

# Tax Forms, 1099 and RMD Letters Update

Now Available Via eDelivery

## Available for the 2023 Tax Season

We are excited to announce that all 2023 tax forms, 1099s, and RMD letters can now be sent electronically to your clients with the Axos Advisor Services eDelivery Program. Providing your firm and clients with a secure and convenient way to receive their tax information electronically has been our top priority, and we are excited to have this feature ready for the 2023 tax season!

### What is the eDelivery program?

When your clients sign up for eDelivery, they will receive email notifications when important account documents from Axos Advisor Services are ready for instant access on our secure website. Clients can simply – and securely – log in to view, save, or print these documents anytime. More information about accessing the portal is included below.

### Already Opted Into eDelivery?

Clients who have previously opted for electronic delivery for other document types, such as statements, will need to update their eDelivery preferences for tax forms. Once they have opted-in for tax forms, they will receive an email when the form is available on their account. These clients and account holders will not have any printed or mailed tax forms. Any corrected forms that are produced will be delivered the same way, on their online account, and an email notification will be sent with a corresponding link. If the email bounces back for whatever reason, the delivery method will be flipped to mail, and the forms will be printed until the email can be updated and verified and they have opted back into eDelivery. At this time, beneficiaries who receive tax forms will receive them via mail and not electronically.

### Axos Client Portal: Coming Early 2024

In early 2024, we will be launching our new Axos Client Portal. The Axos Client Portal provides your clients with an enhanced digital experience where they can view and manage their investment accounts and their Axos banking information in one seamless digital experience on both web and mobile app platforms. If your firm is already onboarded with the new Axos Client Portal, your clients are automatically enrolled into the eDelivery program when they register for the Portal, and no action is needed by you for them to receive their documents electronically. If your firm has not yet been onboarded to the Axos Client Portal, your clients can view and opt-in for eDelivery via their Liberty login.

If you have any questions, please contact your Client Service Advocate for more information.

### Documents available electronically

Many of their personal, trust, and business account documents can be accessed online. Items that will be made available electronically through the eDelivery program when your clients opt-in will include:

- Statements
- Proxies
- Tax forms
- RMD letters
- Other important account updates as they become available

*Note: At this time, beneficiaries who receive tax forms will receive them via mail.*

## Why should you encourage eDelivery with your clients?

**Convenience** – Clients will have instant access to view, save, or print any of their documents from anywhere.

**Secure** – Their documents are stored in a password-protected environment instead of being delivered through the traditional mail system. This helps reduce the risk of lost or stolen mail with important account information.

**One location** – All their account information and documents are available in one online location, eliminating the need to keep track of and store paperwork.

**Save** – Avoid printing and mailing fees.

## Helping your clients sign up for the eDelivery program

In early 2024, we will be launching our new Axos Client Portal.

If your firm is already onboarded with the new Axos Client Portal, your clients are automatically enrolled into the eDelivery program when they register for the Portal, and no action is needed by you for them to receive their documents electronically. Your clients must register for the Portal to view and download their tax documents.

If your firm has not yet been onboarded to the new Axos Client Portal, your clients are able to do so via their Liberty login.

1. Clients will log in to their Liberty account at [axosadvisorservices.com/Liberty](https://axosadvisorservices.com/Liberty)
2. They'll then go to the "About your Account" tab
3. Then direct them to go to the "Document Delivery Settings" section
4. Clients will need to verify their email address
5. Finally, they'll check the boxes for their opt-in elections and
6. Click "Save"

The "About your Account" tab is where your clients can easily and securely access all their account documents.

If an account is part of a statement family, select the head of household account identified by the asterisk (\*).

1. From the main page in Liberty, select About your account tab:
2. Click Document Delivery Options, select Edit, and choose Email for the delivery method.
3. Verify the email address in the row titled Email.
4. Check the boxes for your opt-in elections
5. Click Save

*Note: The eDelivery setting for family head accounts is just for statements. Each underlying account would need to select eDelivery for the various document types.*

Please note that you are not able to opt-in your clients for the eDelivery program. Your clients need to opt in and verify their own email address.

If you have any questions, please contact your Client Service Advocate for more information.

### **Investment Products: Not FDIC Insured - No Bank Guarantee - May Lose Value.**

Axos Advisor Services is a trade name of Axos Clearing LLC. Axos Clearing LLC provides back-office services for registered investment advisers. Neither Axos Advisor Services nor Axos Clearing LLC provides investment advice or make investment recommendations in any capacity. Securities products are offered by Axos Clearing LLC, Member FINRA & SIPC. Axos Clearing, LLC does not provide legal, accounting, or tax advice. Always consult your own legal, accounting, and tax advisors.