

INVESTOR ACCESS ENROLLMENT GUIDE

Enrolling in Investor Access

Before enrolling in Investor Access, make sure you have with you one of your last two Raymond James brokerage account statements – you will need your brokerage account number to enroll.

To enroll in Investor Access, click the **Enroll in Investor Access** link.

The screenshot displays the Raymond James Investor Access website. The top navigation bar includes the Raymond James logo, a status bar showing 'Investor Access' and 'Dow Industrials 8331.07 -0.61 07/14', and a 'QuickQuote' button. The main content area is divided into three columns. The left column, titled 'Investor Access Sign In', contains a 'Login ID' field, a 'Login' button, and links for 'Where do I enter my password?', 'Need help logging in?', and 'Enroll in Investor Access' (which is highlighted with a red box). Below this is a 'Site Information' section with links for 'View Demo', 'Contact Us / FAQ', 'Your Rights and Responsibilities', and 'Client Information'. The bottom section of the left column is 'Privacy and Security', with links for 'Password Security', 'Antivirus', 'Anti-spyware', 'Phishing', and 'Account Protection'. The middle column, titled 'Welcome to Raymond James Investor Access', provides an overview of the service and lists features: viewing the portfolio, cost basis information, recent transactions, relevant news, award-winning equity research, online statements and tax reports, suppression of paper statements, and downloading transactions to Microsoft's Money or Intuit's Quicken. The right column, titled 'Customer Support', offers assistance for account access issues, including links to FAQs, Office Locator, and contact information for Raymond James Investor Access support at 877-RJ-ACCESS (877-752-2237).

The first step of the enrollment process appears.

STEP 1 – PERSONAL INFORMATION

RAYMOND JAMES | Investor Access

Register for Investor Access

Progress: 1 | Personal Information | 2 | Login ID and Password | 3 | Security Questions | 4 | Personal SiteKey Image | 5 | Statement & Trade Confirmation Delivery | 6 | Shareholder Communication Delivery

1 | Personal Information

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

Personal Information

First Name

Last Name

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

Social Security Number (SSN) - -

Raymond James uses your Social Security number to verify your identity and ensure you have access to the correct accounts. Additionally, it helps us protect you against unauthorized access and viewing by other sources.

If you do not have a Social Security number or you used a different ID type to open your account, such as a Taxpayer Identification or Passport number, click [Other Forms of Identification](#).

NOTE: You must use the same form of identification you used when you opened your investment account. If you do not know which identification you used, contact your financial advisor or Investor Access support.

Account Information

Brokerage Account Number

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

Personal Information

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

- Create a stronger password.
- Provide answers to three security questions.
- 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. Complete your personal information – first name, last name, date of birth and Social Security number. If you do not have a Social Security number or you used a different form of identification, click the **Other Forms of Identification** link and select the ID type you used to open 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

2. Type your brokerage account number in the **Brokerage Account Number** field. If you do not have your account number, contact your financial advisor, or call Investor Access Support at 877-RJ-Access (877-752-2237).
3. Click the **Next** button to continue to step 2 of the enrollment process.

STEP 2 – LOGIN ID AND PASSWORD

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Register for Investor Access

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Personal Information

Login ID and Password

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2 | Login ID, Password, and E-mail Address

Login ID

JDoe@123

Password

.....

Strong

Confirm Password

.....

Login ID Guidelines:

- must** be 6 to 32 characters long
- can** contain:
 - letters
 - numbers
 - the following special characters:
! . @ \$ % ^ & * _ \ - # ~
- cannot** contain:
 - spaces
 - punctuation, such as apostrophes and accent marks

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:
! @ # \$ % ^ & * () _ + - = / \ { } [] < > ?
- must not** contain spaces

E-Mail Address

jdoe@emailaddress.com

Verify E-Mail Address

jdoe@emailaddress.com

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

Login ID and Password

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

- Create a stronger password.
- Provide answers to three security questions.
- 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 a login ID in the **Login ID** field. Follow the login ID guidelines on the screen.
2. Type a password in the **Password** field. Follow the password rules on the screen and use the password strength meter to determine if your password is strong enough.
3. Retype your password in the **Confirm Password** 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. Click the **Terms & Conditions** link and review the terms and conditions.
7. To continue, select the **I have read and agree to the Terms & Conditions** check box.
8. Click the **Next** button to continue to step 3 of the enrollment process.

STEP 3 – SECURITY QUESTIONS

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3 | 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

What was the name of your first pet?

▼

Answer to Question 1

Sparky

Question 2

In what city is your vacation home? (Enter full name of city only)

▼

Answer to Question 2

Sarasota

Question 3

In what city was your high school? (full name of city only)

▼

Answer to Question 3

Tampa

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

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 a security question from each of the question drop-down boxes and type the answers in the corresponding fields.

Tip: Choose a question and answer that are meaningful and easy to remember, but difficult for others to guess.

2. Click the **Next** button to continue to step 4 of the enrollment process.

STEP 4 – SITEKEY AND IMAGE TITLE

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4 | 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

Show More Images...

My Personal SiteKey

My SiteKey Title

Johnny Appleseed

Title Tip: Word or phrase cannot be longer than 100 characters and cannot contain special characters.

What is a SiteKey?

SiteKey is a web-based security system that provides one type of mutual authentication between end users and websites. Its

SiteKey and Image Title

Personal SiteKey Image and Title

Your personal SiteKey image and title is an additional layer of web-based security used to confirm that you are the true owner of the account and that you are at the actual Raymond James Investor Access website.

See the [Identity Theft Definitions](#) page for more information.

The Next Time You Log In

Your SiteKey image and title appears. If you recognize the SiteKey image and title, type your password.

If you do not recognize the SiteKey image and title, do not type your password. Report this incident to [Investor Access support](#) at 1-877-RJ-ACCESS (752-2237).

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).

Next

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 5 of the enrollment process.

STEP 5 – STATEMENT AND TRADE CONFIRMATION DELIVERY

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Contact Us | Help | Cancel

Investor Access | Document Delivery Options

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5 | 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
JohnRoth xxxx1234	xxxx1234	<input checked="" type="radio"/> Online Only* <input type="radio"/> Paper and Online <input type="radio"/> Online Monthly, Paper Annual	<input checked="" type="radio"/> Online Only* <input type="radio"/> Paper and Online
Doe Capital Access Joint xxxx4321	xxxx4321	<input checked="" type="radio"/> Online Only* <input type="radio"/> Paper and Online <input type="radio"/> Online Monthly, Paper Annual	<input checked="" type="radio"/> Online Only* <input type="radio"/> Paper and Online

* 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.

☒ **I affirm that I have read and agree to the Online Statement and Trade Confirmation Notification Service Agreement.**

Statement / Trade Confirmation Delivery

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.

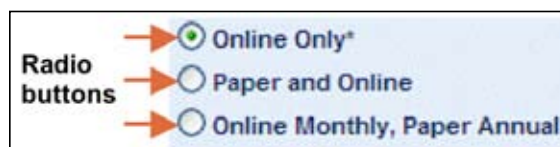
Online and Paper
Statements and trade confirmations are mailed to you at your address of record and are also available online through Investor Access.

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

For additional assistance:
[View our FAQs page.](#)

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 2 of the enrollment 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.

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Investor Access | Document Delivery Options

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5 | Confirm: Statement and Trade Confirmation Delivery

You have successfully selected your statement and trade confirmation delivery preferences.

Click the **Next** button to continue with the enrollment process.

Selection Confirmation

Paper Delivery (via mail)	Online Delivery *
	<div><div></div>JohnRoth xxxx1234 xxxx1234 Statements</div> <div><div></div>JohnRoth xxxx1234 xxxx1234 Trade Confirmations</div> <div><div></div>Doe Capital Access Joint xxxx4321 xxxx4321 Statements</div> <div><div></div>Doe Capital Access Joint xxxx4321 xxxx4321 Trade Confirmations</div>

* You will be notified by e-mail when the files are available online.

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Next

Statement / Trade Confirmation Delivery

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.

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

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).

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 6 of the enrollment process.
- If you need to make changes, click the **Previous** button to return to the Statement and Trade Confirmation Delivery screen.

STEP 6 – SHAREHOLDER COMMUNICATION DELIVERY

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6 | 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.

		Shareholder Communications	
Accounts	Account Number(s)	Annual and Interim Reports, and Proxies	E-mail Address
John Roth xxxxx1234	xxxxx1234	<input checked="" type="radio"/> Online Only* <input type="radio"/> Paper Only	JDoe@emailaddress.com
Doe Capital Access Joint xxxxx4321	xxxxx4321	<input checked="" type="radio"/> Online Only* <input type="radio"/> Paper Only	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 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 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.

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Contact Us | Help | Cancel

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6 | Confirm: Shareholder Communications Delivery

You have successfully selected your Shareholder Communications confirmation delivery preferences.
Click the **Next** button to continue with the enrollment process.

Paper Delivery (via mail)	Online Delivery *
	<div><div>JohnRoth xxxx1234 xxxx1234 Annual, Interim Reports and Proxies</div><div>Doe Capital Access Joint xxxx4321 xxxx4321 Annual, Interim Reports and Proxies</div></div>

Previous

FINISH and Launch Investor Access

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.

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).

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).

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