

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.

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.

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.

Personal Information Password & Security Notifications & Delivery

2A. CREATE USERNAME

New Username

Username Criteria

- Username must be between 8 and 32 characters.
- Letters, numbers, and all of the following special characters are acceptable: @ # \$ % ^ & * _ - = +
- Cannot contain the sequence 12
- Cannot contain punctuation, with an apostrophe and accent marks.

Confirm New Username

2B. CREATE PASSWORD

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

New Password:

Confirm New Password:

Remember Password

Remember Password Criteria

- Password must be between 8 - 32 character long
- Password must contain letters, and include upper case, and include at least one number, and at least one of the following special characters: @ # \$ % ^ & * _ - = +

Remember that a stronger password (one more than 8 characters). For example: @!my_8!2*

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 fruit?

Answer 1

Question 2

What is your favorite musical instrument...?

Answer 2

Question 3

In what city or town did you grow up...?

Answer 3

Note: Do not include special characters in your answer. Answer length must be at least 3 characters.

Click the **NEXT** button.

Next **Cancel**

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 steps below and click the **FINISH** button.

Personal Information Password & Security Notifications & Delivery

3A. EMAIL NOTIFICATIONS

Account Notification Email Address:

Account Notification Email Address: Email notifications regarding security, passwords, and accounts will be sent to this email address.

Document Delivery Email Address:

Document Delivery Email Address: Email notifications regarding the availability of a client's online documents will be sent to this email address.

Same as Account Notification Email Address

3B. SELECT DOCUMENT DELIVERY OPTIONS

Reduce 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 closely identify your accounts.

I want to receive all of my account documents online only, which may include statements for deposit accounts and loan accounts held at Raymond James Bank, an affiliate.

I want to specify which account documents to receive by mail.

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 | Investment Account Number | Delivery Options |
|-------------------------|---------------------------|---|
| | XXXXXX16 | <input checked="" type="checkbox"/> Online Viewing Only |
| | XXXXXX14 | <input checked="" type="checkbox"/> Online Viewing Only |
| | XXXXXX18 | <input checked="" type="checkbox"/> Online Viewing Only |
| | XXXXXX20 | <input checked="" type="checkbox"/> Online Viewing Only |
| | XXXXXX10 | <input checked="" type="checkbox"/> Online Viewing Only |

Click the **FINISH** button.

Finish **Cancel**

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.

† Reports that may be delivered online include: IRS Composite Form 1099-B, DIV, INT, HISC, CDS) and IRS Forms 1099-K, 1099-Q, 1099-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

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