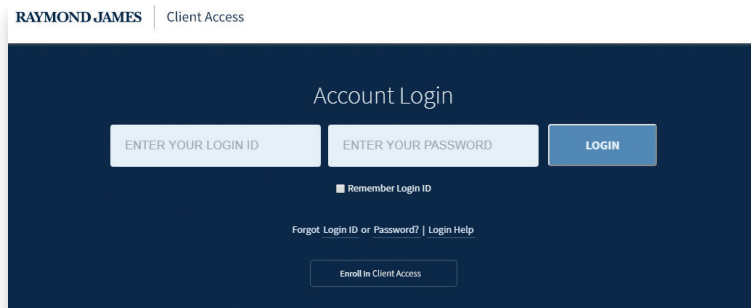


ENROLLING IN CLIENT ACCESS QUICK REFERENCE GUIDE

Client Access is your source for simple, secure access to your Raymond James account information on your computer or mobile device – it puts instant insight and control at your fingertips. To set up your free account, follow these simple steps.

The screenshot shows the 'Account Login' page of the Raymond James Client Access portal. It features a dark blue header with the 'RAYMOND JAMES' logo and 'Client Access' text. The main content area is white and contains a login form with fields for 'ENTER YOUR LOGIN ID' and 'ENTER YOUR PASSWORD', a 'LOGIN' button, a 'Remember Login ID' checkbox, and links for 'Forgot Login ID or Password?' and 'Login Help'. At the bottom, there is an 'Enroll In Client Access' button.

LET'S GET STARTED:

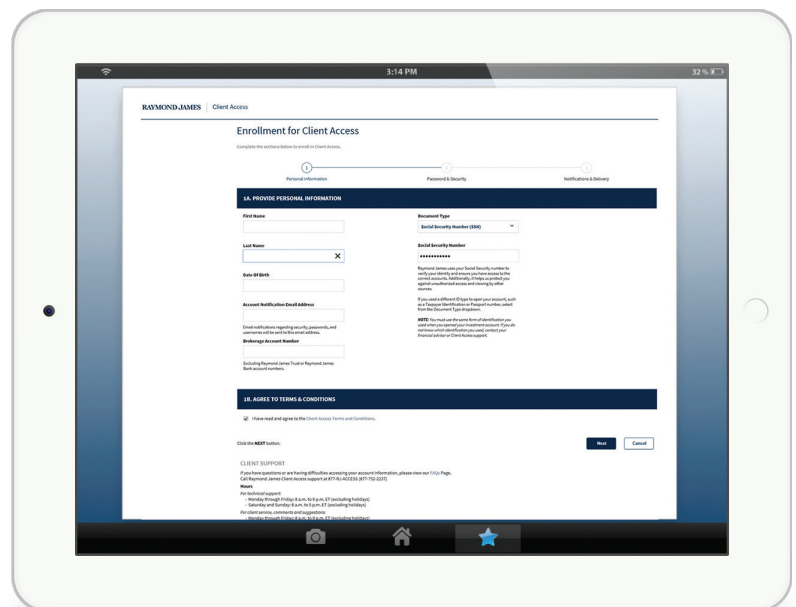
- Visit your financial advisor's website and click the **Account Login** link in the upper right corner of the screen. Or, go to raymondjames.com/clientaccess.
- Click the link that says **Enroll in Client Access**.

If you received an enrollment email from Raymond James saying that your financial advisor has already started your enrollment, click the link in the email to complete enrollment. You will be able to review the information entered by your advisor and make any needed changes.

STEP 1 – PERSONAL INFORMATION

- 1a** Enter your personal information and your account number in the corresponding fields. **NOTE:** If you do not have a Social Security number or used a different form of identification to open your account, select the ID type you used by using the **Document Type** drop-down.
- 1b** Read the Terms and Conditions, and select the check box.

Click the **Next** button.

The screenshot shows the 'Enrollment for Client Access' page on a tablet. The page has a dark blue header with the 'RAYMOND JAMES' logo and 'Client Access' text. The main content area is white and contains a form for personal information. The form includes fields for 'First Name', 'Last Name', 'Date of Birth', 'Account Verification Email Address', and 'Enrollment Account Number'. There is a 'Document Type' dropdown menu and a 'Social Security Number' field. A 'Next' button is visible at the bottom right of the form. The page also includes a 'Terms and Conditions' section with a checkbox for agreement.

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STEP 2 – PASSWORD AND SECURITY

- 2a Create a username, and confirm your new username.
- 2b Create a password, and confirm your new password.
- 2c Select three of the security questions, and enter the answers in the corresponding fields.

Click the **Next** button. You will then be prompted to authenticate the phone number we have on file for you.

Enrollment for Client Access

To complete the enrollment process, follow the 3 steps below and click the **NEXT** button. You will then be prompted to verify your phone number and choose whether to receive your enhanced authentication code via text or voice message.

1 Personal Information 2 Password & Security 3 Notifications & Delivery

2A. CREATE USERNAME

New Username:

Confirm New Username:

Username Criteria:

- Username must be between 6 and 32 characters.
- Letters, numbers, and any of the following special characters are acceptable: @ # \$ % ^ & * _ - + =
- Cannot contain the sequence 11.
- Cannot contain punctuation, such as apostrophes and accent marks.

2B. CREATE PASSWORD

The password strength meter helps you determine if your password is secure enough.

New Password:

Confirm New Password:

2C. SELECT SECURITY QUESTIONS

Select your security questions from the drop-down boxes below and type your answers in the corresponding fields.

Question 1: What is your favorite food? Answer 1:

Question 2: What is your favorite musical instrument...? Answer 2:

Question 3: In what city or town does your parent...? Answer 3:

Note: Do not include special characters in your answer. Answer length must be at least 2 characters.

Click the **NEXT** button.

STEP 3 – NOTIFICATIONS AND DELIVERY

- 3a Enter your Account Notification and Document Delivery email addresses in the appropriate fields.
- 3b Select your preferred delivery method for your account documents. You are defaulted to viewing your account documents online only. To specify which documents you would like sent to your address of record, select **I want to specify which account documents to receive by mail** and choose your preferences.

Click the **Finish** button. Client Access opens and displays your account information.

Enrollment for Client Access

To complete the enrollment process, follow the 3 steps below and click the **FINISH** button.

1 Personal Information 2 Password & Security 3 Notifications & Delivery

3A. EMAIL NOTIFICATIONS

Account Notification Email Address:

Document Delivery Email Address:

☐ Same as Account Notification Email Address

3B. SELECT DOCUMENT DELIVERY OPTIONS

Select the number of documents you receive by mail or simply manage your delivery preferences. You may update these document delivery selections at any time. You may also change your account name display to more easily identify your accounts.

To select the documents you want to receive by mail, check "Online viewing only" in the Document Delivery column for the account you want to change.

Investment Account Name	Account Number	Delivery Options
XXXXXX1234	XXXXXX1234	☒ Online Viewing Only
XXXXXX5678	XXXXXX5678	☒ Online Viewing Only
XXXXXX9012	XXXXXX9012	☒ Online Viewing Only
XXXXXX3456	XXXXXX3456	☒ Online Viewing Only

Click the **FINISH** button.

DOCUMENT DELIVERY OPTIONS

If you choose online delivery of your documents, the selected documents will be delivered electronically; you will not receive these documents by mail. Email notifications will be sent when your documents are available online. Documents that are not currently offered online only will be mailed to your address(es) of record.

With electronic delivery of your monthly investment account statements, you will automatically receive an online annual summary of activity. With these accounts, you may also choose to receive a paper annual or quarterly summary of activity.

With paper document delivery, certain documents such as statements and trade confirmations will also be available online.

For reports that may be delivered online include: IRS Composite Form 1099-B, 1099-DIV, 1099-INT, 1099-K, 1099-LTD, 1099-Q, 1099-S, 1099-T, 1099-VA, and 1042-S.

If you have questions, contact your financial advisor or Raymond James Client Access Support at 877.752.2237 or clientaccesssupport@raymondjames.com from 8 a.m. to 9 p.m. ET Monday through Friday, 8 a.m. to 5 p.m. ET Saturday and Sunday.

INTERNATIONAL HEADQUARTERS: THE RAYMOND JAMES FINANCIAL CENTER

880 CARILLON PARKWAY // ST. PETERSBURG, FL 33716 // 727.567.1000

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