Form Digitization

Frequently Asked Questions

Form Digitization Program

Why are some forms being moved to a digital experience?

In the coming months, we will be releasing a series of digital forms that simplify the overall form submission process for you and your clients, validate the information in real-time to ensure accuracy and timeliness, and notify the end client of the proposed update with the ability to authorize the request in one seamless experience.

The forms that were identified to be released were the forms that would have the biggest impact on your operational efficiency and your client's experience, with a high volume of use with us.

Where can the forms be accessed?

All digital forms will be accessible within Liberty on the Account Details page.

Can I still use PDF forms or DocuSign to submit forms?

Yes. You will still have the option to use PDF forms and DocuSign. Our digital form experience will allow you to move away from paper, validate information for accuracy and timeliness, and simplify the overall process for you and your clients.

Is the digital form experience secure?

Yes. Forms executed through the digital experience are secure through bank-grade encryption and data security standards in Liberty.

How it works

How does the process work?

Digital forms can be accessed by logging into Liberty and navigating to the Account Details page. Click on the digital form link to access the form and add or update the necessary information.

What are the benefits of using the digital form process?

Digital forms will:

- Simplify the form submission process for you and your clients
- Validate information in real-time to ensure accuracy and timeliness
- Send notifications to your clients of any proposed updates with the ability to authorize requests
- Elevate your client experience
- Streamline operational efficiencies

What does my client need to do?

Not all forms require your client's signature. If a form does, they will be sent an email notification to approve it. If your client is registered for the Axos Client Portal, they can review and approve directly from the portal. Once approved, the form will automatically be sent to the correct Axos Advisor Services team for processing.

Does my client need any special programs or apps to use the form?

No. Digital forms are delivered via email or the Axos Client Portal and can be reviewed and approved from their mobile device, tablet, or computer. Please ensure your client's contact information is up to date in Liberty. If your client does not receive the email, please have them check their spam or junk folder, as it may have been filtered there by mistake. If you need additional support, you can reach out to your Client Service Advocate.

What information is needed to fill out a form?

Our digital forms prepopulate information directly from Liberty to streamline the process and save you time. Fill out or update the necessary information and submit. Digital forms can be used 24 hours or more after creating a new account. If the form needs to be sent to a different email address, please update the email address on the account. After 24 hours, you can submit a new form reflecting the updated information.

Where can I access Digital forms?

Digital forms are accessible in Liberty on the Account Details Page under the Forms section. The PDF version of the forms are also available in Liberty on the Account Details Page under the Forms section or on our website.

Please refer to our Digital Form User Guides for detailed instructions:
Liberty Transfer In Digital Form User Guide
Liberty Beneficiary Digital Form User Guide

Transfer In

What transfer types are eligible?

At this time, the digital form is only for ACATS Eligible in-kind and partial cash/in-kind transfers. Please use the Transfer Form on our website or the Forms section of Liberty for all other transfers.

How long is the transfer process?

In-kind and partial cash/in-kind transfers can take 7-10 days from the submission date. You can view the transfer status within Liberty as a case within the Message Center, or once the ACATS are in progress, you can view them on the 'Transfer In' tile on the account page.

What Delivering Firms are Supported?

Ameriprise (account ending in 133 only)
Apex Clearing
Charles Schwab (8-Digit accounts only)
DA Davidson
Edward Jones
Fidelity (retirement accounts and accounts beginning with a 2 followed by two letters are not eligible) First Clearing
Folio
Hilltop Securities
Interactive Brokers
JP Morgan
LPL
Merrill Lynch
Morgan Stanley
National Financial Services (NFS)
Pershing
RBC
Robert & Baird
Robinhood
SEI
Stifel Nicolaus
Vanguard (8-Digital accounts only)
Wells Fargo

Beneficiary

What types of beneficiary updates are available?

- The Digital Beneficiary form may be used to add new, edit existing, or remove beneficiaries for all retirement account types except for Solo(k) and 403(b).
- Transfer on Death (TOD) beneficiary designations for non-retirement account types are not supported.

How long does it take for beneficiary updates to be processed?

Beneficiary updates received in good order can take up to 48 hours to be processed.

Questions or Comments? Please reach out to your Client Service Advocate with any questions or feedback on how we can improve the process.