

# Axos Elite: Cash Management Checking and Investor Savings Bundle



## Frequently Asked Questions

### About Axos Elite

#### What is Axos Elite?

Axos Elite is a powerful combination of our Cash Management Checking (CMC) and our new Investor Savings account. This all-in-one bundle offers exceptional benefits for your clients.

#### Competitive Yield

- > With a highly competitive yield, you can confidently act in the best interest of your clients when suggesting the Axos Elite bundle.

#### Advisor/Client Relationship

- > Maintain a non-competitive partnership – our cash management solutions are designed to support your practice, not compete with it, so you can focus on deepening client relationships.
- > Enhance client relationships by providing access to a suite of cash management solutions, including Axos Elite, through the Axos Client Portal. This digital experience empowers your clients to manage their finances with ease while reinforcing your role as their trusted financial advisor.

#### What features and benefits are included with an Axos Elite account?

- > Free checks and debit cards, available upon request
- > ATM fee reimbursements
- > Competitive Yield
- > No transfer holds to brokerage accounts
- > Free wire transfers and more

To learn more about Axos Elite benefits, visit our [website](#).

#### Is an Axos Elite account FDIC-insured?

Yes. Bank products and services are provided by Axos Bank, an FDIC-insured institution. All deposit accounts at Axos Bank are covered by FDIC insurance under Certificate #35546. Deposits with the same ownership and/or vesting held at Axos Bank are combined and insured under this certificate.

#### How is this offer being presented to my clients?

End investors who indicated they wanted a CMC account on their application will be presented with the CMC offer during their initial registration or next login for the Portal. If your client chooses not to add an Axos Elite account at that time, they will only see marketing tiles about the Axos Elite product within their portal experience.

### Elite Bundle Intent Journey – End Investors who do not have a CMC account

If your client clicks on the Elite Bundle marketing tile, they will receive up to three emails related to the Elite Bundle.



### Investor Savings Intent Journey – End Investors who have a CMC account

If your client clicks on the Investor Savings marketing tile, they will receive up to two emails about adding an Investor Savings account and unlocking additional benefits.



### Abandoned Application Journey – End Investors who started a CMC or Axos Elite application

If your client initiated an application for a CMC or Axos Elite account but has not yet completed or submitted it, they will receive two reminder emails encouraging them to finalize their application.



### Account Not Funded Journey – End Investors who have an unfunded CMC or Axos Elite account

If your client has opened a CMC or Axos Elite account but has not yet funded it, they will receive two reminder emails encouraging them to complete their funding.



## Account Set Up and Servicing

### Who is eligible for Axos Elite?

This offer is available to all end investors through our RIA clients who custody with Axos Advisor Services.

### Are there account minimums or requirements?

The Cash Management Checking (CMC) account will earn a base rate of 0.00% APY. The Investor Savings account will earn a base rate of 1.00% APY. No minimums apply to receive the base rate.

CMC and Investor Savings accounts are eligible to receive a promotional APY for each statement cycle where the promotional criteria are met during the qualification period.

### Promotional criteria to receive the boosted rates

- > Receive qualifying direct deposits totaling at least \$1,500 in their CMC account **and** maintain an average daily balance above \$1,500.

**OR**

- > Receive qualifying deposits totaling at least \$5,000 in their CMC account **and** maintain an average daily balance above \$5,000.

The Qualification Period is from the 1<sup>st</sup> of the month through the 25<sup>th</sup> of the month. Any qualifying direct deposits received after the 25<sup>th</sup> of the month will count toward the next Qualification Period. Please visit our website for the current product rate.

#### **Note:**

*A direct deposit is an electronic deposit of your paycheck or government benefits, such as Social Security, Disability, etc. Other deposits (i.e., online banking transfers, ATM and mobile check deposits, etc.) or person-to-person payments are not considered a direct deposit.*

*Qualifying deposits only include deposits from the following eligible sources: (i) ACH transfers from external accounts, (ii) inbound wire transfers from external accounts, (iii) check deposits. Qualifying deposits do not include: (i) transfers internal to the bank (i.e., transfers between an account holder's Checking and/or Savings account), (ii) interest payments, (iii) promotional bonuses, (iv) credits, reversals, and refunds.*

### What are the boosted rates?

The Cash Management Checking (CMC) account will earn a base rate of 0.00% APY\*. The Investor Savings account will earn a base rate of 1.00% APY\*.

If certain requirements are met during each statement cycle, these products are eligible for the boosted rates. Please visit our [website](#) for the current product rate.

### Are there any fees associated with an Axos Elite account?

No. There are no fees associated with an Axos Elite account.

### Is direct deposit required for an Axos Elite account?

No. Direct deposit is not required for an Axos Elite account.

#### **Note:**

*A direct deposit is an electronic deposit of your paycheck or government benefits, such as Social Security, Disability, etc. Other deposits (i.e., online banking transfers, ATM and mobile check deposits, etc.) or person-to-person payments are not considered a direct deposit.*

*Qualifying deposits only include deposits from the following eligible sources: (i) ACH transfers from external accounts, (ii) inbound wire transfers from external accounts, (iii) check deposits. Qualifying deposits do not include: (i) transfers internal to the bank (i.e., transfers between an account holder's Checking and/or Savings account), (ii) interest payments, (iii) promotional bonuses, (iv) credits, reversals, and refunds.*

### How do my clients open an Axos Elite account?

Your clients can open an Axos Elite account one of three ways.

- > **During account opening:** Using the [Investment and Banking Multi-Account Application and Agreement](#).

- > **Through the Axos Client Portal:** If your client is using the Investment and Banking Multi-Account Application and Agreement, they will see a popup prompting them to complete their Axos Elite application upon registration or login. If they opted out or did not use the application, they will not see this popup. However, they can add an Axos Elite account at any time using the "Add Account" feature or by selecting the Axos Elite tile in the app.
- > **With Axos assistance:** If you prefer, Axos can assist your client directly in opening an account through our dedicated Advisor Banking and Lending Solutions team at 877-887-3030.

## What information is required for my clients to open an Axos Elite account?

Your clients will need to provide their:

- > Legal name
- > Physical address
- > Social Security Number
- > Driver's license or ID
- > Source of income/wealth

This can be provided through the application, or they can enter this information through the secure Axos Client Portal.

## What will my clients receive if they open an Axos Elite account?

Your clients will receive access to their CMC and Investor Savings accounts. Checks and debit cards for the account are optional but can be requested by calling the dedicated support line at 877-887-3030.

## What if my client already has a CMC Account?

If your client already has a CMC account, they can add the Investor Savings account to receive the Axos Elite bundle and unlock its full benefits. They can do this by selecting the Axos Elite tile in the Client Portal or by calling our dedicated support team at 877-887-3030.

## How can my clients access their Axos Elite account once it is opened?

Your clients can manage their accounts by logging into the Axos Client Portal, where they can view balances, transfer funds, and access account details. They can also use their accounts with checks or debit cards at any bank's ATM, with all ATM fees fully reimbursed.

## What types of deposits qualify to unlock the boosted rates?

**Qualifying deposits** must come from one of the following sources:

- > ACH transfers from external accounts
- > Inbound wire transfers from external accounts
- > Check deposits

**Non-qualifying deposits** include:

- > Transfers between account holders' Axos Checking and Savings accounts
- > Interest payments
- > Promotional bonuses
- > Credits, reversals, and refunds

## How can my clients view their boosted rate?

Clients who qualify for a boosted rate in a given cycle will see it reflected on their monthly statements. Our system updates at the end of each month to ensure the most accurate information. However, clients will not be able to view their current boosted rate on their Account Details page.

## **What if my firm isn't on the Axos Client Portal?**

If your firm has not adopted the Axos Client Portal or uses its own client portal, your clients can still access the Axos Elite bundle and its benefits. You can provide them with your firm's unique Axos Client Portal link on a case-by-case basis for those who would benefit from this account. This unique link grants them access to the Portal, its features, and the Axos Elite account. To obtain your unique link, please contact your Client Service Advocate.

## **Can I view my client's Axos accounts in Liberty?**

No, we currently do not offer the ability for end investors to share their account details with their advisors. However, we anticipate adding this functionality in the coming months.

## **Where can my client and I view more details to learn about Axos Elite?**

To learn more, please visit our [website](#).

## **Advisor Support**

### **As an advisor, who do I contact at Axos for more information on the Axos Elite bundle?**

As an Axos Advisor Services client, your firm receives dedicated advisor support through our Advisor Banking and Lending Solutions team. If you need assistance, please call 877-887-3030 to speak with a team member.

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\* The Annual Percentage Yield (APY) is accurate as of 04/03/2025. The base and promotional interest rate and corresponding APY for Cash Management Checking is variable and is set at our discretion. The base and promotional interest rate and corresponding APY for Investor Savings is variable and is set at our discretion. Investor Savings is a tiered variable rate account. Cash Management Checking is a non-tiered variable rate account. Interest rates may change as often as daily without prior notice. Fees may reduce earnings.

Promotional terms and conditions are subject to change or removal without notice. Incentive may be taxable and reported on IRS Form 1099-MISC. Consult your tax advisor. After the accounts are opened, the amount of incentive earned will depend on meeting the additional requirements outlined below.

The Cash Management Checking account will earn a base rate of 0.00% APY. The Investor Savings account will earn a base rate of 1.00% APY.

Cash Management Checking and Investor Savings accounts are eligible to receive a promotional APY for each statement cycle where the promotional criteria are met during the Qualification Period. To receive the promotional APY on both Cash Management Checking and Investor Savings, the Cash Management Checking account must meet both of the requirements in either Option 1 or Option 2 below during the Qualification Period:

#### Option 1

1. Your Cash Management Checking account has received qualifying direct deposits of at least \$1,500 in total.
2. The average daily balance of your Cash Management Checking account is at least \$1,500.

#### Option 2

1. Your Cash Management Checking account has received qualifying deposits of at least \$5,000 in total.
2. The average daily balance of your Cash Management Checking account is at least \$5,000.

If both of the requirements in either Option 1 or Option 2 above are met during the Qualification Period:

- The Cash Management Checking account will earn a promotional rate of 0.51% APY for the statement cycle in which the requirements are met.
- The Investor Savings account will earn a promotional rate of up to 4.66% APY for the statement cycle in which the requirements are met.

The Qualification Period is from the 1<sup>st</sup> of the month through the 25<sup>th</sup> of the month. The Qualification Period for new accounts will begin on the day the account is approved. Any qualifying direct deposits received after the 25<sup>th</sup> of the month will count toward the next Qualification Period.

A direct deposit is an electronic deposit of your paycheck or government benefits, such as Social Security, Disability, etc. Other deposits (i.e., online banking transfers, ATM and mobile check deposits, etc.) or person-to-person payments are not considered a direct deposit.

Qualifying deposits only include deposits from the following eligible sources: (i) ACH transfers from external accounts, (ii) inbound wire transfers from external accounts, (iii) check deposits. Qualifying deposits do not include: (i) transfers internal to the bank (i.e., transfers between an account holder's Checking and/or Savings account), (ii) interest payments, (iii) promotional bonuses, (iv) credits, reversals, and refunds.

Both accounts must be in an open and active status on the date the interest is paid to receive the promotional APY for that statement cycle. Account transactions may take one or more business days from the transaction date to post to the account.