

# CALL LPL SERVICE



## USE YOUR VOICE!

### Connect to LPL Service

You're now able to use your voice with LPL Financial Service phone systems to eliminate menus and connect quickly to the best person to answer your question. Once you call, navigate to the Service menu. We'll ask you one question, and your answer takes you to the right resource.

### How to Get There

When prompted, please use the bulleted word examples below or another specific phrase to be directed to your Service360 team or specialized Service Professional.

### Key Benefits

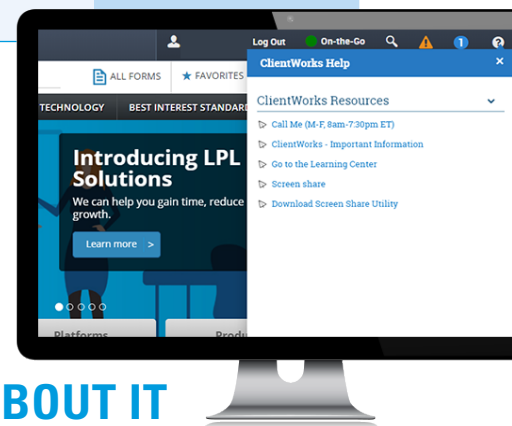
- We'll call you back: No more waiting on the phone while we have hold times.
- Speech-enabled prompts: You tell us what you need, and you'll get a trained Service Professional.

Service360	Account Transfer	Compliance and Registration	Direct Business	Move Money
<ul style="list-style-type: none"> <li>• Speak your S360 team number (e.g., Service 88, Team 40, 85)</li> </ul>	<ul style="list-style-type: none"> <li>• ACAT</li> <li>• Account transfers</li> <li>• Direct rollover</li> <li>• Letter of Acceptance (or LOA)</li> <li>• Medallion signature guarantee</li> <li>• Signature guarantee</li> <li>• Transfer status</li> <li>• Trustee to trustee transfer</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance</li> <li>• Compliance questions</li> <li>• Continuing education for Colorado</li> <li>• F 450</li> <li>• Learning center</li> <li>• New employee</li> <li>• Rep registration</li> <li>• State registration</li> <li>• Termination</li> </ul>	<ul style="list-style-type: none"> <li>• BTR</li> <li>• Data networking</li> <li>• De-networking request</li> <li>• Direct business</li> <li>• Outside account</li> <li>• Rep maintenance</li> <li>• Sponsor accounts</li> </ul>	<ul style="list-style-type: none"> <li>• ACH</li> <li>• Branch deposit</li> <li>• Checks</li> <li>• Deposit</li> <li>• Disbursement</li> <li>• Dividends</li> <li>• Journals</li> <li>• Required Minimum Distribution (or RMD)</li> <li>• UGMA/UTMA</li> <li>• Wire deposit</li> </ul>
New Accounts	Retirement	Technical Support	Trading	Other Terms
<ul style="list-style-type: none"> <li>• Change address</li> <li>• Close account</li> <li>• Collateral account</li> <li>• Customer Identification Program (or CIP)</li> <li>• Dormant</li> <li>• New account</li> <li>• Power of attorney</li> <li>• Registrations</li> <li>• Repaper</li> <li>• Reopen</li> <li>• Restrictions</li> <li>• Suitability</li> <li>• Update beneficiary</li> </ul>	<ul style="list-style-type: none"> <li>• CM 113</li> <li>• Coverdell ESA</li> <li>• Excess contribution</li> <li>• IRA</li> <li>• Roth conversion</li> <li>• Tax correction</li> </ul>	<ul style="list-style-type: none"> <li>• AccountView</li> <li>• ClientWorks</li> <li>• Email</li> <li>• eSignature</li> <li>• Login</li> <li>• Password</li> <li>• Technical support</li> </ul>	<ul style="list-style-type: none"> <li>• Advisor Sleeve</li> <li>• Annuities</li> <li>• Annuity order entry</li> <li>• Alternative investments</li> <li>• Commodities</li> <li>• Enhanced trading</li> <li>• Equity trading</li> <li>• Fixed income</li> <li>• Trade desk</li> <li>• Trading</li> </ul>	<ul style="list-style-type: none"> <li>• Access</li> <li>• Client compensation</li> <li>• Client technology management</li> <li>• Commissions</li> <li>• CTM</li> <li>• eSignature</li> <li>• Notifications</li> </ul>

## CALL ME

Hours: 8:00 a.m. – 7:30 p.m. ET, Monday – Friday

- **Use Call Me within ClientWorks:** Select topics from a drop-down menu so you don't have to explain what you need help with to a Service Professional.
- **We call you:** We directly connect you with a Service Professional equipped to answer your question, based on your selected topic.
- **Enhanced and personalized identification:** We'll know who's calling based on your ClientWorks login.
- **Tell us where to call:** We'll contact you at the number of your choosing.



## TELL US ABOUT IT

Please continue to send us your feedback through the dropdown menu on the top right of the Resource Center. Ultimately, it's our goal to take care of you, so you can take care of your clients.