

Liberty Message Center

Streamlined Case Creation and Attachment Enhancements

Liberty Message Center enhancements are now live!

We have made some enhancements to the Liberty Message Center. To make case creation on an account easier, we have a new tile on the Account Overview page that summarizes open and in-progress cases. This feature also allows users to create a case for that account without having to navigate to the Message Center. Those with access to the Message Center will be able to see this new feature.

Transaction	Statement Date	Trade Date	Post Date	Symbol	Security	Price	Quantity	Amn
Bank Interest			08/31/2023	n/a	Non-Security		0.0000	\$
Total Transactions							0.0000	\$

Case #	Case Status	Request Type	Last Activity
1232235	In Progress	Account Maint	9/22/2023
2343453	New	Transfer In	9/27/2023

In addition, we have also increased the number of attachments to be associated with a case up to 15 documents or up to 35 MB. This will alleviate the need to send additional documentation to your Client Service Advocate.

If you have any questions, please reach out to your Client Service Advocate for more information.

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