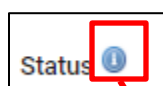


Liberty Message Center

Updates

Based on our feedback we have made two enhancements to the Liberty Message Center. First, we have added an info button within the Message Center to help provide better descriptions of Request Type Statuses, as shown below.



Clicking on the info icon will show a dialogue box with the following definitions of Statuses:

Statuses in Message Center X

New
Request received by AAS, awaiting processing

In Progress
Request in process by AAS

On Hold
Request is on hold

Pending Customer Response
AAS needs additional information to process

Closed with Secure Message
AAS has closed case. Case will move to Closed section after 10 days

Cancelled
Request was cancelled

In addition, we have also modified the status of “Pending Closing” to be more descriptive and will be displayed as “Closed with Secure Message.” This provides a clearer explanation of the status and the action that will be taken.

Please reach out to your Client Service Advocate if you have any questions.

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.