SERVICE360 TEAM 92

BETTER SERVICE. BETTER RELATIONSHIPS. BETTER EXPERIENCES. EVERY DAY

Institutional Service 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 IS Service 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

(866) 321-3640 : Say "Team 92"

for your Financial Service 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

- Client Compensation
- Compliance and Registrations
- Corporate Actions
- Financial Planning
- Marketing
- Retirement Services
- Sales and Services
- Technical Support
- Trading

LPL Financial

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Service Leadership Support

Your Institutional Service 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.

SERVICE360 TEAM LEADERSHIP

Ryan Decker
Manager, IS Service
(803) 650-6702
Ryan.Decker@lplfinancial.com
Responsible for leading your highly trained and skilled Financial Service Professionals

Jeremiah Jones
AVP, Client Success
(858) 779-5508
Jeremiah.Jones@lplfinancial.com
Institutional Services Leader. Engage for added support and advocacy

LPL Financial

Find Solutions Fast

with ClientWorks help tools.

Designed to provide you with quick, easy access to the information and tools you need to succeed in ClientWorks.

Help Center

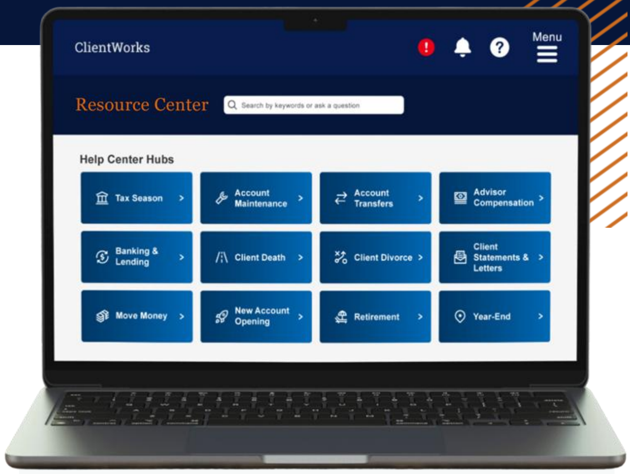
Located on the landing page of the Resource Center, the Help Center is the fastest way to get answers.

When to Use

Your first stop for information, tutorials, or step-by-step assistance while completing processes.

How to Access

From the ClientWorks Menu icon, Menu open the Resource Center. From the landing page, choose a topic.



- Advisor Compensation
- Account Maintenance
- Account Transfers
- Banking & Lending
- Client Death
- Client Divorce
- Client Statements & Letters
- Move Money
- New Account Opening
- Retirement
- Tax Season
- ***And more to come!***

ClientWorks Help

Use ClientWorks Help for step-by-step embedded WalkMe help pop-ups that guide you through processes.

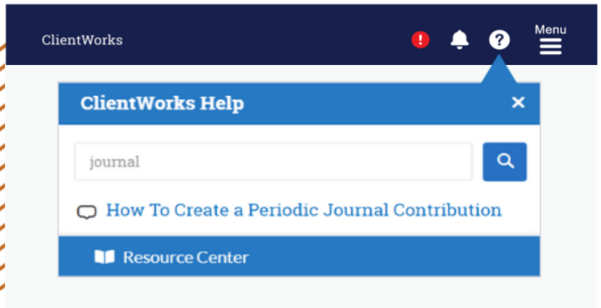
When to Use

Use ClientWorks Help for guided support or information while completing operational tasks in ClientWorks.

How to Access

Select the Help icon located on the top right of ClientWorks and search a topic such as *journal*. Choose the How To icon to launch the WalkMe process with guided step-by-step assistance. Results without the are direct links to resources.

ClientWorks Help, Search



WalkMe, Guided Help Launch