

CLIENT Q&A: NEW STATEMENT DESIGN AND DIGITAL EXPERIENCE

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In October, when you open your account statements—whether they arrive by mail or eDelivery—you'll see a modern, streamlined, and shorter statement containing the information most important to you. With the simplified statements, additional insights and data are moving to a secure, standalone site that is essentially a digital extension of your statement. [If you have questions not answered here, please contact your financial professional.](#)

New Statement Design

1. Why are statements being redesigned?

- These enhancements are central to a new, holistic statement experience that is streamlined to be more visually appealing and concise, and contain essential information in an easy-to-read format.

2. When will the new statement design be implemented?

- The new statement design will be implemented starting with your third-quarter/September statements, which are available in early October.

3. What are the key features of the new statement design?

- The new format has a clean, fresh design making it easier for you to find and review information about account performance and activities. It also offers many desired enhancements, including:
 - An improved summary page that clearly shows the change in account value quarter over quarter
 - An asset allocation chart that reflects underlying investments
 - Consolidated mandatory statement messages, trades, and confirmations
 - Embedded information about holdings, such as annual meetings and corporate actions
 - A clear summary of transaction activity
 - Masked account numbers on all pages except the first
 - A transparent presentation of advisory fees
- The new printed statement includes a QR code that links to your personal statement site that features more account details, interactivity, and a downloadable official PDF statement.

4. Will existing statement modules continue to appear on the new statement design?

- You'll continue to see existing statement modules, when applicable, such as:
 - Portfolio/account summaries
 - Change in value
 - Asset allocation
 - Retirement summary
 - Gain/Loss Summary
 - Account holdings
 - Account holdings not held at LPL
 - Cash transaction activity including transaction details
 - Premier Plus transaction activity
 - Realized gain/loss
 - Cost basis
 - Required Minimum Distribution (RMD) amounts
- YTD gain/loss will only be available on quarterly statements.

Personal Statement Site

5. How does the QR code and personal statement site work?

- When you scan the QR code in your statement or click on the link in your notification email, you'll be asked to select how you want to receive a one-time passcode. You can choose a text or a phone call to either your mobile or landline. The two-step verification process ensures only you can access your information.
 - **Important Note:** Please make sure you have at least one phone number (mobile or landline) on file to ensure you can authenticate and view your personal statement site. Your financial advisor can add your number(s) to your account(s) for you.
- After inserting the code, you'll see your personal statement site where you can get additional information and download a PDF of your official statement.
- Data on your account site is current as of the time of the statement (e.g., if you are looking at your Q3 statement, the data on the site will reflect the account information at the end of Q3).
- For the best access to near real-time account information, you can sign up for Account View, our client financial account portal, and see your statements, and more, 24/7.

6. What information and features will be on the new, personal statement site?

- Additional details about your account including purchase cost, lot level gain/loss, and open orders
- The ability to interact with the information
- Reminders and access to actions like proxy votes, and to documents like trade confirmations
- A downloadable PDF of your official statement

7. How does the personal statement site differ from Account View?

- The personal site offers static details based on the current statement period. Account View, our client financial account portal, offers near real-time account information updated after the markets close every day that can be accessed 24/7.

8. How long will I be able to view my personal statement site?

- Your personal site will be available online for 90 days from the date your statement is mailed to you, or from the date your “statement ready” email notification is sent to you.

9. Is the personal statement site secure?

- Yes. Account sites are only accessible after you enter a one-time passcode sent to your mobile or landline phone. A new QR code is generated for each new statement.

Note: Please make sure you have at least one phone number (mobile or landline) on file to ensure you can authenticate and view your personal statement site. Your financial advisor can add your number(s) to your account(s) for you.

10. I’m not tech savvy. Is there a way I can access my personal information without using the QR code?

- Yes. You will have access to a PDF, non-interactive version of your personal statement site that you can get from your financial professional.

11. Will copies of statements that are sent to interested parties also include the QR code and offer access to the personal statement site?

- No. Only primary account holders will get a QR code and access to their personal statement site.

12. My accounts are part of a consolidated statement group (CSG). Who in the CSG will be able to view my personal statement site?

- Just as a CSG statement is delivered only to the primary account holder, the personal statement site will also only be delivered to the primary account holder. Any other accounts in the CSG will not have separate statement sites.

13. I have a joint account. Who will be able to view the personal statement site?

- Both account holders can view the site if both have their phone numbers listed on the account.

14. What happens if I don’t use my one-time passcode quickly enough?

- The passcode will be valid for three minutes. If it expires, you can request a new code.

15. I get an email notification each month letting me know my statement is available. Will I continue to get those?

- Yes, you’ll receive a newly designed email notification that lets you know if you have any actions to take (e.g., proxy vote) and gives you access to documents (e.g., tax forms).