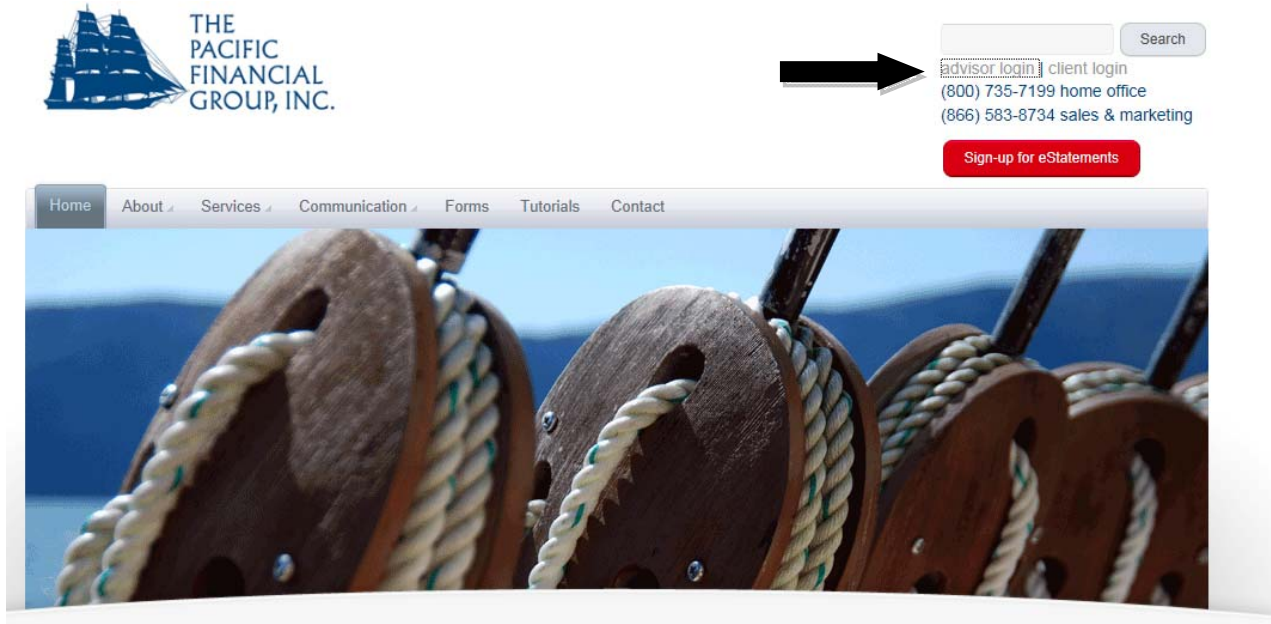


Your Guide to Navigating the TPFG Website

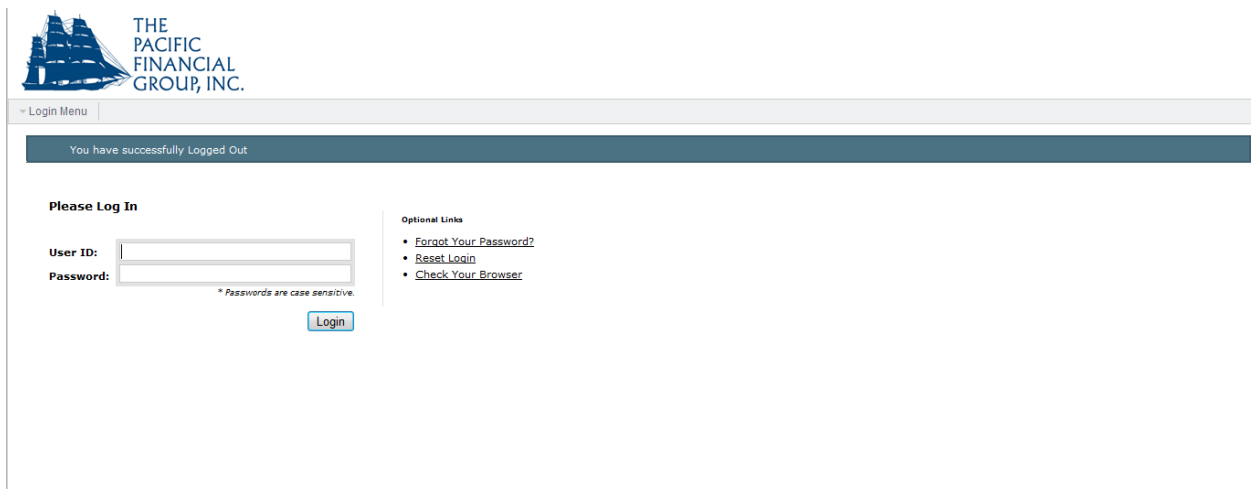
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Getting started

- 1) Please visit our website at: www.tpfg.com
- 2) Click “advisor login” in upper right hand corner

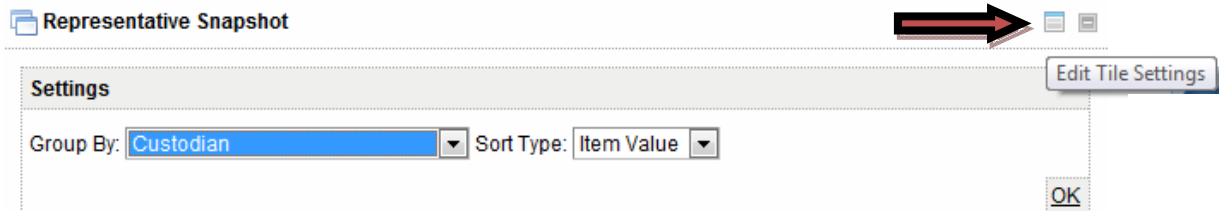


- 3) You will be re-directed to the page below where you will enter your login credentials provided by TPFPG:



- 4) Once you’ve logged in, you will be in the Advisor Dashboard where you will see a summary of your accounts.

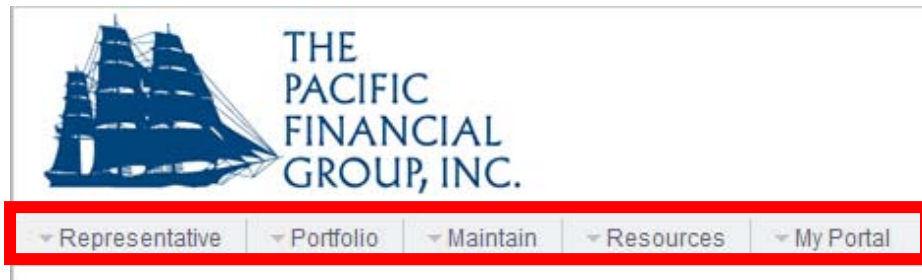
- ✓ Click on a client's name/registration to view a Portfolio Snapshot to view the latest market value of the account. This report can be downloaded to a CSV, word or excel file.
- ✓ Click the "More" button **More** under your list of clients to view the same information in a different format and from here, you can export to excel or CSV file.
- ✓ Sort by Custodian or Management Style by clicking on the Edit Tile Setting icon. Choose sort criteria from the "Group By" drop down menu



Where do I go from here?

There are five main tabs and under each of the tabs, there is a menu of reports and options available at your fingertips. Let's take a more detailed look at each of the tabs so that we can see which reports can be found where and what options and capabilities exist.

Here's what the five main tabs look like:



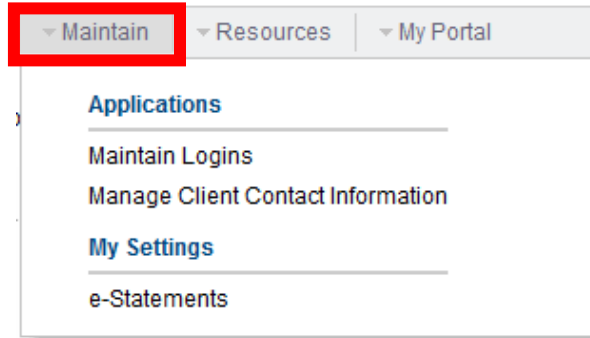
The “Representative” Tab:

The screenshot shows a navigation menu with four tabs: 'Representative', 'Portfolio', 'Maintain', and 'Re'. The 'Representative' tab is highlighted with a red box. Below the tabs is a 'Dashboard' button with a grid icon. The main content area is divided into three sections: 'Advisor' with a link to 'Sales Report by Wholesaler for Rep'; 'Representative' with links to 'Sales Blotter for Rep Report', 'Advisory Fee Reports', 'Client Site Access Report', 'Rep Contact Information', 'Rep Snapshot', 'Representative Dashboard', 'Statement Archives', and 'Statement Summaries'.

The “Portfolio” Tab:

The screenshot shows a navigation menu with four tabs: 'Portfolio', 'Maintain', 'Resources', and 'My Portal'. The 'Portfolio' tab is highlighted with a red box. Below the tabs is a 'Dashboard' button with a grid icon. The main content area is divided into several sections: 'Billing' with a link to 'Billing Schedule/Invoices'; 'Performance & Statements' with links to 'Statements', 'Performance Report', and 'TPFG Quarterly Report'; 'Positions' with links to 'Client CRM', 'Portfolio Dashboard', 'Portfolio Snapshot', 'Portfolio Valuation', 'Portfolio Position', 'Fixed Income and Yield Report', 'Fixed Income and Redemption Report', 'Fixed Income Holdings and Maturity Summary Report', 'Fixed Income Maturity Schedule Report', 'Estimated Income Report', 'Consolidated Portfolio Position', and 'Portfolio Appraisal Report'; 'Tax' with links to 'Tax Transaction Detail', 'Substitute Schedule D1', 'Gain Loss', and 'Substitute Form 8949'; and 'Transactions' with a link to 'Transactions'.

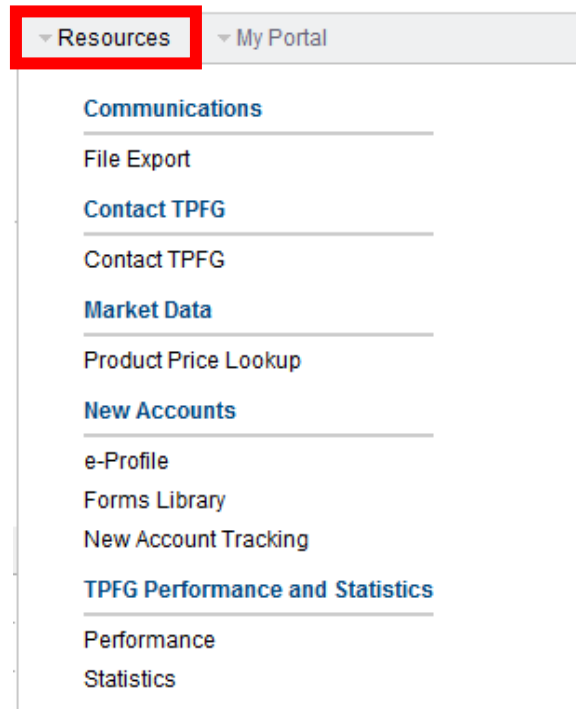
The “Maintain” Tab:



The screenshot shows a navigation bar with three tabs: 'Maintain', 'Resources', and 'My Portal'. The 'Maintain' tab is highlighted with a red box. Below the navigation bar, the 'Maintain' menu is expanded, showing the following items:

- Applications**
- Maintain Logins
- Manage Client Contact Information
- My Settings**
- e-Statements

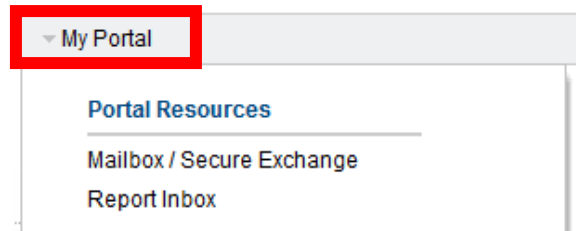
The “Resources” Tab:



The screenshot shows a navigation bar with two tabs: 'Resources' and 'My Portal'. The 'Resources' tab is highlighted with a red box. Below the navigation bar, the 'Resources' menu is expanded, showing the following items:

- Communications**
- File Export
- Contact TPGF**
- Contact TPGF
- Market Data**
- Product Price Lookup
- New Accounts**
- e-Profile
- Forms Library
- New Account Tracking
- TPFG Performance and Statistics**
- Performance
- Statistics

The “My Portal” Tab:



The screenshot shows a navigation bar with one tab: 'My Portal'. The 'My Portal' tab is highlighted with a red box. Below the navigation bar, the 'My Portal' menu is expanded, showing the following items:

- Portal Resources**
- Mailbox / Secure Exchange
- Report Inbox

Most Frequently Used/Requested Reports

Below, are some of the most frequently used reports. Let's take a look to see how to find and run these reports.

- Quarterly Statement
- Performance Report
- Portfolio Position Report
- Tax Transaction Detail

Quarterly Statements can be found under: *Portfolio >>> Statements*

- 1) Choose client from pull down menu
- 2) Click "view" next to desired statement

Performance Reports can be found under: *Portfolio >>> Performance report*

- 1) Choose client from pull down menu
- 2) Choose Start Date (or click "inception date") & End Date
- 3) Choose file type – PDF or Excel
- 4) Choose delivery method – Screen, Inbox or Cloud Storage
- 5) Click Generate

Portfolio Position Reports can be found under: *Portfolio >>> Positions >>> Portfolio Position*

The Portfolio Position report displays information about each asset in an account on a specific date. Pie charts illustrate the portfolio's composition of asset classes and categories. Total market value amounts for each account and registration grouping, as well as the household, also appear.

- 1) Choose client from pull down menu
- 2) Choose As of Date
- 3) Choose file type – PDF or Excel
- 4) Choose delivery method – Screen, Inbox or Cloud Storage
- 5) Hit Generate

Tax Transaction Detail Reports can be found under: *Portfolio >>> Tax >>> Tax Transaction Detail*

The Tax Transaction Detail report lists the investor's portfolio activity during a specified date range. Transactions are grouped by 1099 type. 1099Div transactions are further grouped by transaction type. A total transaction amount appears for each grouping.

- 1) Choose client from pull down menu
- 2) Choose Start Date (or click "inception date") & End Date

- 3) Choose file type – PDF or Excel
- 4) Choose delivery method – Screen, Inbox or Cloud Storage
- 5) Click Generate

Frequently Asked Questions

Can I give my clients access to the website?

Yes. Go under the Maintain tab & click on Maintain Logins. The system recommends using the client's email address as their user name. As the set up is completed there will be a random temporary password created which you can then give to your client.

Can I update my client's contact information using the website?

Yes. Go under the Maintain tab & click Manage Client Contact Information.

Where do I/my clients go to sign up for e-statements?

Go under the Maintain tab & click e-Statements.

What if I've been locked out? Who do I contact to reset my password?

Please contact your sales team or the TPFG client services team – (800) 735-7199 or clientservices@tpfg.com.

What if I don't see one of my clients on the website?

Please contact your sales team or the TPFG client services team – (800) 735-7199 or clientservices@tpfg.com.

When will accounts show up on the website?

Once an account is funded and traded into allocation, it should appear on the website the following day.

How often are the account values updated on the website?

Account values are updated daily as of the prior day's close.

Where can I find a quick snapshot of all of my accounts?

The Representative Dashboard is a great place to start. Go under the Representative tab and click on Dashboard. Here you will find a summary of your accounts. Please click on an account to be taken to the Portfolio Snapshot.

Where can I go to find a detailed summary of each of my accounts?

The Portfolio Dashboard can be found under Portfolio tab and then click Dashboard. Use the drop down menu to choose a client and here you will be

able to see your client's activity summary, recent account activity, performance and a snapshot. You can also find statements here.

Where can I find my joint-rep accounts?

If you also have joint rep accounts, once logged into the TPFG website, switch users (at the top right) and switch to your joint profile.

Where do I find information on TPFG strategies and performance?

Go to the Resources Tab and under the TPFG Performance and Statistics heading, click Performance or Statistics.

Can I see what advisor fees have been paid to me?

It depends on the platforms. For Variable Annuity Optimization and Separately Managed Accounts, payout/billing information will be available in the near future. Any platform that utilizes our Investor/No Transaction Fee (NTF) share class will not have payout/billing information available. Please contact your sales team to receive a payout report.

Where can I find TPFG and custodian forms/paperwork?

Go under the Resources tab and click on Forms Library.

Can I run batch statements for all of my clients?

Yes, log in as and navigate to "representative > statement archives." This will generate all reports relevant for the period that you give it and they will be delivered to your inbox. You will be able to choose the quarter and the inbox to generate for.

The beginning value on performance reports is showing \$0.00. How do I change this?

This is a setting that can be changed. When running the report, please change the setting "Use Zero Inception Value" to "False".

On the performance report, how can an account show a current value less than cost basis, but a positive TWR?

The reason why an account would show a current value less than cost basis, but a positive TWR, is due to dividends that are reinvested. Cost basis is adjusted when dividends and capital gains are reinvested.

For retirement accounts, there is no reason to display cost basis. We suggest changing that field to a more relevant parameter to "Net Amount Invested" rather than "Cost Basis." Please see the following illustration.

Tax Detail

[Check All](#) [Clear All](#)

Custom Parameters

About This Report: Show Don't Show

Quick Summary:

Portfolio Composition: Show Don't Show

Performance Grouping:

Performance Invested Amount Column:

Show Rep Name: [Choose Option...]

Performance calculation method:

Show Price Dates:

Annualize Performance:

Performance Show Detail:

Show Zero Value Assets: True False