

Converting to the New Version of Investor Access

Before converting to the new version of Investor Access, be sure you have your brokerage account number on hand.

To convert to the new version of Investor Access, type your login ID in the **Login ID** field and click the **Login** button.

RAYMOND JAMES | Investor Access | Dow Industrials 8331.07 -0.61 07/14 | QuickQuote **GO**

Investor Access Sign In

Login ID

Login

- | Where do I enter my password?
- | Need help logging in?
- | Enroll in Investor Access

Site Information

- | View Demo
- | Contact Us / FAQ
- | Your Rights and Responsibilities
- | Client Information

Privacy and Security

- | Password Security
- | Antivirus
- | Anti-spyware
- | Phishing
- | Account Protection

Welcome to Raymond James Investor Access

Raymond James' Investor Access provides you with a convenient and secure way to access all your Raymond James accounts. Its easy-to-use format enables you to:

- | View your portfolio, which is continuously updated throughout the day.
- | View cost basis information, recent transactions by account and upcoming activity, such as dividend payments.
- | View relevant news about your investments.
- | Access Raymond James' award-winning equity research.
- | View statements, trade confirmations and tax reporting documents online.
- | Suppress the mailing of paper statements, trade confirmations and shareholder communications.
- | Download transactions to Microsoft's Money® or Intuit's Quicken®.

Raymond James & Associates, Inc.

- | Statement of Financial Condition

Customer Support

If you have questions or are having difficulty accessing your account information, please view our [FAQs](#) page. Use the [Office Locator](#) for quick access to your financial advisor's contact information, or call Raymond James Investor Access support at 877-RJ-ACCESS (877-752-2237).

The first step of the conversion process appears.

STEP 1 – LOGIN AND PASSWORD CONVERSION

RAYMOND JAMES | Investor Access

Investor Access | Convert Your Login

1 Login and Password Conversion 2 Security Questions 3 Personal SiteKey Image 4 Statement & Trade Confirmation Delivery 5 Shareholder Communication Delivery

1 | Login and Password Conversion

Complete the following fields and click the **Next** button.

Login Information

Login ID: JD0E@123

Password: **Type the password you used in the former Investor Access system in this field**

If you forgot your password, you will need to re-enroll in Investor Access, using a new Login ID. Contact Investor Access support with any questions.

Personal Information

First Name:

Last Name:

Date of Birth: / /

Social Security Number: - -

Other Forms of Identification link

[Other Forms of Identification](#)

To choose a different ID type, such as a Taxpayer Identification or Passport number, click the [Other Forms of Identification link](#).

Account Information

Brokerage Account Number:

(Excluding: Raymond James Trust or Raymond James Bank account numbers)

E-mail Address:

Verify E-mail Address:

I have read and agree to the [Terms & Conditions](#)

Next

Login and Password Conversion

Investor Access uses advanced security standards and protocols to reduce the risk of unauthorized access to your account. These security measures require you to:

1. Create a stronger password.
2. Provide answers to three security questions.
3. Choose a SiteKey image and image title.

Customer Support

For additional assistance:

- View our [FAQs page](#).
- Use the [Office Locator](#) to find your financial advisor's contact information.
- Call Raymond James Investor Access support at 877-RJ-ACCESS (877-752-2237).

1. Type your password in the **Password** field. If you do not know your password, you will need to reenroll in Investor Access using a new login ID.
2. Enter your personal information – first name, last name, date of birth and Social Security number. If you do not have a Social Security number, click the **Other Forms of Identification** link and select the type of identification you will use for this conversion from the drop-down box. You must use the same form of identification you used when you opened your investment account. For example, if you opened your account using your Social Security number, you must use your Social Security number in this registration process. If you do not know which identification you used, contact your financial advisor or Investor Access support.

Date of Birth
(mm/dd/yyyy) / /

Document
Please select the type of ID used to verify your identity.

Government ID
For example: a passport number, citizenship number, or government issued tax ID.

- Please Select A Government ID -
- Please Select A Government ID -
Social Security Number
United States - Tax Identification Number
Government Issued Passport
Government Issued Green Card

Other Forms of Identification drop-down box

3. Type your brokerage account number in the **Brokerage Account Number** field.
4. Type your e-mail address in the **E-mail Address** field.
5. Retype your e-mail address in the **Verify E-mail Address** field.
6. Select the **Terms & Conditions** link and review the terms and conditions.
7. Select the **I have read and agree to the Terms & Conditions** check box.
8. Click the **Next** button.
9. One or both of the following screens may appear if your login ID is less than six characters, or if you need to change your password to meet the system's new security requirements:
 - | The Create a New Login screen appears. Use the login ID guidelines on the screen to help you create a new login ID, and then click the **Next** button.

RAYMOND JAMES | Investor Access

Investor Access | Convert Your Login

1
2
3
4
5

Login and Password Conversion

Security Questions

Personal SiteKey Image

Statement & Trade Confirmation Delivery

Shareholder Communication Delivery

1 | Create a New Password

New Password

Very Strong

Confirm Password

Password Rules:

- | **must** be 7 to 32 characters long
- | **must** contain at least:
 - | one letter, and
 - | one number or one of the following special characters:
! @ # \$ % ^ & * () _ + - = / \ { } [] < > ?
- | **must not** contain spaces

Login and Password Conversion

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The Create a New Password screen appears. Use the password rules to create your new password, and check the password strength meter to determine if your password is strong enough. Click the **Next** button.

RAYMOND JAMES | Investor Access

Investor Access | Convert Your Login

- 1 Login and Password Conversion
- 2 Security Questions
- 3 Personal SiteKey Image
- 4 Statement & Trade Confirmation Delivery
- 5 Shareholder Communication Delivery

1 | Create a New Password

New Password [Password field] [Very Strong strength meter]

Confirm Password [Password field]

Password Rules:

- | must be 7 to 32 characters long
- | must contain at least:
 - | one upper and lower case letter, and
 - | one number or one of the following special characters:
! @ # \$ % ^ & * () _ + - = / \ { } [] < > ?
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The Security Questions screen appears.

STEP 2 – SECURITY QUESTIONS

RAYMOND JAMES | Investor Access

Investor Access | Convert Your Login

1 Login and Password Conversion 2 Security Questions 3 Personal SiteKey Image 4 Statement & Trade Confirmation Delivery 5 Shareholder Communication Delivery

2 | Select your Security Questions

Select a security question from each drop-down box, and type your answer in the corresponding field.
Note: Do not include special characters in your answers.

Question 1 **Answer to Question 1**
What is your maternal grandmother's first name? Jane

Question 2 **Answer to Question 2**
In what city was your father born? (Enter full name of city only) Tampa

Question 3 **Answer to Question 3**
What is your best friend's first name? Mike

Next

Security Questions

Security questions allow us to confirm your identity and help prevent unauthorized access to your information.

The Next Time You Log In
You may be prompted to answer a security question, especially when you are logging in to Investor Access from a computer other than the one you normally use.

Customer Support

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- Use the [Office Locator](#) to find your financial advisor's contact information.
- Call Raymond James Investor Access support at 877-RJ-ACCESS (877-752-2237).

1. Select a security question from each of the question drop-down boxes and type their answers in the corresponding fields.
Tip: Choose questions and answers that are meaningful and easy to remember, but that are difficult for others to guess.
2. Click the **Next** button to continue to step 3 of the conversion process.

STEP 3 – SITEKEY AND IMAGE TITLE

RAYMOND JAMES | Investor Access

Investor Access | Convert Your Login

1 Login and Password Conversion 2 Security Questions **3 Personal SiteKey Image** 4 Statement & Trade Confirmation Delivery 5 Shareholder Communication Delivery

3 | Select a Personal SiteKey Image

Select your personal SiteKey image from the SiteKey Image Library, or click the **Show more Images** link to refresh the image selection, and then make a selection. Type a name for your personal SiteKey image in the My SiteKey Title field - this will help you identify your selection. Click the **Next** button.

SiteKey Image Library

My Personal SiteKey

My SiteKey Title

SiteKey and Image Title

Personal SiteKey Image and Title

The Next Time You Log In

Customer Support

SiteKey Image Library

Show More Images... link

1. Select an image from the **SiteKey Image Library**. If you want to see more images, click the **Show More Images...** link.
2. Type an easily recognizable title, no more than 100 characters (excluding special characters), in the **My SiteKey Title** field. For example, if you select a picture of a bag of apples, the title could be Johnny Appleseed.
3. Click the **Next** button to continue to step 4 of the enrollment process.

STEP 4 – STATEMENT AND TRADE CONFIRMATION DELIVERY

RAYMOND JAMES
Investor Access
Home | Contact Us | Help | Log Off

Investor Access | Document Delivery Options

4 | Select Statement and Trade Confirmation Delivery

By default, statements and trade confirmations are mailed to your address of record and are also available online. To change the delivery method, select one of the following options.

Accounts	Account Number(s)	Statements	Trade Confirmations
John Doe IRA xxxx1234	xxxx1234	<input type="radio"/> Online Only* (Monthly Statement and Annual Summary) <input type="radio"/> Online Monthly Statement and Paper Annual Summary <input checked="" type="radio"/> Online Monthly Statement and Paper Quarterly Summary <input type="radio"/> Online Monthly Statement and Paper Monthly Summary	<input checked="" type="radio"/> Online Only* <input type="radio"/> Online and Paper
John Doe Capital Access Acct xxxx4321	xxxx4321	<input type="radio"/> Online Only* (Monthly Statement and Annual Summary) <input type="radio"/> Online Monthly Statement and Paper Annual Summary <input checked="" type="radio"/> Online Monthly Statement and Paper Quarterly Summary <input type="radio"/> Online Monthly Statement and Paper Monthly Summary	<input checked="" type="radio"/> Online Only* <input type="radio"/> Online and Paper

* If you elected to receive statements or trade confirmations online, you will be notified by e-mail when the files are available.

Document Delivery Email Address

NOTE: To ensure delivery of these e-mail notices, add notifyinvestor@raymondjames.com to your address book, or be sure that your spam filter is set to allow e-mails from this e-mail address.

Statement / Trade Confirmation Delivery

Online Only*
E-mail notifications are sent when your Monthly Statements and Trade Confirmations are available online; you will no longer receive these documents by mail.

Online Monthly and Paper Annual
E-mail notifications are sent when your Monthly Statements are available online, and your Annual Summary Statement is mailed to your address of record every January.

Online Monthly and Paper Quarterly
E-mail notifications are sent when your Monthly Statements are available online, and your Quarterly Summary is mailed to your address of record following the end of each quarter.

Online Monthly and Paper Monthly
Statements and Trade Confirmations are mailed to you at your address of record and are also available online through Investor Access.

Customer Support

For additional assistance:

- | View our [FAQs page](#).
- | Use the [Office Locator](#) to find your financial advisor's contact information.
- | Call Raymond James Investor Access support at 877-RJ-ACCESS (877-752-

1. Select the preferred delivery method for your statements and trade confirmations for each of your accounts. For example, if you want to receive your statements and trade confirmations online only, select the **Online Only** radio buttons.



Note: If you are not sure what is entailed in each delivery method, read the descriptions located on the right side of the screen.

2. Type your e-mail address in the **Document Delivery E-mail Address** field. This e-mail address will be the only e-mail address to receive e-mails notifying you that your statements and trade confirmations are available. Any other types of Investor Access-related e-mails, such as password and security notification e-mails, will be sent to the e-mail address you provided in step 1 of the conversion process. (**Note:** You don't need to provide different e-mail addresses if you prefer all your notifications to go to the same address.)

3. Click the **Online Statement and Trade Confirmation Notification Service Agreement** link and read the agreement.
4. Select the check box to affirm that you have read and agree to the terms.
5. Click the **Next** button.
The Confirm: Statement and Trade Confirmation Delivery screen appears.

The screenshot shows the 'Investor Access | Document Delivery Options' page. At the top, there is a navigation bar with 'RAYMOND JAMES' on the left, 'Investor Access' in the center, and 'Contact Us | Help | Cancel' on the right. Below the navigation bar is a progress indicator with five steps: 1. Login and Password Conversion, 2. Security Questions, 3. Personal SiteKey Image, 4. Statement & Trade Confirmation Delivery (highlighted), and 5. Shareholder Communication Delivery.

The main content area is titled '4 | Confirm: Statement and Trade Confirmation Delivery'. It features a 'Selection Confirmation' table with two columns: 'Paper Delivery (via mail)' and 'Online Delivery *'. The 'Online Delivery *' column contains four rows of text: '| JohnRoth xxxx1234 xxxx1234 Statements', '| JohnRoth xxxx1234 xxxx1234 Trade Confirmations', '| Doe Capital Access Joint xxxx4321 xxxx4321 Statements', and '| Doe Capital Access Joint xxxx4321 xxxx4321 Trade Confirmations'. Below the table is a note: '* You will be notified by e-mail when the files are available online.' At the bottom right of the table area are 'Previous' and 'Next' buttons.

On the right side of the screen, there are three informational panels:

- Statement / Trade Confirmation Delivery**: Contains sections for 'Online Only' (E-mail notifications are sent you when your monthly statements and trade confirmations are available online; you will no longer receive these documents by mail.), 'Online and Paper' (Statements and trade confirmations are mailed to you at your address of record and are also available online through Investor Access.), and 'Online Monthly, Paper Annual' (E-mail notifications are sent when your monthly statements are available online, and your annual summary statement is mailed to your address of record every January.).
- Customer Support**: Contains the text 'For additional assistance:' followed by three links: '| View our FAQs page.', '| Use the Office Locator to find your financial advisor's contact information.', and '| Call Raymond James Investor Access support at 877-RJ-ACCESS (877-752-2237).'

6. Verify that your delivery choices conform to your preferred delivery methods for receiving your statements and trade confirmations.
7. Do one of the following:
 - | If you accept the confirmation, click the **Next** button to continue to step 5 of the conversion process.
 - | If you need to make changes, click the **Previous** button to return to the Statement and Trade Confirmation Delivery screen.

STEP 5 – SHAREHOLDER COMMUNICATION DELIVERY

RAYMOND JAMES
Investor Access [Contact Us](#) | [Help](#) | [Cancel](#)

Investor Access | Document Delivery Options

5 | Select Shareholder Communications Delivery

By default, shareholder communications are mailed to your address of record. To change the delivery method, select one of the following options.

Accounts	Account Number(s)	Shareholder Communications	
		Annual and Interim Reports, and Proxies	E-mail Address
JohnRoth xxxx1234	xxxx1234	<input checked="" type="radio"/> Online Only* <input type="radio"/> Paper Only	<input type="text" value="JDoe@emailaddress.com"/>
Doe Capital Access Joint xxxx4321	xxxx4321	<input checked="" type="radio"/> Online Only* <input type="radio"/> Paper Only	<input type="text" value="JDoe@emailaddress.com"/>

Note: The e-mail address associated with an account will be the only e-mail address that receives an e-mail with links to the shareholder communications.

If there are multiple owners of an account, all owners will have access to change this e-mail address at any time without notifying the other owners.

I affirm that I have read and agree to the [Online Shareholder Communication Notification Service Agreement](#).

[Next](#)

Shareholder Communication Delivery

Online Only

*If you elect online delivery, you will no longer receive these materials by mail. Instead, you will receive an e-mail that includes a link to the shareholder materials.

Your election will apply to:

- | quarterly, semi-annual, and annual reports
- | proxy statements
- | newsletters
- | prospectuses

Your online delivery election will not apply to prospectuses resulting from the purchase of an equity, debt, or mutual fund product at this time.

If the materials are not made available online, you will receive the materials by mail at your address of record.

Paper Only

Annual and interim reports, and proxies will be mailed to you at your address of record.

Customer Support

For additional assistance:

- | [View our FAQs page.](#)
- | [Use the Office Locator](#) to find your financial advisor's contact information.
- | Call Raymond James Investor Access support at 877-RJ-ACCESS (877-752-2237).

1. Select the preferred delivery method for shareholder materials for each of your accounts.

Note: There are two delivery choices – Online Only or Paper Only.

2. Type an e-mail address in the corresponding **E-mail Address** fields.

Note: You cannot include multiple e-mail addresses for the same account. If more than one account holder needs to view shareholder materials, the account holder who receives the e-mail should share it with the other account holders.

3. Click the **Online Shareholder Communication Notification Service Agreement** link and read the agreement.

4. Select the check box to affirm that you have read and agree to the terms.

5. Click the **Next** button.

The Confirm: Shareholder Communications Delivery screen appears.

The screenshot shows the 'Confirm: Shareholder Communications Delivery' screen. At the top, there is a navigation bar with the Raymond James logo, 'Investor Access', and links for 'Contact Us', 'Help', and 'Cancel'. Below the navigation bar is a progress indicator with five steps: 1. Login and Password Conversion, 2. Security Questions, 3. Personal SiteKey Image, 4. Statement & Trade Confirmation Delivery, and 5. Shareholder Communication Delivery. The current step, 5, is highlighted. The main content area is titled '5 | Confirm: Shareholder Communications Delivery' and contains a table with two columns: 'Paper Delivery (via mail)' and 'Online Delivery *'. The 'Online Delivery *' column lists two entries: 'John Roth xxxx1234xxxx1234 Annual, Interim Reports and Proxies' and 'Doe Capital Access Joint xxxx4321 xxxx4321 Annual, Interim Reports and Proxies'. Below the table are two buttons: 'Previous' and 'FINISH and Launch Investor Access'. To the right of the table is a sidebar with the heading 'Shareholder Communication Delivery' and a section titled 'Online Only' which contains explanatory text and a list of materials that will be delivered online. At the bottom of the sidebar is a 'Customer Support' section with links to FAQs, an Office Locator, and contact information for investor access support.

RAYMOND JAMES | Investor Access | Contact Us | Help | Cancel

Register for Investor Access

- 1 Login and Password Conversion
- 2 Security Questions
- 3 Personal SiteKey Image
- 4 Statement & Trade Confirmation Delivery
- 5 Shareholder Communication Delivery

5 | Confirm: Shareholder Communications Delivery

Paper Delivery (via mail)	Online Delivery *
	<ul style="list-style-type: none">John Roth xxxx1234xxxx1234 Annual, Interim Reports and ProxiesDoe Capital Access Joint xxxx4321 xxxx4321 Annual, Interim Reports and Proxies

[Previous](#) [FINISH and Launch Investor Access](#)

Shareholder Communication Delivery

Online Only

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Your election will apply to:

- quarterly, semi-annual, and annual reports
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Your online delivery election will not apply to prospectuses resulting from the purchase of an equity, debt, or mutual fund product at this time.

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- Call Raymond James Investor Access support at 877-RJ-ACCESS (877-752-2237).

6. Click the **Finish and Launch Investor Access** button.

Your enrollment is complete. Investor Access opens and displays your account information.

Call 877-RJACCESS (752-2237) or e-mail InvestorAccess@RaymondJames.com. Support is available Monday through Friday from 8 a.m. to 6 p.m. ET (except holidays).