



FAQ

Why do you need verbal authorization for asset movement or account updates?

We obtain verbal authorization for the security and protection of your accounts and to fulfill our fiduciary duty to do our due diligence when it comes to identity verification. For your protection, it is required for us to speak with the appropriate Authorizing Party as the account owner(s) or trustee(s).

We cannot accept or process any asset movement or trade requests via voice message request, text message, or email message.

How can I add or change a beneficiary?

Please notify our office and we will either facilitate this change for you or prepare the document(s) needed for your review and signature. If you are married, reside in a community property state (AZ, CA, ID, LA, NM, NV, WA, TX, WI), and wish to designate a primary beneficiary other than your spouse, your spouse will need to authorize with his or her signature.

My spouse, partner, or family member passed away. What should I do next?

Please notify our office at (989) 633-5400 and provide a death certificate so that we can submit a death notice for the affected account(s). When you are ready, we can discuss next steps regarding beneficiary disbursements, potential tax implications*, and any time constraints you may wish to be aware of.

I noticed a data error on my profile or account. What should I do next?

Please notify our office and provide the correct information. To correct a social security number, you will need to complete and sign an updated W-9. Complex errors may require additional identity or validation confirmations through legal documentation like federal ID, birth certificate, marriage certificate, divorce decree, etc.

Can I have a family member or loved one call you to initiate trades?

Unless this individual has provided us with valid and in-force Power of Attorney (POA) legal paperwork or has established Trading Authorization, we cannot speak about your account details with a third-party. This includes spouses who are not account owners, children and other relatives.

What is a Trusted Contact? Do I need one?

A Trusted Contact is an individual over the age of majority who your financial professional may attempt to connect with in the event we feel you could have diminished cognitive abilities, are a potential Vulnerable Adult, or we have personal healthcare concerns about you. A Trusted Contact is assigned per account and while not required, is recommended to have on file with our office. Your Trusted Contact can be revoked or changed at any time. A Trusted Contact does not have asset movement, trading, beneficiary, or other account maintenance privileges.

*Not meant as tax or legal advice. Always consult with a tax or legal professional regarding your individual situation. Securities and advisory services offered through Cetera Advisors LLC, member FINRA/SIPC, a broker-dealer and a Registered Investment Adviser. Cetera is separate from any other named entity. All trademarks belong to their respective owners. This content is provided by Smith & Company Family Financial Services and is not authorized for copy or redistribution.