



STEWARD PARTNERS GLOBAL ADVISORY

As you are well-aware, we are dealing with a significant International health issue with the Coronavirus.

Our State has declared a State of emergency.

In an effort to safeguard the well-being of our team and our clients, we have made the decision to work remotely effective 3/23/20 until further notice.

Even though we will not be at the office, we are fully open for business!

If you need anything, please email us or call us on our cell phone numbers listed below.

Advisor :

CAM:

You will be able to conduct all normal investment and money movement actions during this time.

For check deposits, please use one of the following:

1. RJ app to scan from your phone
2. Mail your check to RJ home offices

If you have recently mailed a check to our offices, please notify us immediately so we can confirm receipt.

Any checks sent after 3/23/20 may not be deposited in a timely manner, and will be held by the postal service.

We will be monitoring Federal, State and local directives and look forward to returning to our offices as on as we can.

If you would like to check your accounts please remember you can check your accounts online at <https://clientaccess.rjf.com/>

Please note, we are still following our normal guidelines that we cannot accept trading instructions or requests for money movement via voicemail or email.

Check Deposits

There are two options for processing check deposits if the branch is unavailable. The first option is to overnight check(s) to Raymond James Home Office for processing. The second option is to scan the check(s) via our Mobile Deposit system. Instructions for both options are included below.

Sending a physical check for deposit

What you need to know

- 1.) Check(s) must be payable to Raymond James or the name on the account
- 2.) The Account Number must be written on the check
- 3.) Checks must be sent via an overnight service so that the check can be tracked. (Your team at Steward Partners will be happy to provide you with an overnight slip (UPS going to Raymond James) - Otherwise kindly overnight the check(s) to:

Raymond James & Associates

Attention: Treasury

880 Carillon Parkway

St Petersburg, FL 33716

Mobile Check Deposits

LINK TO INSTALL THE APP FOR MOBILE DEPOSITS:

<https://www.raymondjames.com/email/client-access/mobile-check-deposit/email.asp?b=icd>

Technology Help (**Client Access Support**) Client Access App or Mobile check deposits: **1-877-752-2237**

If for any reason you are unable to get in touch with our team, Raymond James has extensive resources to help!

Who can I call for help?

To Place a Trade (Branch Services Trading): **727.567.9654**
800.647.7378 Raymond James Client Support
Monday through Friday, 8 am to 9 pm (Eastern)

Raymond James Customer Support can help with:

- ❖ Account Balances
- ❖ Registration changes (address, phone number, etc.)
- ❖ Activity (help with statements)
- ❖ Branch contact information (how to get in touch with the FA)
- ❖ Brokerage Ops procedures (where to send checks)
- ❖ Status of check deposits
- ❖ Requests for money

Thank you for your understanding and support.

Ad# 2995557



All recognition award information can be found on Steward Partners' website at <http://www.stewardpartners.com/recognition.34.html>

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