



Contact us

Connect with Home Office Support

Meet the executive team

[Advisor Support Leadership Team](#)

Additional contact information for the following:

- [Former OFS/OFA Financial Professionals](#)
- [Former AP-specific contact information](#)

There are three ways to get in touch with Osaic support:

- **Support Center:** [Submit a ticket](#) and track the progress of your issue.
- **Phone:** Call us at one of the phone numbers listed throughout this piece.
- **Email:** Send us an email using one of the addresses listed throughout this piece. Use this option for non-urgent requests.

Commonly used support numbers:

- **New eQuipt support:** 800-821-5100, 7-2
- **eQuipt support:** 855-412-3663
- **Life events:** 800-821-5100, 8
- **Morningstar support:** 877-626-3227 | advisorsupport@morningstar.com
- **OneView support:** 800-821-5100, 1-1-3-2
- **Smarsh support:** 800-821-5100, 1-1-3-1
- **Osaic General Technical Support:** 800-821-5100, 2-1-1
- **Wealth Management Platform operational support:** 800-551-5616

Hours of operation

Your dedicated support teams are available Monday through Friday during the hours listed below — All times (ET):

- **Advisor support:** 7:30 a.m. - 7:30 p.m.
- **Investment advisory support:** 7:30 a.m. - 6:30 p.m.
- **Technical support services:** 8:00 a.m. - 7:00 p.m.
- **Trading desk:** Mutual funds & fixed income — 8:30 a.m. - 5:00 p.m.
- **Equity:** 9:00 a.m. - 5:00 p.m.

Please note the days the Home Office is closed in our [Home Office holiday schedule](#).

Feedback

- **eQuipt** | [Submit general feedback here](#). For topics specific to you or your clients, please submit a [Support Center ticket](#).
- **OneHub** | Click the question mark on the bottom right of your screen on the [Contact us](#) page to submit your feedback.
- **Escalation charts** | For escalations, please access [Support Center](#) and search “Escalation Charts”.



Account service & support

NFS ACCOUNTS

For NFS accounts, call 800-832-5410 and you will be prompted to the next available NFS agent within Advisor Support. For other inquiries, an NFS Advisor Support agent will connect you to the appropriate department for further assistance.

PERSHING ACCOUNTS

For Pershing accounts, call 800-821-5100 and then the numeric Fast Track code below:

Technical support

- 1-1-1 Password resets
- 1-1-2 General technical support/eQuipt technical support

eQuipt support

- 7-1 New eQuipt support generating WMP proposals
- 7-2 New eQuipt navigational and general support
- 1-1-2-1 eQuipt for new accounts support
- 1-1-2-2 eQuipt dashboard support
- 1-1-2-3 eQuipt client portal support
- 1-1-2-4 eQuipt for financial planning support

Third-party tech support

- 1-1-3-4 Redtail support
- 1-1-3-5 NetX360/Wealthscape support

CyberGuard

- 1-1-4-1 Entreda support
- 1-1-4-2 CyberGuard support

Account support

- 1-2-1 New account support
- 1-2-1-1 Advisory account support (WMP)
- 1-2-1-2 General new account support
- 1-2-2 Existing account maintenance
- 1-2-2-1 Advisory maintenance and (WMP) support
- 1-2-2-2 General account maintenance questions
- 1-2-3 Cashiering or money movement
- 1-2-4 Margin or account activity
- 1-2-5 Account transfers
- 1-2-6 Advisory client billing (WMP)
- 1-2-8 All other inquiries

Trading

- 1-3-1 Mutual fund trading
- 1-3-2 Equity trading
- 1-3-3 Fixed income trading | bondtrading@osaic.com
- 1-3-4 Advisory trading (AMP)

Tax services

- 1-9 Tax inquiries

Advisor service & support

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PERSHING ACCOUNTS

For Pershing accounts, call 800-821-5100 and then the numeric Fast Track code below:

- 2-1 Technical support
- 2-2-1 Licensing & registration | [Open a support center ticket](#)
- 2-2-2 Compensation | [Open a support center ticket](#)
- 2-2-3 Onboarding of new Financial Professionals | onboarding@osaic.com

Advisory sales & consulting

- 2-3-1-1 Advisory program selection | ia@osaic.com
- 2-3-1-2 Sales consultation | ia@osaic.com
- 2-3-1-3 Transitioning to advisory | ia@osaic.com

Product sales & consulting

[View Sales Desk brochure](#)

- 2-3-2-1 Mutual funds
- 2-3-2-2 Retirement income & annuity | annuitysales@osaic.com
- 2-3-2-3 Life insurance | insuranceconsultingservices@osaic.com
- 2-3-2-4 Alternative investments | alternativeinvestments@osaic.com
- 2-3-2-5 Employer plans | employerplans@osaic.com
- 2-3-2-6 Advanced sales consulting advancedplanning@osaic.com

Recruiting

- 2-6-2 Inquiries and support | internalbizdev@osaic.com

Advantage companies

Highland Capital

[View coverage map](#)

highlandbrokerage.com

844-422-3375, option 1

Ladenburg

ltam.com

General inquiry | lamp@ladenburg.com

Market research | research@osaic.com

Premier Trust

premiertrust.com

702-577-1777

info@premiertrust.com

Business coaching & consulting/NextGen

833-204-5525, option 7

businessconsulting@osaic.com

Business development resources

Employer Sponsored Plans Consulting Teams:

Sales/Business Development | employerplans@osaic.com

Policies/Procedures | erisadisclosure@osaic.com

Financial planning

800-272-3007, option 4

financialplanning@osaic.com

Investment advisory consulting

[View coverage map](#)

877-773-8130

Investment Advisory Sales Desk

800-551-5616

WMP Operations

877-773-8130, option 1

Advisory support

ia@osaic.com

Sales support

Marketing

marketing@osaic.com

Meetings & events

800-821-5100, 2-4-3

meetings@osaic.com

Personal credit line/security-based lending

800-558-7735

personalcreditline@osaic.com

Recruiting

2-6-2 Inquiries and support

internalbizdev@osaic.com

Succession & acquisition

[View coverage map](#)

mysuccessionplan@osaic.com

Compliance & supervision

Call 800-821-5100 and then the numeric Fast Track code below:

Sales supervision: transaction pre-approval

3-2-1 Variable annuities

3-2-2 REITs & alternative investments

3-2-3 ASP support | aspsupport@osaic.com

Supervision

3-1 Advertising supervision | advertising@osaic.com

3-3 Central supervision | centralsupervision@osaic.com

3-4 Field supervision

RegEd

3-7-1 Navigational support

3-7-2 Technical support

Compliance

3-0 Senior & Vulnerable Investors
elderissues@osaic.com

3-5-1 Branch exams
branchexaminations@osaic.com

3-5-2 Customer complaints
complaint@osaic.com

3-6 Broker-dealer compliance
bdcorecompliance@osaic.com

3-8-1 Client intelligence unit
ciu@osaic.com

3-8-2 Anti-money laundering (AML)
aml@osaic.com

3-9 Investment advisory compliance
iacompliance@osaic.com

Compliance & supervision

A “complaint” is defined as any verbal or written statement by a client, or a person acting on behalf of a client, alleging a grievance against a representative or the Firm. Representatives must immediately notify the Complaint Handling Team upon receipt of any complaint, whether verbal or written. Under no circumstances should a representative or their FLS attempt to settle a complaint without coordinating with the Complaint Handling Team.

Phone: 770-690-3568 or 800-547-2382, 3-5-2

Fax: 844-418-8309

complaint@osaic.com

Clients not assigned to a Financial Professional

Clients who have accounts with Osaic that are not assigned to an active Osaic Financial Professional should contact Client Services at 877-310-4977.

Technology solutions consulting

Technology is critical for business productivity and plays an important supporting role in delivering an excellent client experience. With the help of an Osaic consultant, you can optimize, streamline, and modernize your business. Explore ways to reduce costs and improve efficiencies through free and paid-for services.

Schedule a [Quick Tech Consult](#)

General Inquiry | tscconsulting@osaic.com

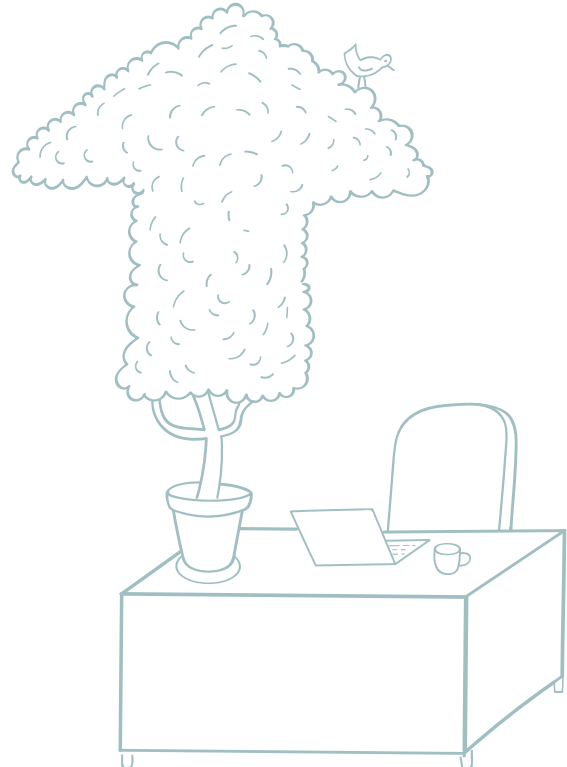
Other ways to contact us

Fax numbers

855-635-1201	New accounts
855-635-1200	Margin
855-635-1202	Transfers
855-635-1198	Cashiering
855-635-1199	Investment Advisory
844-418-8310	Advertising Supervision
844-434-7015	Sales Supervision
844-418-8312	Licensing & registration

Mail delivery: Standard & overnight

18700 N. Hayden Rd., Ste 255
Scottsdale, AZ 85255



Securities and investment advisory services are offered through the firms: Osaic Wealth, Inc. and Osaic Institutions, Inc., broker-dealers, registered investment advisers, and members of FINRA and SIPC. Securities are offered through Osaic Services, Inc. and Ladenburg Thalmann & Co., broker-dealers and members of FINRA and SIPC. Advisory services are offered through Ladenburg Thalmann Asset Management, Inc., and Osaic Advisory Services, LLC., registered investment advisers. Advisory programs offered by Osaic Wealth, Inc. are sponsored by VISION2020 Wealth Management Corp., an affiliated registered investment adviser.