Service360 Team 40

BETTER SERVICE. BETTER RELATIONSHIPS.
BETTER EXPERIENCES. EVERY DAY.

Service Support

Your Service360 support team will take ownership of your service needs to establish a personalized working relationship with you and establish a team-based solution that provides a personalized single point of contact focusing on qualities that matter most to you: Accuracy, Consistency and Follow-up.

(888) 575-4742: say "Team 40" for Service360 Professionals

Hours of Operation Monday – Friday *8:00 am – 8:00 pm ET

SERVICE360 PROFESSIONALS

Brandye Douglas

Chengappa Ballyamanda

Kerrell Richardson

Meredith Johnson

Miranda McCallum

Quindara Manson

Tamica Newton

*May be supported by non-service team members during periods of high call volume or after hours

Service360 Team 40

BETTER SERVICE. BETTER RELATIONSHIPS.
BETTER EXPERIENCES. EVERY DAY.

Service Support

Your Service360 Team will take ownership of your service needs to establish a personalized working relationship with you and establish a team-based solution that provides a personalized single point of contact focusing on qualities that matter most to you: Accuracy, Consistency and Follow-up.

Scott Davis
AVP, RIA Service

(704) 426-4981
Scott.Davis@LPLFinancial.com

Partnering with your Service360 Team Manager for added support & advocacy

Aimee Tesoro
VP, Client Success

(704) 733-6556
Aimee.Tesoro@LPLFinancial.com

Responsible for additional escalation, strategy and support of Service models

Francesca Solano
Service Resolution Professional

(704) 426-4321
Francesca.Solano@LPLFinancial.com

Team lead role handling escalations & complex issues from start to finish.

Robert Hansen
Service Manager

(803) 650-7814
Robert.Hansen@LPLFinancial.com

Managing your Service360 team with personalized support.

Service360 Team 40

BETTER SERVICE. BETTER RELATIONSHIPS.
BETTER EXPERIENCES. EVERY DAY.

Service360 is a team-based service solution that provides a personalized single point of contact focusing on the qualities that matter most to you:

Accuracy	Consistency	Follow-Up

SERVICE 360 FEATURES:

- Dedicated service from a small team who takes exclusive ownership of your service needs
- The opportunity to establish a personalized working relationship with your Service360 team members
- A single number to call with Interactive Voice Recognition
- Quicker, more direct processing of operational requests
- A single point of contact from start to finish, including issue resolution and follow-up

(888) 575-4742: say "Team 40" for Service360 Professionals

Hours of Operation Monday – Friday *8:00 am – 8:00 pm ET

*May be supported by non-service team members during period of high call volume or after hours.

Service360 Team Features

- Point-of-contact for questions covering multiple areas or issues (New Accounts, Direct Business, Account Transfers, and Move Money)
- A team manager and team lead who are easy to reach and take ultimate responsibility for their team's delivery of outstanding service and/or are your escalation point of contact
- The opportunity to establish close working relationships with your Service360 team members
- Unsure of who to call? Contact your Service360 team

Managed Outside the Service360 Team

Specialized Teams are subject matter experts in one area of focus. If you need assistance from any of the following specialized teams, you can reach them directly using the IVR

- Annuity Order Entry - via Trading option
- Client Compensation
- Compliance and Registrations
- Corporate Actions
- Estate Team (Death and Divorce)
- Financial Planning
- Retirement Services
- Sales and Insurance Group
- Technical Support
- Third Party Wire Team
- Trading

Service360 Team 40

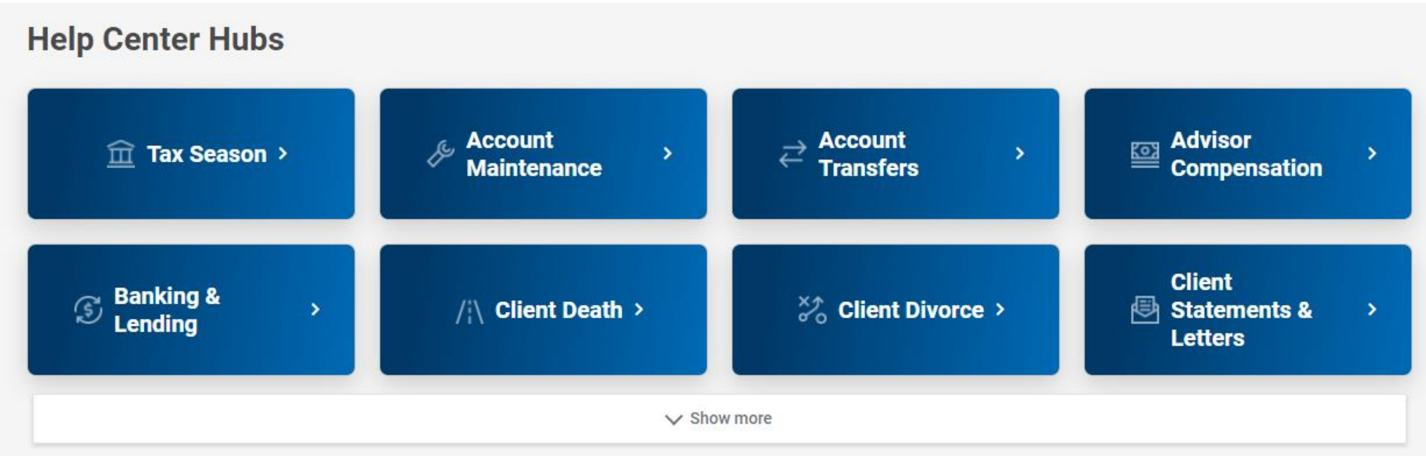
BETTER SERVICE. BETTER RELATIONSHIPS. BETTER EXPERIENCES. EVERY DAY.

The Help Center is the fastest way to get answers to your questions. Located on the Resource Center homepage, you'll find topic-driven hubs to help you find what you're looking for as quickly as possible.

Each hub includes access to libraries containing basic and advanced content and videos. You also have the ability to provide LPL with real-time feedback to let us know if the content was helpful. Your feedback helps guide changes and prioritize improvements to the Help Center.

The search engine has been upgraded to an AI-Intelligent search platform to provide an enhanced experience:

- Better user intent driven search experience
- As-you-type query suggestions (type forward suggestions)
- Predictive search recommendations to help refine search queries
- Relevant content recommendations based on search history or frequently viewed items



Live Chat and Call Me Features will remain available through the help option (?) in ClientWorks.

These options are staffed with certified subject matter experts, outside of your RIA Service Team Professionals

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

Live Chat Features

- Help on Your Terms: Live Chat enables you to more easily multitask while a Service Professional works on your request.
- Specialized Help: The pre-chat survey connects you to a specialized Service Professional, similar to the IVR where you're routed to the most qualified person to help with answer your question.

*Your chat will be routed to a certified subject matter expert, outside of your Service360 Service Professionals

Call Me Features

- 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.

*Your call will be routed to a certified subject matter expert, outside of your Service360 Service Professionals