. Because one size does not fit all, we utilize four distinct fee advisor managed accounts: Summit, Pinnacle, Apex, and Crown.

### SUMMIT ACCOUNT

Summit is a mutual fund wrap account. Mutual funds can be purchased, sold, or exchanged with no transaction charges to the client. In order to offer clients maximum flexibility, individual equities, fixed income products, options, and certain alternative investments may also be traded at deeply discounted transaction rates. The minimum account size is \$50,000.

### PINNACLE ACCOUNT

Pinnacle is a comprehensive, cost-effective pure wrap account. Account activity is free from commissions and transaction charges to the client. Mutual funds, individual equities, fixed income products, options, and certain alternative investments are available investment options. The minimum account size is \$150,000.

### APEX ACCOUNT

Apex is a “fee plus transaction charge” account. Mutual funds, individual equities, fixed income products, options, and certain alternative investments are available at discounted transaction rates. There is no minimum investment requirement in this structure.

### CROWN ACCOUNT

Crown is a “fee plus transaction charge” account. Mutual funds, individual equities, fixed income products, options, and certain alternative investments are available at discounted transaction rates. There is no minimum investment requirement in this structure and the annual administrative rate is only \$20.

## 5-2 THIRD-PARTY MANAGED ACCOUNTS

There are many reasons advisors choose to gain assistance in portfolio management. Outsourcing security research, portfolio construction, account monitoring, and trade execution frees you to spend more time on client relationships, enhancing your firm’s services and prospecting for new clients. Triad offers multiple solutions including individualized manager access and a turnkey asset management platform.

### PRIVATE MANAGED ACCOUNTS (PMAs)

We offer consultation when you seek a third-party investment solution either to support your business model or for situational needs. We choose PMA strategic partners based on the value they offer to the investor, their ability to support our advisors, and their differentiating qualities. Working directly with these managers means greater manager accessibility and a reduction in expenses versus traditional “platforms.”

Below is a sampling of our unique PMAs:

Advisors Asset Management  
AI Frank Asset Management  
Capstone Asset Management  
City National Rochdale

Ladenburg Thalmann Asset Management  
Lebenthal Asset Management  
Lindner Capital Advisors  
Stadion Money Management

### ENVESTNET

Managed Account Solutions (MAS) is available through Envestnet, one of the world’s largest turnkey asset management platforms. Programs available include over 800 Separate Accounts, a Unified Managed Account (UMA) structure, and Mutual Fund Strategists. This web-based platform is a complete end-to-end solution offering research, proposal generation, portfolio analysis, and performance reporting.

To learn more, visit the Advisory Services section of the iLink website or contact Michael Bryan, Amy Rehn or Kiliaen Ludlow at 800-720-4003 for a personalized demo.

### 5-3 OPENING AND CONVERTING FEE-BASED ACCOUNT

| Advisor Managed Accounts  | Bundled Technology*  | LAMP  | Managed Account Solutions  | Private Managed Accounts   |
|---|--|---|--|--|
| <b>Retirement Accounts</b>  |  |   |  |  |
| <ul style="list-style-type: none"> <li>NFS Premiere Select IRA Application</li> <li>Financial Advisory Services Fee Request Form</li> <li>Investment Management Agreement</li> <li>Transfer of Assets Form</li> <li>Recent Financial Statement</li> </ul> | <ul style="list-style-type: none"> <li>NFS Premiere Select IRA Application</li> <li>Financial Advisory Services Fee Request Form</li> <li>Investment Management Agreement</li> <li>Statement of Investment Selection</li> <li>Transfer of Assets Form</li> <li>Recent Financial Statement</li> </ul> | <ul style="list-style-type: none"> <li>NFS Premiere Select IRA Application</li> <li>Financial Advisory Services Fee Request Form</li> <li>LAMP Client Agreement</li> <li>Transfer of Assets Form</li> <li>Recent Financial Statement</li> </ul> | <ul style="list-style-type: none"> <li>NFS Premiere Select IRA Application</li> <li>Addendum to the IRA Application</li> <li>Statement of Investment Selection</li> <li>Transfer of Assets Form</li> <li>Recent Financial Statement</li> </ul> | <ul style="list-style-type: none"> <li>NFS Premiere Select IRA Application</li> <li>Financial Advisory Services Fee Request Form</li> <li>PMA Agreement</li> <li>Copy of Manager's Agreement</li> <li>Transfer of Assets Form</li> <li>Recent Financial Statement</li> </ul> |
| <b>Non-Retirement Accounts</b>  |  |   |  |  |
| <ul style="list-style-type: none"> <li>NFS Brokerage Account Application</li> <li>Investment Management Agreement</li> <li>Transfer of Assets Form</li> <li>Recent Financial Statement</li> </ul>   | <ul style="list-style-type: none"> <li>NFS Brokerage Account Application</li> <li>Investment Management Agreement</li> <li>Statement of Investment Selection</li> <li>Transfer of Assets Form</li> <li>Recent Financial Statement</li> <li>*Call for entitlement/discretion</li> </ul>               | <ul style="list-style-type: none"> <li>NFS Brokerage Account Application</li> <li>LAMP Client Agreement</li> <li>Transfer of Assets Form</li> <li>Recent Financial Statement</li> </ul>   | <ul style="list-style-type: none"> <li>NFS Brokerage Account Application</li> <li>Statement of Investment Selection</li> <li>Transfer of Assets Form</li> <li>Recent Financial Statement</li> </ul>  | <ul style="list-style-type: none"> <li>NFS Brokerage Account Application</li> <li>PMA Agreement</li> <li>Copy of Manager's Agreement</li> <li>Transfer of Assets Form</li> <li>Recent Financial Statement</li> </ul>   |

#### OPENING A FEE-BASED ACCOUNT

All accounts are held at NFS and paperwork should be submitted for processing via Upload Central. See important notes below:

- LAMP** - a PMA agreement is not required for LAMP accounts. Instead, please submit all paperwork including the LAMP client agreement via Upload Central.
- PMAs** - Original manager agreements should be sent directly to the manager. A copy of their agreement should be uploaded with all other account paperwork via Upload Central. Service requests such as raising cash or changing an allocation should be communicated directly to the manager.

Commonly Missed Items:

- Entity Accounts** - Most entity accounts require additional documentation such as a TCIP form, Corporate Resolution, Limited Liability Agreement, or Partnership Agreement. Please contact [advisoryops@triad-advisors.com](mailto:advisoryops@triad-advisors.com) with questions.

If you are a Triad IAR, use the IAR advisory agreement. If you are an IAR of an independent RIA, use the RIA advisory agreement. If you are leveraging the MAS system, use the investment advisory agreements generated through the MAS proposal system.

#### CONVERTING A FEE-BASED ACCOUNT

Triad has created a Conversion Form that allows an efficient switch from one account type to another (i.e., Commission to Pinnacle) in lieu of all new paperwork. The following items are of special importance:

- This process is only allowed if there is no change to registration, ownership or beneficiary information
- Certain features may require additional documentation
- Original account numbers and history will be maintained, but the account will be closed and reopened on our system, causing it to be unavailable for up to 3 days
- If the account is switching from commission to fee, the advisor must review all holdings and ensure they are eligible on a fee-basis

## 5-4 FEE CALCULATIONS, REVIEWS, AND DEBITS

- Most Triad accounts are billed in advance based on the average daily balance of the account. Accounts established through MAS are billed in advance based on the quarter end value of the account.
- Advisors/clients may choose a monthly or quarterly fee debit for most accounts
- PMAs and accounts on MAS are billed quarterly only
- Fee notifications are posted on the client's NFS statement in the month prior to the debit
- Fees are deducted on the 15th business day of the month for most accounts. Those established on the MAS system are debited on the 10th calendar day.
- Generally, fees are paid to advisors the 2nd Friday following the first month of the quarter
- Fee reports are available to all advisors for review in advance of fee debits. Use this as an opportunity to check the fee calculation and to ensure adequate cash is available to cover the fee.

Triad has 2 types of arrangements with our 3rd party managers in regards to fee calculations and fee debiting:

1. The first allows Triad to calculate all fees involved, debit the entire fee at one time, and pay the advisor and manager their portion. In these cases, you will add the manager's fee, advisor's fee, and the clearing/execution fee and input that total fee % on the PMA agreement.

Managers in this category include:

|                             |                            |
|-----------------------------|----------------------------|
| Advisors Asset Management   | Innealta Capital           |
| AI Frank Asset Management   | Lebenthal Asset Management |
| Capstone Asset Management   | Lindner Capital Advisors   |
| Horizon Investment Services | Stadion Money Management   |

Example: Advisor's Fee: 1.00%  
 Manager's Fee: .60%  
 Clearing/Execution Fee: .35%  


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**Fee Listed on PMA Agreement = 1.95%**

2. The second arrangement allows Triad to calculate only the advisor's fee and the clearing/execution fee, debit the account for those amounts, and pay the advisor their portion. Separately, the manager will calculate their own fee and send Triad an invoice. We then debit the account and the manager is paid. The client will see 2 separate fee deductions on their statements. In these instances, you will add the advisor's fee and the clearing/execution fee and input that total on the PMA agreement. You will not include the manager's fee.

Managers in this category include:

City National Rochdale

Example: Advisor's Fee: 1.00%  
 Manager's Fee: .60%  
 Clearing/Execution Fee: .35%  


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**Fee Listed on PMA Agreement = 1.35%**

## 5-5 TRAINING AND EDUCATION

- Informal brainsharks are available of the iLink website under Brokerage Services > Advisory Operations covering topics such as Advisor Managed Account and Private Managed Account establishment and maintenance as well as fee billing processes.
- Approximately 3-4 times annually, the Advisory Services team hosts a fee-focused webinar called The Triad Advantage Series. This is an opportunity to hear from a strategic partner, learn best practices, and discuss industry hot topics/ideas.
- Annually, the Advisory Services team hosts a Fee Symposium. This conference is dedicated solely to fee-based business. Introductions to strategic partners and consultants provide insight and valuable tools to help grow your fee business while networking time allows you to gain perspective and share ideas from the Home Office and your colleagues.
- Members of the Advisory Services team are available to visit your office and offer consultative support. Up to a half day can be spent covering a mutually agreed upon agenda of fee-based topics.

# 6 NFS PAYOUT SCHEDULE

## 6-1 FEE SCHEDULE

| Description of Fee   | Amount of Fee               |
|--|-----------------------------|
| Alternative Investment Annual Valuation (Registered Company)     | \$35 per CUSIP (max \$500)  |
| Alternative Investment Annual Valuation (Non-Registered Company) | \$125 per CUSIP (max \$500) |
| Alternative Investment Document Review                           | \$100                       |
| Alternative Investment Transfer or Re-Registration               | \$50                        |
| Annual Custody & Recordkeeping (Non-Retirement Accounts)         | \$50                        |
| Annual Maintenance (Retirement Accounts)                         | \$40                        |
| Brokerage Access Check Book Re-Order                             | \$5                         |
| Brokerage Access Annual Debit Card (Optional)                    | \$50                        |
| Brokerage Portfolio w/Visa Gold Card (Annual)                    | \$125                       |
| Brokerage Portfolio w/Visa Platinum (Annual)                     | \$150                       |
| CD Confirm (Branch – Monthly)                                    | \$25                        |
| CD Confirm (Rep# – Monthly)                                      | \$25                        |
| CD Confirm (Multi Rep – Monthly)                                 | \$45                        |
| CD Confirm or Statement Re-Creation                              | \$40                        |
| CD Statement (Branch – Monthly)                                  | \$20                        |
| CD Statement (Rep# – Monthly)                                    | \$20                        |
| CD Statement (Multi Rep – Monthly)                               | \$35                        |
| Check Copy Fee   | \$5                         |
| Close/TOA Account (Retirement Accounts)                          | \$95                        |
| Confirm Copy Request   | \$2 per trade               |
| Employee Stock Option Purchase Processing                        | \$35 per transaction        |
| Legal Return   | \$60 per CUSIP              |
| Legal Transfer   | \$90 per CUSIP              |
| Logo Request for Statements/Confirms (Addition or Change)        | \$375                       |

|   |                                       |
|---|---------------------------------------|
| Mutual Fund Company Trade Correction Request                      | \$40                                  |
| Non-Transferable Position Held in Account (Monthly)               | \$6 per CUSIP                         |
| Overnight Check   | \$25                                  |
| Overnight Check (Saturday Delivery, if Available)                 | \$40 (min)                            |
| Physical Reorganization   | \$40                                  |
| Restricted Stock Return to Client                                 | \$60                                  |
| Restricted Stock (Rule 144) Processing                            | \$150 per transaction                 |
| Restricted Stock (Rule 144) Sale Prior to NFS Approval            | \$50 per trade                        |
| Restricted Stock Safekeeping (Monthly)                            | \$5 per certificate                   |
| Retirement Distribution Request (Manual)                          | \$20                                  |
| Returned Check  | \$25                                  |
| Safekeeping (Monthly)   | \$5 per certificate                   |
| Short Sale (Unauthorized)   | \$200                                 |
| Signature Guarantee Replacement Ink Pad                           | \$10                                  |
| Signature Guarantee Stamp Equipment                               | \$100                                 |
| Signature Guarantee Stamp (Initial and Annual Fee for Stamps E-A) | \$150 to \$1,000                      |
| Signature Guarantee Stamp Additional User (Initial and Annual)    | \$25                                  |
| Signature Guarantee Stamp Termination                             | \$100                                 |
| Statement Copy Request  | \$5 per account per month             |
| Stop Payment  | \$25                                  |
| Trade Extension Request   | \$12 to client (plus \$40 to advisor) |
| Transfer and Ship – DRS   | \$15                                  |
| Transfer and Ship – Non-DRS                                       | \$220                                 |
| Transfer of Assets (TOA) Delivery (Non-Retirement)                | \$150                                 |
| TOA Delivery (Retirement)   | \$95                                  |
| Wire Transfer (Fed Funds)   | \$15                                  |

Note: The advisor can elect to pay for any of the above client fees.

If you have any questions about the Brokerage Account Fees, please contact Brokerage Services at (888) 713-6445.

## 6-2 TICKET CHARGES

| MUTUAL FUNDS*                                  |                                 |
|--|---------------------------------|
| No Load  | \$13                            |
| Load   | \$13*                           |
| Redemption                                     | \$13                            |
| Exchange (Same Fund Family)                    | \$13                            |
| PIP/SWIP                                       | \$1                             |
| Trade Correction                               | \$40                            |
| EQUITIES                                       |                                 |
| OTC  | \$8 plus \$0.0125 per share     |
| Listed   | \$8 plus \$0.0125 per share     |
| Syndicate Offerings (IPOs)                     | \$15                            |
| OPTIONS  |                                 |
|  | \$19 + \$1.25 per contract      |
| FIXED INCOME                                   |                                 |
| Municipal Bonds                                | \$25                            |
| Government Bonds                               | \$25                            |
| Zero Coupon Bonds                              | \$25                            |
| Mortgage Backed Bonds                          | \$25                            |
| CDs  | \$25                            |
| UITs   | \$25                            |
| OTC Corporate Bonds                            | \$25                            |
| Listed Corporate Bonds                         | \$25                            |
| FOREIGN  |                                 |
| Foreign Stock (Non-ADR)                        | \$90                            |
| OTHER  |                                 |
| Annuities                                      | \$40 per transaction            |
| Limited Partnerships                           | \$20 per transaction            |
| Precious Metals                                | \$70                            |
| Service Fee per Trade                          | \$4.50 <b>charged to client</b> |
| Alternative Investment (purchased through NFS) | \$50 <b>charged to client</b>   |

\* The following fund families apply a \$10 surcharge to the advisor on all buys and sells: CGM, Dimensional Fund Advisors (DFA), Dodge & Cox, Fiarholme, Longleaf Partners, Mairs & Power, Meridian, T Rowe Price, and Vanguard.

There are normally no ticket charges in Crown, Summit, Apex, or Pinnacle Accounts. The only exception is for non-target, no-load trades in Summit and Pinnacle accounts which carry a \$15.00 ticket charge per trade. There are transaction fees to the advisor for placing option trades in Pinnacle accounts.

## 6-3 2016 COMMISSION AND FEE PAYOUT SCHEDULE

The commission and fee payout schedule can be found on the Triad iLink site under the Commission Accounting section. The schedule outlines commission pay dates and, more importantly, the commissions included in each respective commission period.

The first column of the payout schedule assigns numbers to the various commission cycles. Commissions are paid in 52 installments throughout the year.

The next column indicates which commission period trades executed through National Financial Services (NFS) will be paid to you. Any trade settled through NFS that occurred within the date range listed will be included in the assigned pay cycle.

Commissions generated on direct business (investments you have placed directly with mutual fund/variable annuity sponsors) are paid to you based on when Triad receives payment from the respective sponsor. Sponsor payments on direct business depend on when the trade is placed and the sponsor's commission payment schedule. You will be paid those direct commissions Triad receives within the date ranges indicated in the "Direct Business Checks Received" column.

Triad notifies representatives via email of all fee accounts including those with insufficient funds approximately ten business days prior to the fee debit. If the funds are still unavailable at the time of the debit, the account will be placed in pending status. The pending status is in effect for 15 business days after the scheduled fee debit date. These fees must be cleared up during this period. If not resolved, the pending fee drops off the fee system and you will not be paid for that uncollected fee (service fees, if applicable, will be deducted from the advisor's fees).

If an advisor has pending fees, the fee payout will be delayed by one pay period to allow time to clear up any shortages. Advisors with no pending fee accounts will be paid in full on the first pay period of the month. This policy applies to both quarterly fees and newly established accounts.

Fees on newly established managed accounts will be paid the first pay period following funding. Thereafter, all fees will be paid on a quarterly basis as designated by the commission and fee payout schedule.

National Financial 12b-1 trails are paid monthly on the last pay cycle of each month. For instance, trails applicable to December 2015 are paid on January 31, 2016.

The final column represents the payroll date. For Direct Deposit, the funds are available in your bank by noon on that day.

| 2016 Commission and Fee Payout Schedule                                |                    |                                 |                      |
|--|--------------------|---------------------------------|----------------------|
| * National Financial (NFS) trails are paid during the week of the 10th |                    |                                 |                      |
| *Fees are paid during the week of the 15th                             |                    |                                 |                      |
| Commission Week  | NFS Trades Settled | Direct Business Checks Received | Statement/Check Date |
| 1  | 12/21 - 12/25      | 12/28 - 1/1                     | 1/8                  |
| 2  | 12/28 - 1/1        | 1/4 - 1/8                       | 1/15                 |
| 3  | 1/4 - 1/8          | 1/11 - 1/15                     | 1/22                 |
| 4  | 1/11 - 1/15        | 1/18 - 1/22                     | 1/29                 |
| 5  | 1/18 - 1/22        | 1/25 - 1/29                     | 2/5                  |
| 6  | 1/25 - 1/29        | 2/1 - 2/5                       | 2/12                 |
| 7  | 2/1 - 2/5          | 2/8 - 2/12                      | 2/19                 |
| 8  | 2/8 - 2/12         | 2/15 - 2/19                     | 2/26                 |
| 9  | 2/15 - 2/19        | 2/22 - 2/26                     | 3/4                  |
| 10   | 2/22 - 2/26        | 2/29 - 3/4                      | 3/11                 |
| 11   | 2/29 - 3/4         | 3/7 - 3/11                      | 3/18                 |
| 12   | 3/7 - 3/11         | 3/14 - 3/18                     | 3/25                 |
| 13   | 3/14 - 3/18        | 3/21 - 3/25                     | 3/31                 |
| 14   | 3/21 - 3/25        | 3/28 - 4/1                      | 4/8                  |
| 15   | 3/28 - 4/1         | 4/4 - 4/8                       | 4/15                 |
| 16   | 4/4 - 4/8          | 4/11 - 4/15                     | 4/22                 |
| 17   | 4/11 - 4/15        | 4/18 - 4/22                     | 4/29                 |
| 18   | 4/18 - 4/22        | 4/25 - 4/29                     | 5/6                  |
| 19   | 4/25 - 4/29        | 5/2 - 5/6                       | 5/13                 |
| 20   | 5/2 - 5/6          | 5/9 - 5/13                      | 5/20                 |

| Commission Week | NFS Trades Settled | Checks Received | Statement/Check Date |
|-----------------|--------------------|-----------------|----------------------|
| 21              | 5/9 - 5/13         | 5/16 - 5/20     | 5/27                 |
| 22              | 5/16 - 5/20        | 5/23 - 5/27     | 6/3                  |
| 23              | 5/23 - 5/27        | 5/30 - 6/3      | 6/10                 |
| 24              | 5/30 - 6/3         | 6/6 - 6/10      | 6/17                 |
| 25              | 6/6 - 6/10         | 6/13 - 6/17     | 6/24                 |
| 26              | 6/13 - 6/17        | 6/20 - 6/24     | 6/30                 |
| 27              | 6/20 - 6/24        | 6/27 - 7/1      | 7/8                  |
| 28              | 6/27 - 7/1         | 7/4 - 7/8       | 7/15                 |
| 29              | 7/4 - 7/8          | 7/11 - 7/15     | 7/22                 |
| 30              | 7/11 - 7/15        | 7/18 - 7/22     | 7/29                 |
| 31              | 7/18 - 7/22        | 7/25 - 7/29     | 8/5                  |
| 32              | 7/25 - 7/29        | 8/1 - 8/5       | 8/12                 |
| 33              | 8/1 - 8/5          | 8/8 - 8/12      | 8/19                 |
| 34              | 8/8 - 8/12         | 8/15 - 8/19     | 8/26                 |
| 35              | 8/15 - 8/19        | 8/22 - 8/26     | 9/2                  |
| 36              | 8/22 - 8/26        | 8/29 - 9/2      | 9/9                  |
| 37              | 8/29 - 9/2         | 9/5 - 9/9       | 9/16                 |
| 38              | 9/5 - 9/9          | 9/12 - 9/16     | 9/23                 |
| 39              | 9/12 - 9/16        | 9/19 - 9/23     | 9/30                 |
| 40              | 9/19 - 9/23        | 9/26 - 9/30     | 10/7                 |
| 41              | 9/26 - 9/30        | 10/3 - 10/7     | 10/14                |
| 42              | 10/3 - 10/7        | 10/10 - 10/14   | 10/21                |
| 43              | 10/10 - 10/14      | 10/17 - 10/21   | 10/28                |
| 44              | 10/17 - 10/21      | 10/24 - 10/28   | 11/4                 |
| 45              | 10/24 - 10/28      | 10/31 - 11/4    | 11/10                |
| 46              | 10/31 - 11/4       | 11/7 - 11/11    | 11/18                |
| 47              | 11/7 - 11/11       | 11/14 - 11/18   | 11/25                |
| 48              | 11/14 - 11/18      | 11/21 - 11/25   | 12/2                 |
| 49              | 11/21 - 11/25      | 11/28 - 12/2    | 12/9                 |
| 50              | 11/28 - 12/2       | 12/5 - 12/9     | 12/16                |
| 51              | 12/5 - 12/9        | 12/12 - 12/16   | 12/23                |
| 52              | 12/12 - 12/16      | 12/19 - 12/23   | 12/30                |



# 7 PRODUCT SOLUTIONS

## AVAILABLE PRODUCTS

Triad strives to provide you with a diverse menu of financial products to accommodate a comprehensive wealth planning platform for your clients. Not only do we perform due diligence for potential resources, we will openly search for additional investment solutions at your request and answer questions regarding any aspect of currently available products.

|                           |                        |
|---------------------------|------------------------|
| 529 College Savings Plans | Premier Trust          |
| Alternative Investments   | Retirement Plan/401(k) |
| Retail Banking Solutions  | Stocks and Options     |
| Fixed Income              | Structured Products    |
| Insurance (Fixed)         | Syndicate Offerings    |
| Investment Banking        | Variable Annuities     |
| Mutual Funds              | Variable Life          |

## 529 COLLEGE SAVINGS PLANS

Triad has numerous selling agreements throughout the country, so you can be a resource to your clients in the area of saving for college.

## ALTERNATIVE INVESTMENTS

Advisors are looking for additional ways to diversify client's portfolios. Triad offers a robust platform of alternative investments to meet that need. The product types available are non-traded REITs, non-traded BDCs, oil and gas, managed futures, 1031 offerings, equipment leasing, hedge funds and private equity. Triad has also partnered with Morningstar and AI Insight to provide you access to education and research.

## RETAIL BANKING SOLUTIONS

Our advisors can offer a broad range of banking services while opening a new revenue stream for their businesses. Our advisors have access to an extensive product line, including CDs, world currencies, checking and savings accounts, money markets, and credit cards.

## FIXED INCOME

Through Ladenburg Thalmann, Triad is able to access a fixed income trading desk designed to provide you with expertise in the fixed income marketplace. This team is tasked with providing you independent expertise when looking for fixed income solutions for your clients.

## INSURANCE (FIXED)

As our insurance specialists, Ash Brokerage and Highland Capital Brokerage are designed to be the "intel" inside your insurance business and provide access to a comprehensive

portfolio of products and resources with more than 80 insurance companies representing life insurance, annuities, long-term care and disability income. Your gateway to Triad Insurance is through a state-of-the-art website or through a toll-free telephone line to distribution, sales support, marketing, proposals, and underwriting. You will also have direct access to experts who can assist you with preparing presentations as well as attorneys to work with in the more complicated cases. Best of all, in most cases, we can offer you contracts with payouts better than you are currently receiving.

## INVESTMENT BANKING

Ladenburg Thalmann can offer your business owner client's investment banking solutions such as M&A, fairness valuations, capital market transactions, and advisory services.

## MUTUAL FUNDS

Triad-affiliated advisors have access to hundreds of mutual funds through our clearing firm, National Financial, and through our own selling agreements. Each quarter, Triad publishes a Top Rated Funds List to assist you in your fund research as well as annually cast model portfolios called the Vantage Portfolios through the expertise of Ladenburg Thalmann. The Triad Top Tier report is generated monthly and shows top sales among Triad affiliated advisors for your reference. In addition to those tools, we have fund company partners who provide excellent data, articles, sales ideas, and more.

## PREMIER TRUST

Whether you or your clients are looking for high-end estate planning, basic trust services, or want to invest in non-traditional assets within an IRA, Premier Trust offers the cost-effective, creative, flexible administrative solutions for dreams of any size and situation with a full line of personalized trust, IRA, and estate settlement services.

## RETIREMENT PLANS/401(K)

Triad's retirement platform can provide solutions that meet the needs of many business models. We have solutions that support fee or commission-based compensation, bundled or unbundled (open architecture) plans. In addition, we provide support for non-fiduciary and fiduciary retirement plan advisors.

## STOCKS AND OPTIONS

Options trading is available through Triad's brokerage platform and includes equity, indexed, long calls, puts, or covered calls. Additionally, through NFS we offer a complete menu of equity alternatives including listed, closed end funds, public REITs, preferred, OTC, foreign stocks, ADRs and ETFs.

# 8 TECHNOLOGY

## STRUCTURED PRODUCTS

The financial landscape is continuously evolving and with these changes come new investment opportunities. From conservative to aggressive, structured products can complement diversified portfolios by providing efficient market exposure and risk/return profiles formerly available only to institutions and high net worth investors.

## SYNDICATE OFFERINGS

Through our partnership with Ladenburg Thalmann, you can offer your clients unique access to capital market products in the form of IPOs and follow-on offerings. The focus is on yield oriented securities such as REITs, MLPs, BDCs, preferreds, and closed-end funds. Equity research is also provided on many of these types of securities.

## VARIABLE ANNUITIES

Triad has partnered with the top variable annuity carriers and has an extensive platform for you to choose from. Additionally, we have a Product Marketing Specialist, a dedicated resource to help you narrow down carriers and options for your cases. We leverage Morningstar's Annuity Intelligence to help you support suitability and compare and contrast contracts for your clients and prospects.

## VARIABLE LIFE

With a vast selection of variable life insurance carriers, you can find the most competitive product for your clients. Utilize our team to assist in inforce illustration analysis or reviewing proposals.

The technology resources used within the Triad system vary widely among vendors and levels of sophistication. The advisor has the ability to choose the tools they feel best fit their practice. This section briefly covers the technology tools that are most commonly used during the transition process.

## CRM

- Advisors can use any CRM they see fit
- Investalink (iLink) is Triad's rep portal also functioning as a CRM tool
- Redtail is one common CRM tool that integrates directly with iLink so it is easy to create client records, generate Triad new account forms, and reduce client data entry

## WEB HOST

The following providers allow for website updates to be captured automatically, and are easy to use from a processing standpoint:

- Forefield/Broadridge
- FMG Suite
- Emerald
- Advisor Products
- Advisor Square
- Financial Visions/Smarsh

Any web host provider can be used. If not from the group above, all the advisor needs to do is sign an Alternative Web Host Attestation form and submit changes to Advertising in advance of making any changes to website content.

## EMAIL AND SOCIAL MEDIA

- Smarsh is Triad's vendor, allowing a branch to maintain their own mail server or offer fully hosted solutions to set up email archiving and review.
- Triad will assign an internal technology liaison to assist with the initial setup or the branch can initiate the process directly with them at 866-SMARSH1 or email at triadsetups@smarsh.com.
- Secure email messages can be sent through Smarsh by typing "[secure]" in the subject line of the email and it will be routed to a secure 3rd party website for retrieval.
- For social media, specifically Facebook, LinkedIn, and Twitter, Smarsh partners with Socialware for monitoring. Contact Triad at advertising@triad-advisors.com to initiate setup.

#### DOCUMENT FORMS PREPARATION

- Triad leverages LaserApp to assist with “doc prep”
- 30-day free trials are available to new users and if leveraged appropriately, that time frame is generally enough to prep a block of documents during a transition. If more time is needed, LaserApp can offer extensions at nominal costs.
- LaserApp integrates with 35+ CRM systems, so entering client records is flexible and easy
- The trial allows the branch to access Triad and NFS paperwork, both on an individual basis and in a forms group basis to ease with the preparation process

#### HOME OFFICE TOOLS

- **Investalink (iLink)** - Triad’s rep portal where advisors create and maintain account records, view compensation and consolidated records for direct and NFS business, access forms, policies and procedures, reference materials, and view Home Office communications.
- **Streetscape** - Tool to access NFS brokerage business (only) which allows the advisor to manage that portion of the book from trading, service, reporting, and operations.
- **MyStreetscape** - Client investment portal to view and manage brokerage accounts online.
- **Upload Central** - Tool an advisor uses to upload and send brokerage paperwork to Triad for processing in a paperless fashion.
- **Albridge** - Triad’s partner in data aggregation and performance reporting. Data is captured and archived whether an advisor chooses to use the tool for their practice or not.
- **AI Insight** - Alternative investment training and certification tool and is required prior to offering any alternative investment to clients.
- **MAS and Fee-Based Tools** - On the advisory side, Triad partners with NFS to provide robust trade and rebalancing support through Fee-Based Tools. In addition, the MAS system provides a comprehensive suite of functionality including proposal and account document generation, trading, and performance reporting. Also, if an advisor is operating under Triad’s Corporate RIA and plans to use discretion, MAS is required.
- **Annuity Intelligence** - Research tool that simplifies the process of researching variable annuities and can help support suitability in annuity transactions. The tool houses over 500 active contracts and over 1500 closed contracts, making it easy to find information on old and new annuities.

#### OTHER TOOLS AND CONSIDERATIONS

Triad requires one of the following vendors for performance reporting:

- Orion
- Black Diamond/Advent
- Envestnet/MAS
- Albridge/iLink
- Morningstar
- Smart Office
- Portfolio Center
- Desktop Office Products (ex. Excel, Access, Word)

Some of these vendors will work with NFS to set up 3rd party feeds to assist with data consolidation and integrity. Be advised that using any vendor that allows for manually added assets of reporting will require certified back up documentation, additional notation, and disclosures to be used accordingly.

Advisors are free to leverage financial planning software as they see fit, but if they are operating under Triad’s Corporate RIA and are charging fees for financial plans, they must use eMoney, MoneyGuidePro, or Zywave.

Web hosting companies generally offer compliance-approved generic marketing as part of their core offering, but Triad has relationships with Marketing Library, Forefield/Broadridge, and FMG Suite as needed.

# 9 COMPLIANCE

Compliance is a critical component for both Triad and the advisor. There will be ongoing engagement in this area not only during the transition period, but as the practice evolves moving forward. Our goal is to cover some high-level topics and provide a quick roadmap to running the business in a compliant fashion from day one.

## LICENSING AND REGISTRATION

The Transition team will be the primary gatekeepers for this process initially, but once an advisor joins Triad, the Licensing team is important in assisting the branch with the following:

- Managing FINRA and IAR state registrations and renewals
- Appointments with carriers
- U4 amendments and branch filings
- Adding new non-registered employees
- Opening windows for FINRA exams
- Notifying and coordinating FINRA CE requirements with the advisors

## GENERAL FACTS AND RESOURCES

- Internal audits typically run on a 3 year cycle for non-OSJ branch offices while OSJ branch offices are done annually
- Firm element CE programs are administered by Compliance and outsourced through a 3rd party vendor
- As a leader in the hybrid RIA space, Triad has multiple relationships with compliance consulting firms to assist advisors with their RIA compliance needs

## NON-OSJ BRANCH OFFICE CHECKLIST

- ❑ Registered Rep File
  - Keep a current copy of the U4 or preferably a CRD printout from Brokercheck on the FINRA website
  - Copies of VA carrier appointment paperwork
  - Copies of state insurance licenses
  - Copy of Triad Registered Representative Agreement
  - Copy of Triad Proposal
  - Copy of Triad Investment Advisor Representative Agreement (if applicable)
- ❑ Complaint File
  - Document verbal complaints and retain a copy of written complaints in a centralized file
  - Send both verbal and written complaints to Compliance immediately upon receipt
  - Maintain all complaints and any responses in the centralized file

## ❑ Trade Blotters

- Blotters may be created and maintained one of two ways:
  - » Utilize generic blotter, located on iLink under Compliance > Compliance Department > Forms and Manuals. Under this section, you may input trade data from NFS and direct transactions manually.
  - » Leverage the blotter functionality on iLink (Back Office > Blotters) to enter direct transactions. NFS transaction data flows to iLink automatically, so you may use the same tool to print or export both NFS and direct trade data in one place. Please note that accounts must be established in iLink with a T# to use this functionality.
- If RIA assets are held at a 3rd party custodian, those blotters need to be exported or printed
- All blotters, with the exception of RIA blotters, must be sent to Compliance for review monthly. All blotters need to be maintained in a centralized file.

## ❑ Checks and Securities Received Blotter

- Blotters can be created and maintained in one of two ways:
  - » Leverage a generic blotter located on iLink in the Compliance/Forms section and log each item manually
  - » Leverage the Certificate and Check blotter functions on iLink under Back Office > Blotters to log these items and print each month. Please note that accounts must be established in iLink with a T# to use this functionality.
- Copies of checks and physical securities should be attached to each month's blotter in a centralized file
- Send copies of the blotter and checks/securities to the Home Office OSJ monthly

## ❑ Correspondence File

- Segregate incoming and outgoing correspondence files and send to Compliance for review monthly and maintain in a centralized file

## ❑ Advertising

- Maintain copies of approved advertising in a central file. Ideally, have the copies of the stamped "approved" pieces in the file or if approved by email, attach a copy of the email approval.
- Provide and attach distribution client or account lists to each piece if sent to multiple recipients

- ❑ Client Gift and Gratuity Log
  - Leverage the template on iLink in the same Compliance section with the other blotters and track and log client related gifts. Submit these to Compliance quarterly for review and maintain in a centralized file.
  
- ❑ Cash/Non-Cash Compensation Log
  - Leverage the same template used to log client gifts and gratuities and track and log cash and non-cash compensation or support from vendors and product sponsors. Submit to Compliance quarterly for review and maintain in a centralized file.
    - » An example would be a wholesaler buying dinner (non-cash) vs providing an item of cash value
  
- ❑ Signature Guarantee Log (if applicable)
  - If a branch has its own signature guarantee stamp, it must create a log of the clients and documents that were guaranteed and maintain them in a centralized file
  - The log must include the date, client, type of document and either a copy of the photo ID or a listing of the client ID info
  
- ❑ Performance Reporting
  - Complete the Position Summary and Performance Report Acknowledgment Form and send to Compliance for each advisor by the 5th business day following each month's end. This form is required even if the advisor did not provide any performance reporting to clients for that period.
  - Send any reports sent to clients to Compliance at consolidatedreporting@triad-advisors.com along with the attestation. If there is sensitive client data, the reports must be encrypted, sent securely through Smarsh, or uploaded via ShareFile.
  - Ensure all manually added assets are marked with an asterisk and the word "manually added." Include backup documentation for the manually added assets when submitting reports to Compliance.
  - Maintain copies of consolidated reports and any applicable backup documentation in the client file.

#### ITEMS TO BE FORWARDED TO COMPLIANCE AND FREQUENCY

##### Immediately

- Written or verbal complaints
- Regulatory inquiry calls, letters, or forms
- Original variable annuity or alternative investment new business documentation

##### Promptly

- Copies of direct business documents for mutual funds, 529 plans, and 3rd party money managers
- Updated Triad New Account Forms indicating new client information

##### Monthly

- Trade blotters
- Checks and securities blotter
- Written outgoing or incoming correspondence
- Consolidated and performance reporting attestation and backup documentation

##### Quarterly

- Client gift and gratuity log
- Vendor cash/non-cash compensation log

##### Maintain Only

- Registered rep file
- Advertising and sales literature
- Signature guarantee log

#### OSJ BRANCH OFFICE CHECKLIST

- All of the tasks and requirements are the same except that rather than sending files to the Triad Home Office OSJ team, the delivery requirements will flow to the local OSJ whether that person is in the same physical location or located remotely, with copies immediately being sent to the Home Office OSJ.
- If the OSJ is producing, then matters related to their production, whether it be individual or in a partnership, flows to the Home Office OSJ team as described above in the non-branch OSJ procedures.
- All written and verbal complaints or interactions initiated by any regulator are still required to be reported immediately to Compliance regardless of OSJ structure.
- Branch OSJs are required to complete a list of tasks outlined on the OSJ Checklist located on iLink and send them into Compliance each month.

# 10 CONTACT INFORMATION

Questions? Feel free to reach out to one of our team members below.

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