



LEVEL FOUR FINANCIAL ADVISOR FAQ

Where do I go if I don't know where to go with a question, concern, or issue?

Your Advisor Advocate directly OR send an email to AdvisorSupport@LevelFourFinancial.com

TECHNOLOGY STACK

Name	Functionality	Access
Level Four Intranet	Level Four's internal site. You can find marketing & department resources, along with general firm information.	www. HarborFS1.com
Raymond James Advisor Access	Raymond James' Advisor system for paperwork, reports for RJ clients, training for RJ systems, etc.	Plug-in to web browser, set up by RJ Technology Services
BlackDiamond	Aggregation software allowing advisors to view their AUC, view & household their advisory/brokerage clients, including finding the fee they are charging each client.	Downloadable app to your Microsoft Edge, integrated into SSO OR blackdiamond.advent.com
Jacomo / JPass	Advisor production blotters & reports	Downloadable app to your Microsoft Edge, integrated into SSO
Quest	System for compliance CE & advertising approval	learn.questce.com/lvlfourfin
DocuSign	What RJ & Level Four both use for sending things for e-signatures. Please note that there are two separate DocuSign systems, one for RJ & one for Level Four	app.docusign.com/home
Laserfiche	Electronic Books & Records keeper	cdlfh002web.citiesdigital.com/laserfiche/Browse.aspx?db=Level4#?id=1
Firelight	Annuity Order Entry (AOE) System	Custom App accessed through L4 Insurance Agent Portal
SuranceBay	Insurance Carrier Contracting	Custom App accessed through L4 Insurance Agent Portal
IGO	e-App for Life Insurance Business	Custom App accessed through L4 Insurance Agent Portal

FREQUENTLY ASKED QUESTIONS

BILLING & FINANCE

How is my management fee calculated?

- Annual Fee Equation
 - $\text{Market Value} \times \text{Fee Percentage} = \text{Yearly Fee}$
- Monthly Fee Equation
 - $(\text{Yearly Fee} / 12) \times \text{Account Value @ End of Month} = \text{Monthly Fee}$

Where can I find the payout schedule?

- Intranet under "General Information" labeled "2024 Payout Calendar"



ACCOUNT QUESTIONS

How do I know what forms are needed for a new account and/or get step-by-step instructions on opening accounts?

- Step-by-step training guides for account opening, including a "New Account Forms Wizard", are available and located on the Intranet under the "Training and Advertising" tab

Do I need to send a CRS for EACH new account?

- Yes, A CRS needs to be sent for all new clients prior to opening a new account. Form CRS is also required if you are switching between Brokerage & Advisory and/or a recommendation is made for a client to roll over assets from a retirement account into a new or existing investment, you will need to complete the LFF & LFAS Doc Disclosure and CRS JotForm (which includes additional document delivery of Form ADV 2A & 2B Supplement among other required disclosure docs).

Who do I contact if I get a NIGO (not in good order) or rejected notification about paperwork?

- If the NIGO notification was from Level Four New Accounts, follow the instructions in the email or contact LFF New Accounts with questions.
- If you receive a NIGO email from RJ or see an Alert in the RJ system, contact Raymond James to resolve the issue. An RJ contact source should be listed with the Alert.

When I change my fee on an existing client account, when should I expect that to take effect?

- If you lower or raise a clients' advisory account fee, that new fee will be reflected on the NEXT months' billing cycle.

Can Freedom and ICA be considered together for relationship aggregating fee purposes (\$75 ICA Fee)

- both ICA and Freedom account in a household relationship will be considered for household/relationship aggregation purposes. If the total balance of the Freedom and ICA accounts are more than \$500,000, the Account Maintenance/Retirement fee may be waived on the ICA accounts.

(Legacy RJ Reps) Ambassador accounts at RJ covered 2+ Fed Fund Wire Transfer Fees per year. Does ICA offer the same benefit?

- No

LIFE INSURANCE

How do I process Life Insurance business?

- Using the e-App process through the LFIA website (IGO)

Will Level Four or the Carrier help with handling the medical exams and APS (medical records)?

- Yes! Level Four will routinely coordinate with the carrier to get medical exams and APS (medical records) ordered on behalf of the agent.

RETIREMENT INCOME QUESTIONS (ANNUITIES)

How do I process Annuities with Level Four?

- All variable annuities need to be linked to Raymond James as Direct assets. The annuities will stay with the carrier and be serviced through the carrier but will link to RJ through the Direct (shell) account. Open a Direct account at RJ using the COB system. Complete the AOE on FireLight (ensure you are contracted with carrier prior to completing). The annuity will link automatically when the carrier lists Level Four as the Broker Dealer.

Which annuity carriers do not feed or link through RJ?

- SPIA's, DIA's and Annuitized Annuities cannot be linked in RJNet

Rates & Product carriers sourced directly from insurance carrier websites, available through:

- www.annuityratewatch.com

Is there a way to ensure I have completed ALL the compliance pieces related to a variable annuity?

- YES... By working with the Retirement Income Team at LFIA, they will ensure you have all necessary CE & Compliance related documentation.



(Legacy RJ Reps) How do annuities with RJ as the trustee work?

- **IF the situation is that RJ Trust is the Owner (and beneficiary) of an annuity:**
 - We can't have RJ Trust be the owner & beneficiary on an annuity AND have Level Four Financial as broker/dealer. The form at RJ Trust shows that RJ must be the broker/dealer for these.
 - We can remove RJ Trust (using the LFF156) as the owner and beneficiary. The client, advisor and branch manager all sign the form and Level Four uploads to Raymond James for their signature. Once RJ signs they will forward to the carrier.
- **If the situation is that RJ is the custodian of the annuity:**
 - Should be able to "transfer" the annuity into a brokerage/commission account type under Level Four Financial rep code at RJ.

COMPLIANCE**Where can I find a compliance memo that was sent out recently?**

- On the intranet – under the "Compliance Alerts" tab

What is the justification for not allowing international or foreign national accounts/clients?

- Any brokerage account falls under Raymond James (as custodian) rules and policies, which is subject to change. The list of restricted jurisdictions is available on RJ Net and updated by Raymond James as the need arises.
- Any Advisory account for an IAR of Level Four Advisory Services (LFAS) falls under LFAS's policies and procedures. LFAS does not have appropriate foreign jurisdiction registrations or risk controls in place for foreign accounts, so they are not allowed under LFAS. Regardless of the custodian.
 - Any Advisory account for an IAR of an outside RIA (Hybrid Firm) falls under that RIA's own internal rules and policies combined with any applicable custodial allowances (RJ or otherwise).

Does Level Four allow for directly held mutual fund accounts?

- No, due to the firm not being able to conduct proper oversight when being held directly, the firm has elected to not allow these types of accounts at this time.
 - Exception: Directly held mutual funds for SIMPLES & SEPS, exclusively with American Funds, are allowed.

How do I submit business card changes or other marketing & advertising requests for compliance approval?

- Quest CE (Requests must be submitted and approved prior to use)
 - Additional approval may be required for employee advisors.

LEVEL FOUR RESOURCES**Does Level Four have a contact list I can have to reference?**

- Yes, please reach out to your advisor advocate and he will provide you the department contact list. It is also on the intranet under "General Information" Tab.

Does Level Four have a Trust Company?

- One of our CRI affiliate companies, Preferred Legacy National Bank & Trust, does offer trust services. Please reach out to your advisor advocate, who will set up time to discuss those capabilities.

CPA & Banking Institution Engagement Programs

- Level Four has built, over decades of experience, a thorough engagement plan for financial institutions and independent CPA firms. We work with our advisors to prepare & engage with those firms in a meaningful and long-term way.

When I am thinking about my business continuity or even succession planning, does Level Four have any support or evaluation program?

- Yes! We have an extremely simply succession & continuity planning process. Whether you have a successor, or you would like Level Four to work with you to provide continuity, we can ensure you, your clients and your family are protected in retirement or if something were to happen to you as the advisor.

Forms	
IAA	IAA: "Investment Advisory Agreement" = LFAS100. It's the Agreement between the client and the RIA for fee-based investment management services (advisory) account billing
RTQ	RTQ: "Risk Tolerance Questionnaire" = LFAS200. It's the Questionnaire that the client completes to document risk tolerance for fee-based/Advisory account management.
Step-by-Step Guides	Documented processes for how to set up accounts with the broker/dealer and RIA. Available on the Intranet. (Ex. "New Accounts Wizard")
Account Types	
ICA	Advisory account platform at RJ that Level Four Advisory Services uses.
Corporate Acronyms	
LFF	Level Four Financial, LLC – Introducing Broker Dealer.
LFIA	Level Four Insurance Agency – full service insurance agency, fully owned by Level Four.
LFAS	Level Four Advisory Services – SEC Registered RIA.
LFCM	Level Four Capital Management – SEC Registered RIA, brand utilized by our Asset Management team.
CRI	Carr Riggs & Ingram, LLC – parent company of Level Four. Top 25 nationally-ranked accounting and advisory firm. Headquarters in Atlanta, GA
FOFA	"Future of Financial Advice" (FOFA) is the vision of Level Four.
BU / BUL	BU = Business Units. Retail offices of Level Four Financial. Also commonly referred to as Branches. BUL=Business Unit Leader is the Lead Advisor of the BU.
Branch Manager	Level Four's centralized compliance surveillance. Branch Manager is an employee of Level Four and acts as a supervisor for securities & advisory business. Branch Managers should be the initial contact for all compliance related issues. Branch managers review & approve various client documents, money movements, trade blotters, compliance alerts & conduct ongoing email monitoring.
Advisor Advocate	Level Four's combined customer service and relationship management support team.
Raymond James Acronyms	
COB	COB - Client Onboarding is the application in RJ system for opening new accounts.
MCA	MCA – Master Client Agreement. Raymond James' equivalent of a new account application. Sent to client for signature when accounts are created. Generated by the COB system.
COE	COE – Consolidated Order Entry is the RJ system for placing trades.
RMC	RMC – Relationship Management Center is the RJ tool to group accounts by household and/or relationships.
RJNet	Library of RJ policies, procedures, directories and product information. Large knowledge base that should be used as a first step for Raymond James questions or procedures.

We do not offer tax or legal advice.

Securities offered through Level Four Financial, LLC Member FINRA/SIPC. Advisory services offered through Level Four Advisory Services, LLC, an SEC-registered investment adviser. Insurance services offered through Level Four Insurance Agency, LLC. Level Four Financial, LLC, Level Four Advisory Services, LLC, and Level Four Insurance Agency, LLC are independent but related entities.

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