GEMMER ASSET MANAGEMENT LLC | LOCAL PARTNER GLOBAL INVESTING

Advisor Connect

Operations Newsletter

April 2023
Issue No. 24

Schwab $0 on Wire Fees

Schwab firmly believes that digital tools are the best way to protect your clients from unauthorized transactions.

As part of an ongoing effort to provide your clients with the fastest and safest possible experience, Schwab has decided to waive fees on all wire requests that are submitted online as an e-authorization. For your clients to receive this benefit, they must establish online access to their Schwab Alliance account. Please see the Schwab Alliance Brochure on how your clients can create a Schwab Alliance account. Clients will still be able to submit a wire request by physically signing or doing a DocuSign signature for a $25.00 fee.

After your clients have set up their Schwab Alliance account, they may begin to electronically approve (e-approve) their wire request. The new 2 factor E-Authorization for Wires process will give clients a step by step guide on what they will see when they log into their Schwab Alliance account to e-approve their wire request.

Gemmer's Wire Confirmation Process

Gemmer is 100% committed to protecting your clients when it comes to money movements, especially wire transactions.

Below are the steps we are taking to ensure that your client's wire request is secure.

• Gemmer will always complete a phone verification with the client to confirm wire details.

• We will call the client using the phone number we have on file, and we will never use a "new" phone number provided to us in an email.

• If the wire request is for an escrow company, Gemmer will verify the wiring instructions with the escrow company in addition to the phone verification with the client.

DocuSign Fraud

A recent trend in fraud attempts uses the DocuSign approval process to attempt to divert funds from clients.

The fraudster will impersonate a client and ask the advisor to change the phone number or email address to one that they can use to provide a false authentication and gain control of a client's account or funds.

In a recent example, a fraudster posed as a client and requested a new moneylink profile be created and an outgoing transfer be initiated after the profile was updated. The SMS verification messages were sent to a new phone number that was not owned by the client and the fraudster convinced the advisor they could not speak over the phone because of a medical issue.

Look out for these red flags:

• "Urgent" requests.

• Requests to send authorization codes to alternative phone numbers or email addresses.

• An unwillingness to speak over the phone – fraudsters will use a false story to avoid a verbal call such as being about to board a plane or even something as serious has having throat cancer.

• Changing account information or instructions and then making a new disbursement request soon after.

• Spelling and grammatical errors in requests.

You and Gemmer can protect clients further by scrutinizing email addresses and URLs. Hover your mouse over the email address to check the sender's domain. Never rely on previous conversations with clients to verify an outgoing money movement request. Most importantly, always verbally confirm all requests and adhere to your firm's verification processes. Confirming the client's identity and

• It is best practice for Gemmer to confirm all details by **10am PST** for a wire request.

Once the details of the wire have been verbally confirmed by Gemmer, we will proceed with submitting the wire request to Schwab. Schwab will process same-day wires on a best effort basis if the paperwork is in good order and the forms are submitted by **11:30 am PST** and eAuthorization before **1:30 pm PST.**

transaction details via phone or video chat is one of the strongest fraud prevention weapons.

Policy Change for Check & Journal Requests

Starting May 15, 2023, Schwab will no longer take any Letters of Instructions for check and journal requests. They will require signed requests to be on the Schwab check and journal form. If you have a client who has written Letters of Authorization in the past, please reach out to the Gemmer Operations team to help fill out the correct form for future requests.

Changes to RMD Age

On December 29, 2022, the Consolidated Appropriations Act of 2023 was signed into law. The Act builds on one of the most notable provisions in the original SECURE Act in 2019 which increased the required minimum distribution age from 70.5 to 72. The new SECURE 2.0 Act further increases the required minimum distribution age to 73 starting on January 1, 2023. In 2033, the RMD age will increase again to 75. RMD penalties, higher catch-up contributions, and other notable provisions made to retirement accounts can be reviewed here at Schwab or Fidelity.

Things to know:

• Individuals already taking RMDs must continue to do so. The change is only for those born in 1951 or later.

• Individuals who turned 72 during 2022 must take their first RMD by April 1, 2023.

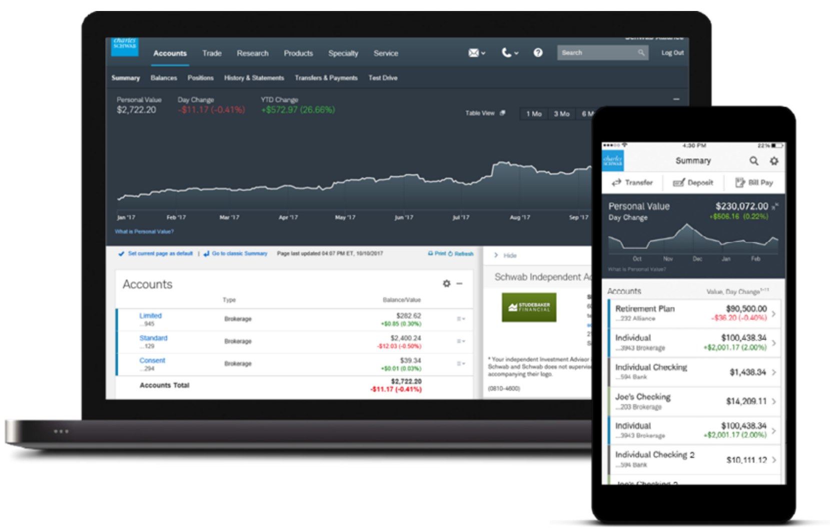
• Individuals turning 72 in 2023 are not required to take an RMD this year. Instead, they will need to start taking RMDs when they attain age 73 in 2024 or they may delay until no later than April 1, 2025.

Questions? Contact the Operations team at clientrequest@gemmerllc.com charles SCHWAB

Easy, secure access

Signing up for Schwab Alliance gives you access to your account information virtually anytime, anywhere, while saving time and paperwork.

Designed for investors like you, our website and mobile app enable you to stay informed about your accounts while still relying on the one-on-one guidance provided by your independent advisor.

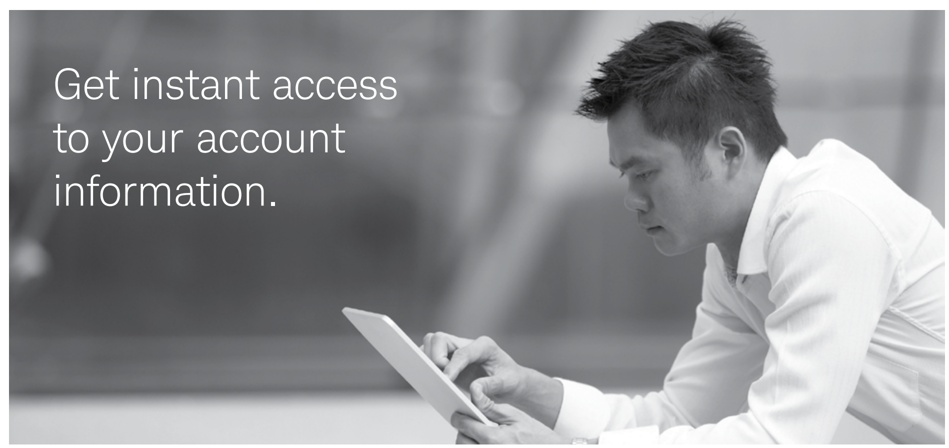


For illustrative purposes only.

Monitor your accounts easily and securely

- Get instant access to your account information online, or on-the-go with the Schwab mobile app.
- Stay informed on the status of requests and securely approve transactions.
- Keep your contact information up to date so you can be notified.
- Count on secure, paperless delivery of important documents, including account statements, trade confirmations, and tax reports.*
- Conveniently deposit checks with a click of the camera on your phone or tablet.
- Grant View Only access to third parties, such as CPAs, attorneys, and family members.
- Enhance your account security by adding two-factor authentication.

Ask your advisor to initiate your online access to Schwab Alliance—it's free, fast, and easy.



*You must be listed as the account owner to enroll in electronic delivery.

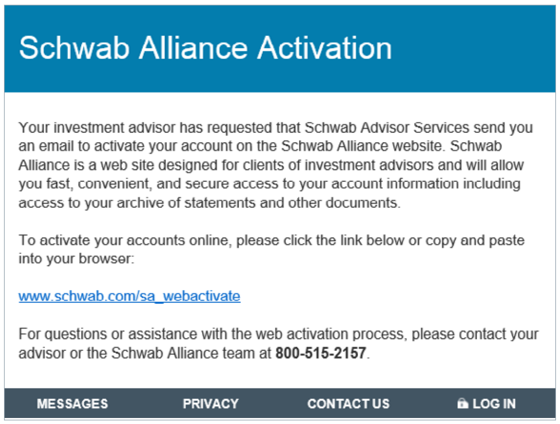
Set up account access one of two ways

Select an option and then follow steps 2–8 beginning on the next panel.

OPTION 1

1 The easiest way: Ask your advisor to initiate your online enrollment

You'll receive an email with a link to get started. If the link has expired, ask your advisor to resend.



Schwab Alliance Activation

Your investment advisor has requested that Schwab Advisor Services send you an email to activate your account on the Schwab Alliance website. Schwab Alliance is a web site designed for clients of investment advisors and will allow you fast, convenient, and secure access to your account information including access to your archive of statements and other documents.

To activate your accounts online, please click the link below or copy and paste into your browser:

www.schwab.com/sa_webactivate

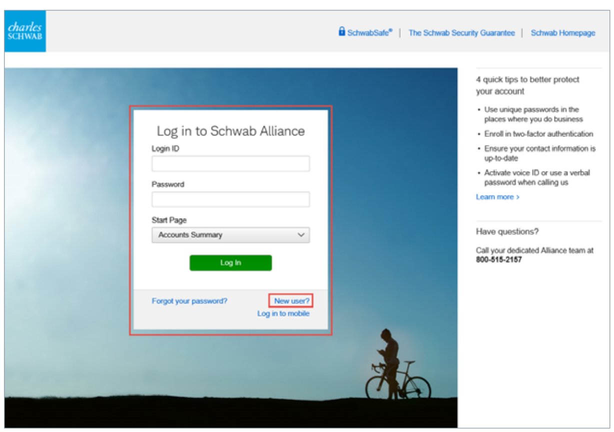
For questions or assistance with the web activation process, please contact your advisor or the Schwab Alliance team at **800-515-2157**.

MESSAGES | PRIVACY | CONTACT US | LOG IN

OPTION 2

1 Initiate enrollment on your own

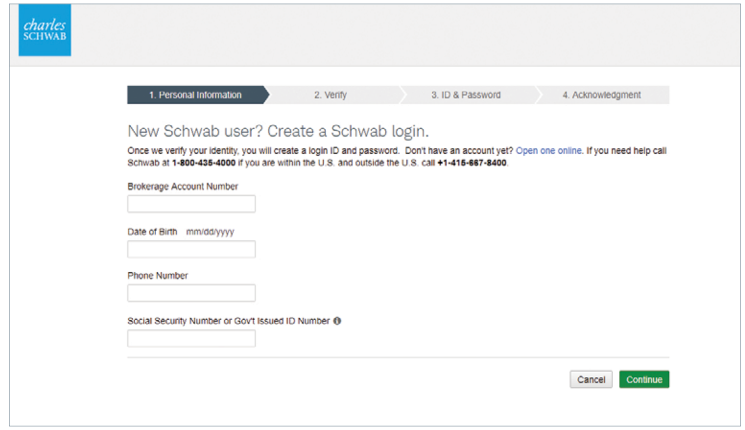
Go to schwaballiance.com and click "New User?"



Note: Always use caution when logging in away from home. Visit Schwab Safe on the Schwab Alliance homepage for more tips on online security.

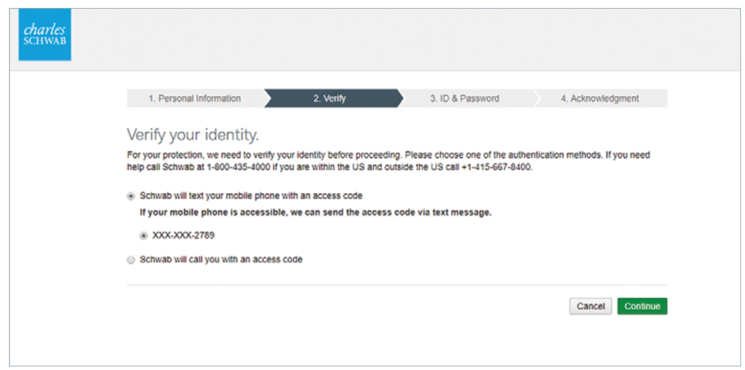
2 Verify your personal information

You'll need to enter information such as your Social Security number and brokerage account number through our secure interface. Your account number is the eight-digit number at the top of your statement. If you own more than one account, you can enter any one of those account numbers.



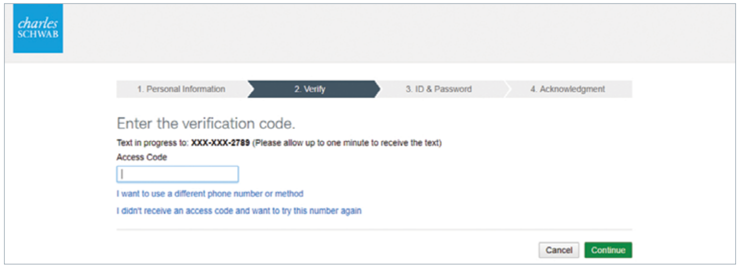
3 Verify your identity

As an additional layer of security, Schwab will text an access code to your mobile phone or call you directly.



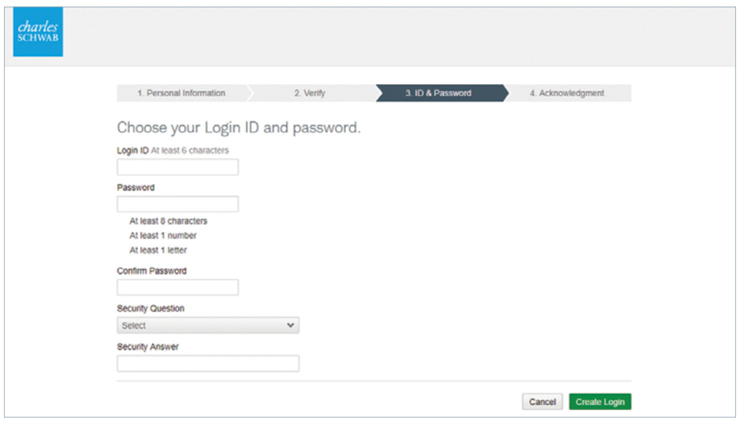
4 Enter the verification code

Type in the access code provided by Schwab.



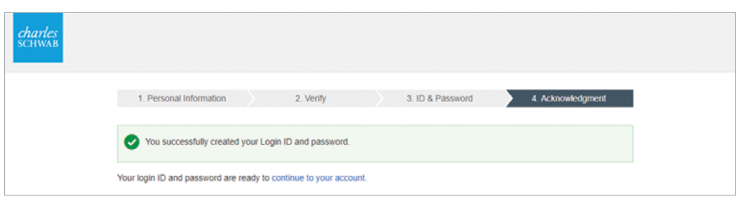
5 Create your login ID, password, and security question and answer

Create a login ID and password unique to this account. Choose a secret question and answer to make any future password resets easier. Answers must be at least five characters in length and can include spaces, but cannot contain symbols (e.g. !@#%). For your own security, do not share this information with anyone, including your advisor.



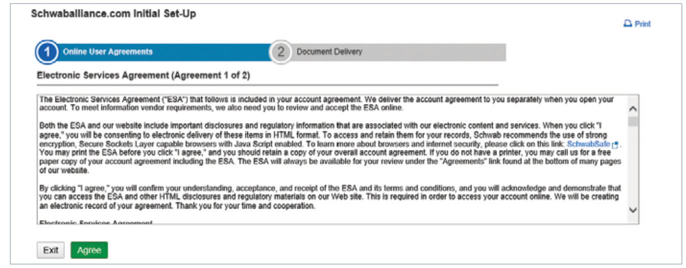
6 Acknowledgment

You will receive confirmation that your login ID and password were created. Click on the "continue to your account" link to log in.



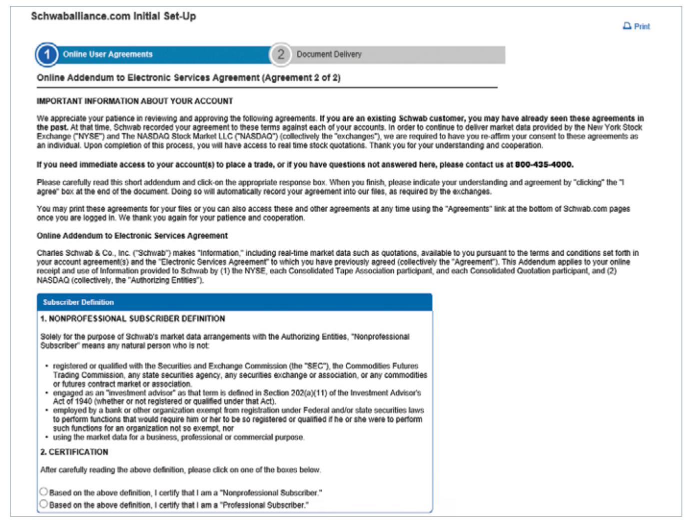
7 Review and accept user agreements

Review the user agreements and click "Agree" for each to accept their terms.



8 Enroll in paperless delivery

Sign up for electronic delivery of key account documents. You can enroll all eligible accounts or select specific accounts for documents you wish to enroll.



Enhance your account security by adding two-factor authentication and device verification. Visit the Security Center on the Schwab Alliance website for more information. Contact a Schwab Alliance specialist at **1-800-515-2157** or ask your investment advisor if you have questions.

Setting up mobile access

1 Download the Schwab mobile app

Visit the app store for your mobile device and search for “Schwab mobile.”

GET IT ON Google Play

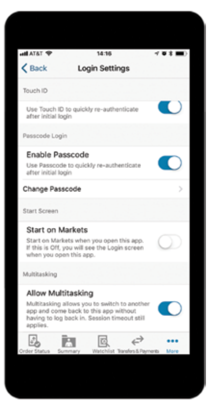
Download on the App Store

2 Log in to access your account

Use the same Schwab Alliance credentials you use online.

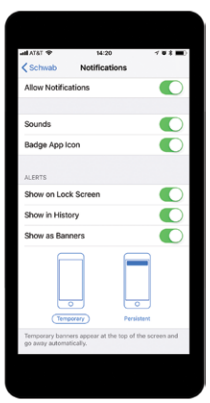
3 Check your mobile app settings

Navigate to “More” and select “Profile & Settings” and then “Login Settings.” Scroll to the bottom and turn on “Allow Multitasking” to approve transactions electronically from your device.



4 Turn on push notifications (for iOS/Apple devices only)

Navigate to your device “Settings” and select “Notifications.” Ensure that the Schwab app is in the list of included apps. You can choose to display alerts on “Lock Screen”, “History” and “Banners.” Alerts will notify you of money movement requests requiring your approval.



Sign up for online access today, or call a Schwab Alliance specialist at **1-800-515-2157**

The Schwab Mobile Deposit service is subject to certain eligibility requirements, limitations, and other conditions. Enrollment is not guaranteed, and standard hold policies apply.

Access to electronic services may be limited or unavailable during periods of peak demand, market volatility, systems upgrade, maintenance, or for other reasons.

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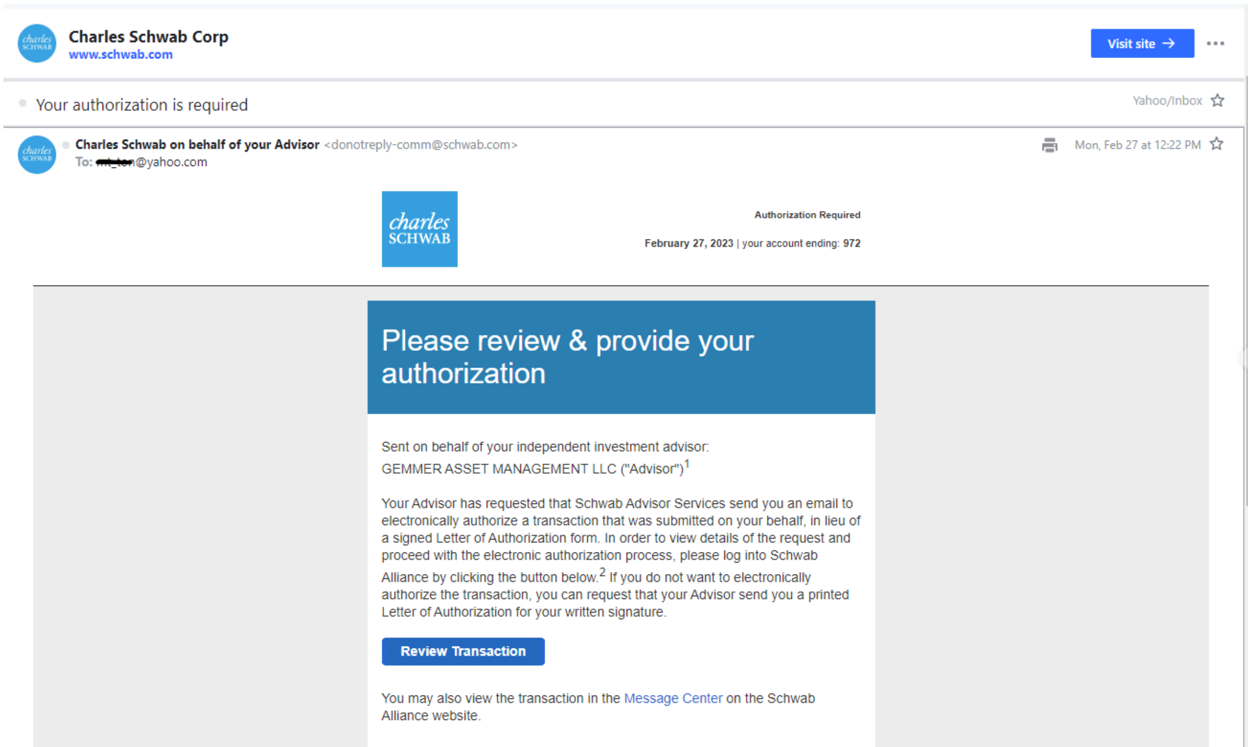
<u>E-Authorization for Wires</u>

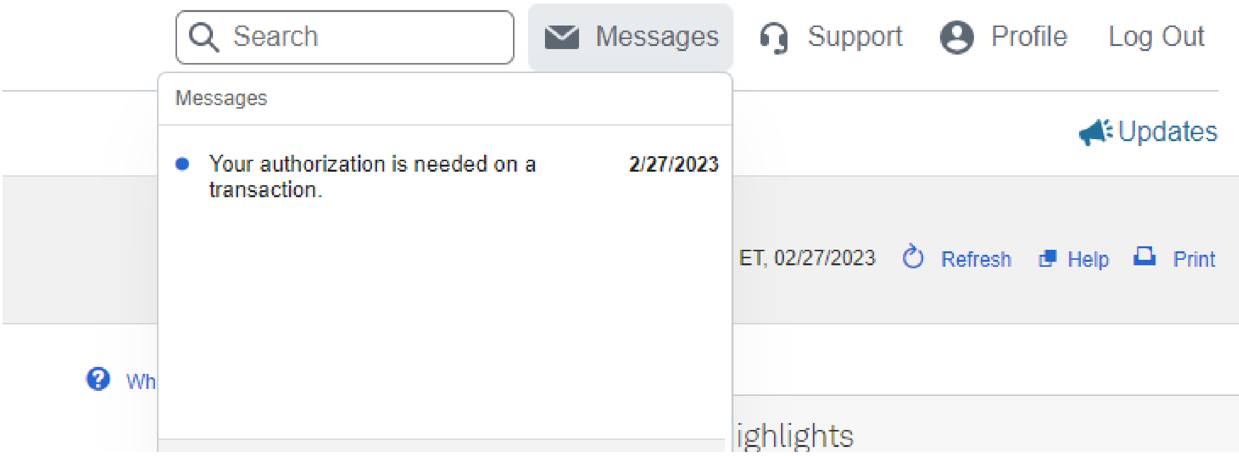
The client can either wait for an email to Schwab or they can log into their Schwab Alliance account.

- If the client waits to get an email from Schwab. This is the message:

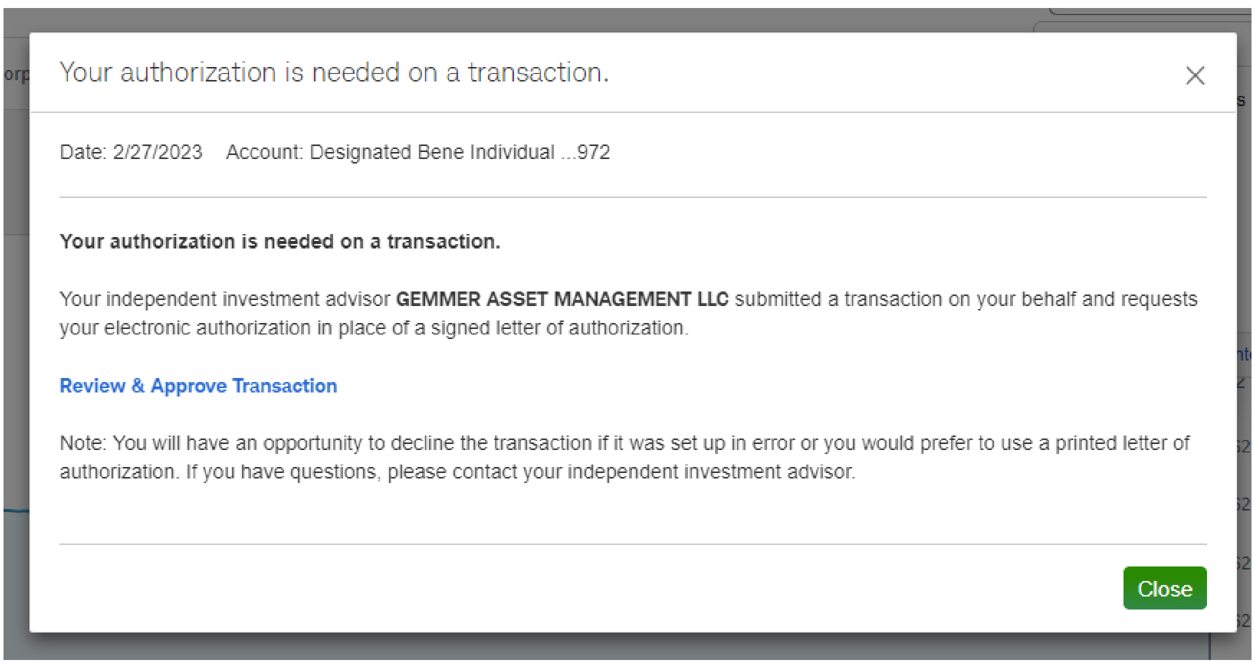


- If the client does not wait for the Schwab email to come through and goes straight to Schwab alliance to login, the next few steps would be the same as if they did wait for the Schwab email.

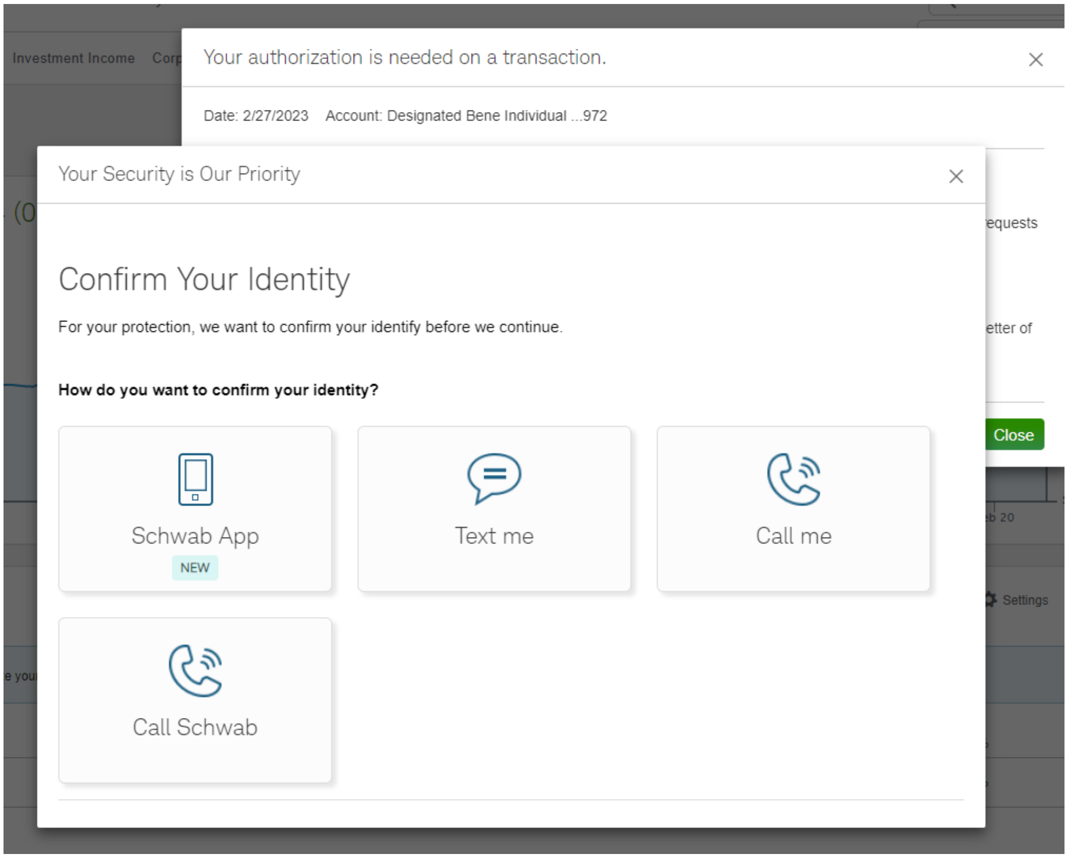
Once the client is on Schwab Alliance, it took a few minutes for the message to pop up under the Message Center:



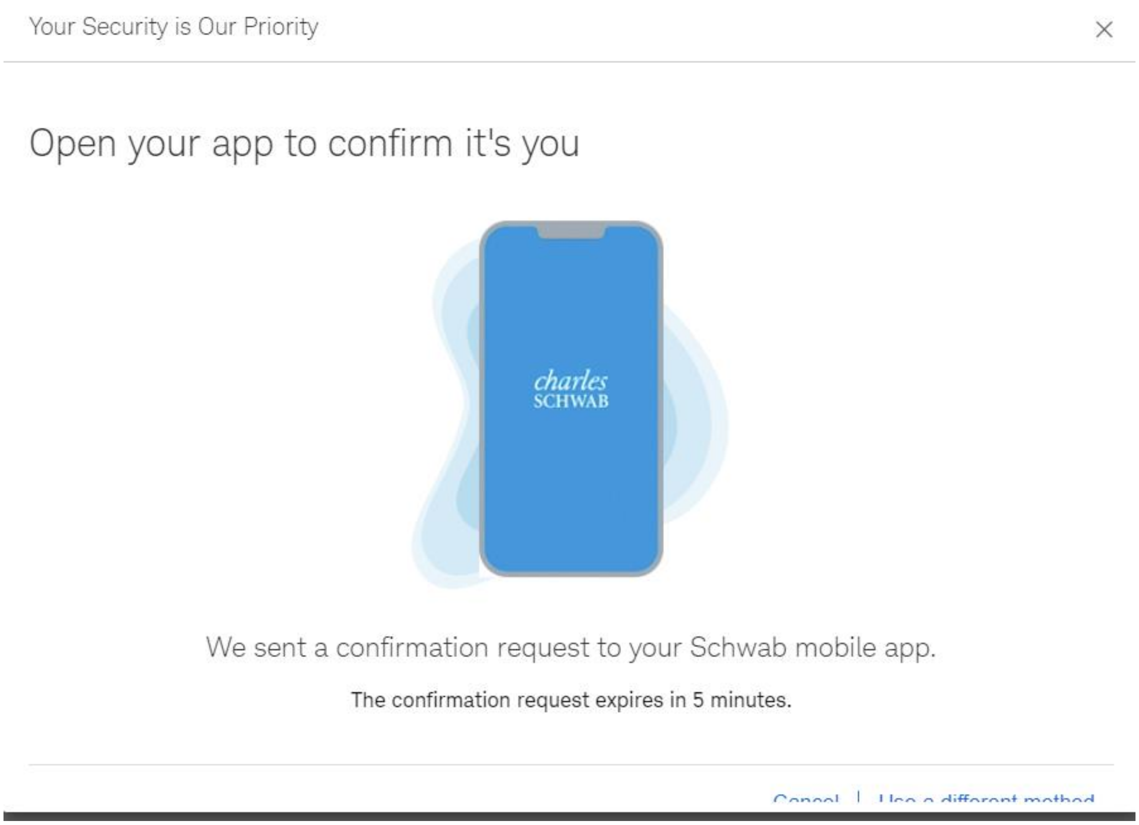
After the client clicks on it, this message comes up:



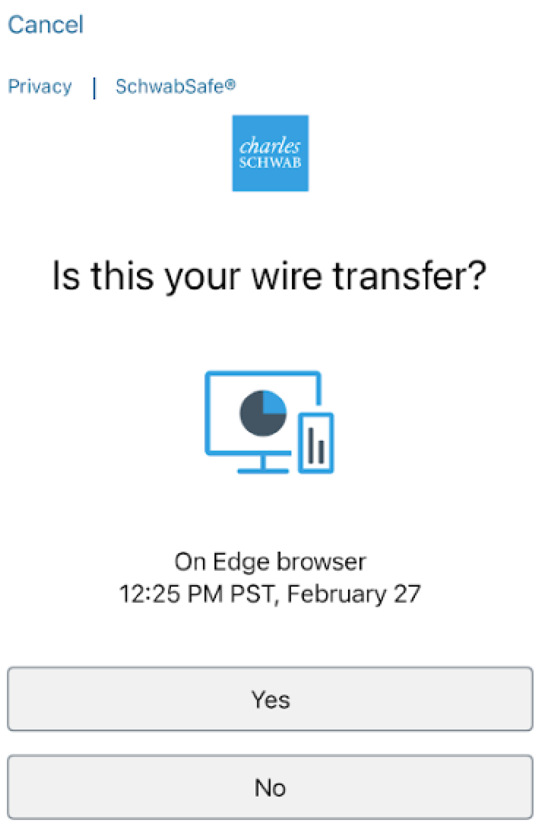
The client would then click on the blue link “Review & Approve Transaction”. There are four ways to confirm their identity:



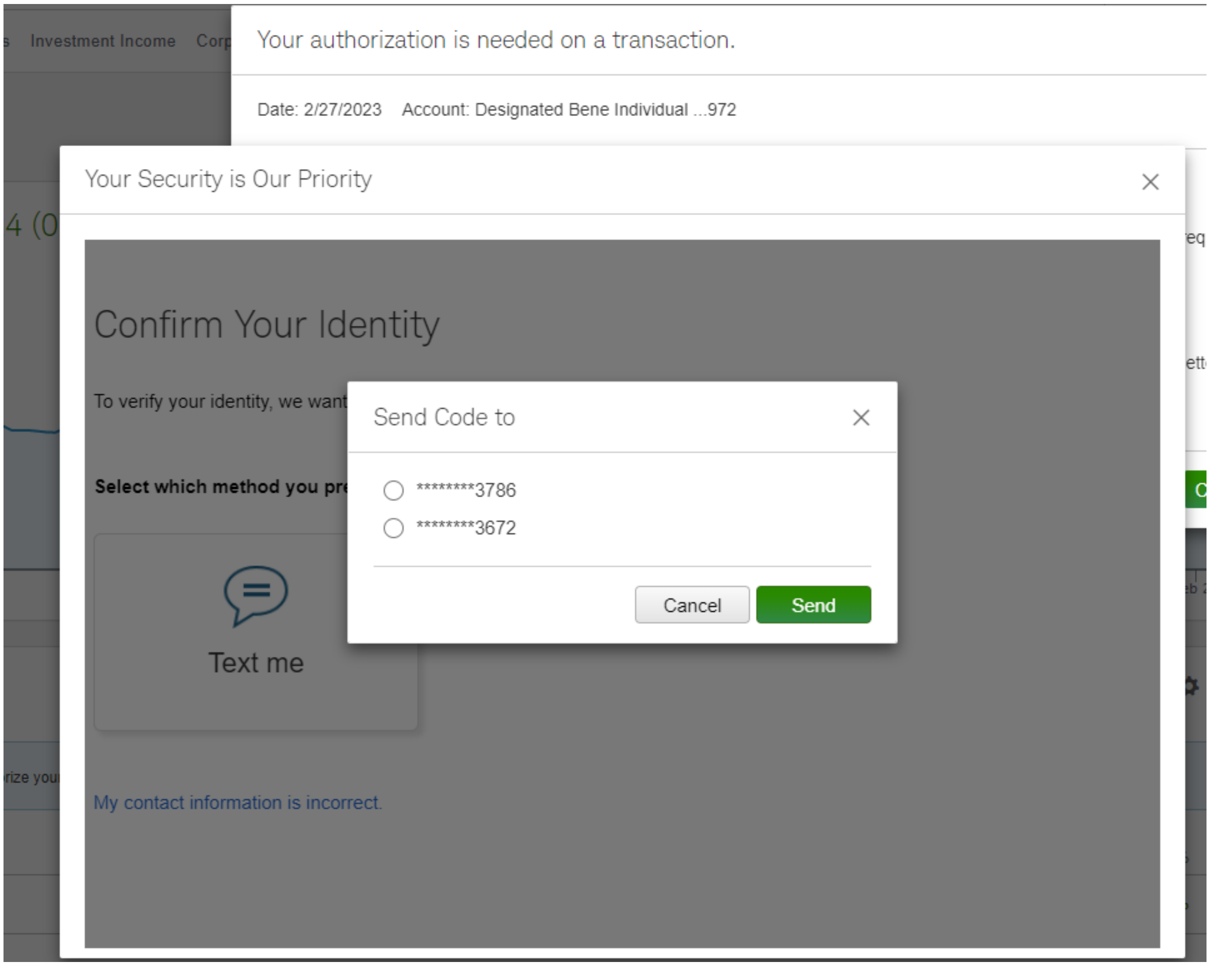
Option 1 - Schwab App option:



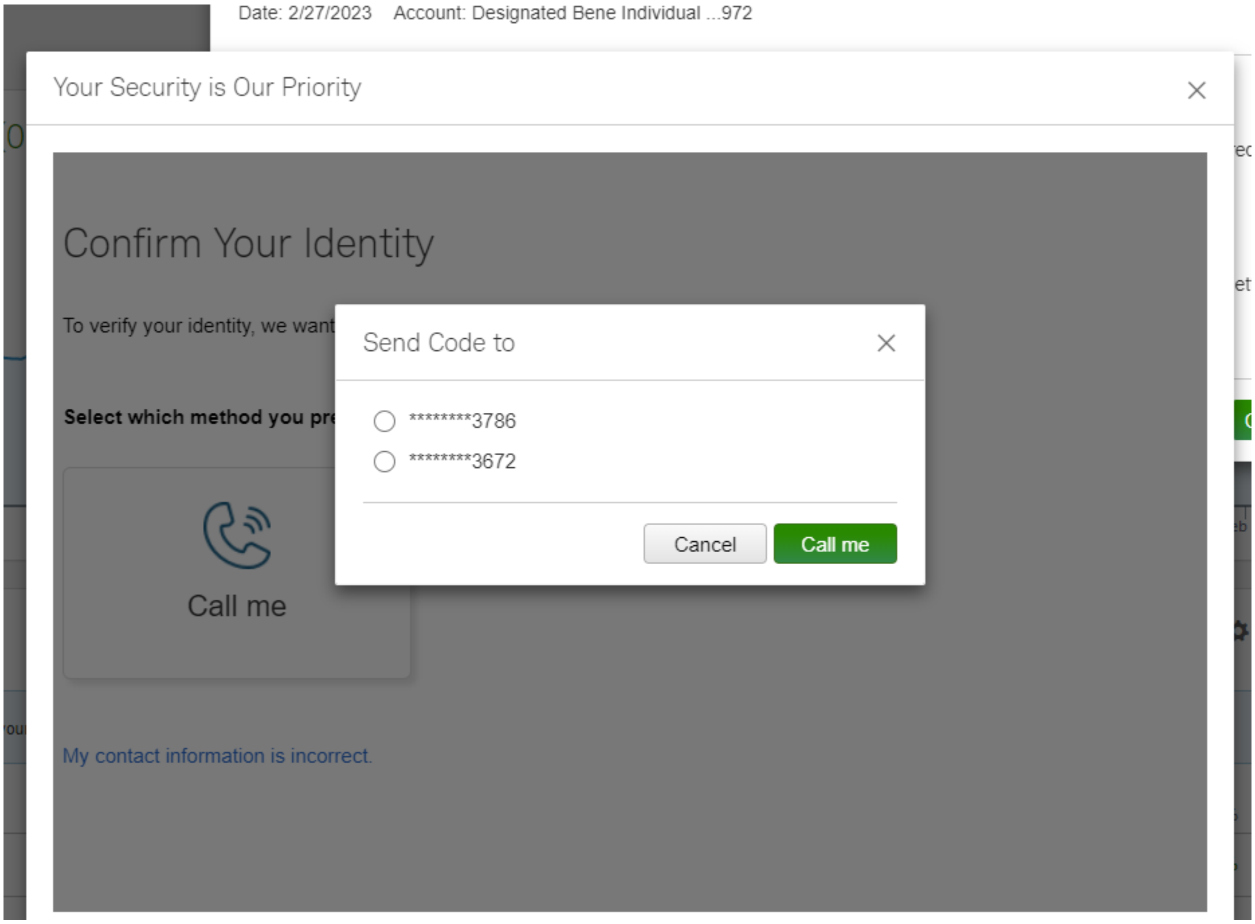
The client signs into the App and immediately would get this pop up:



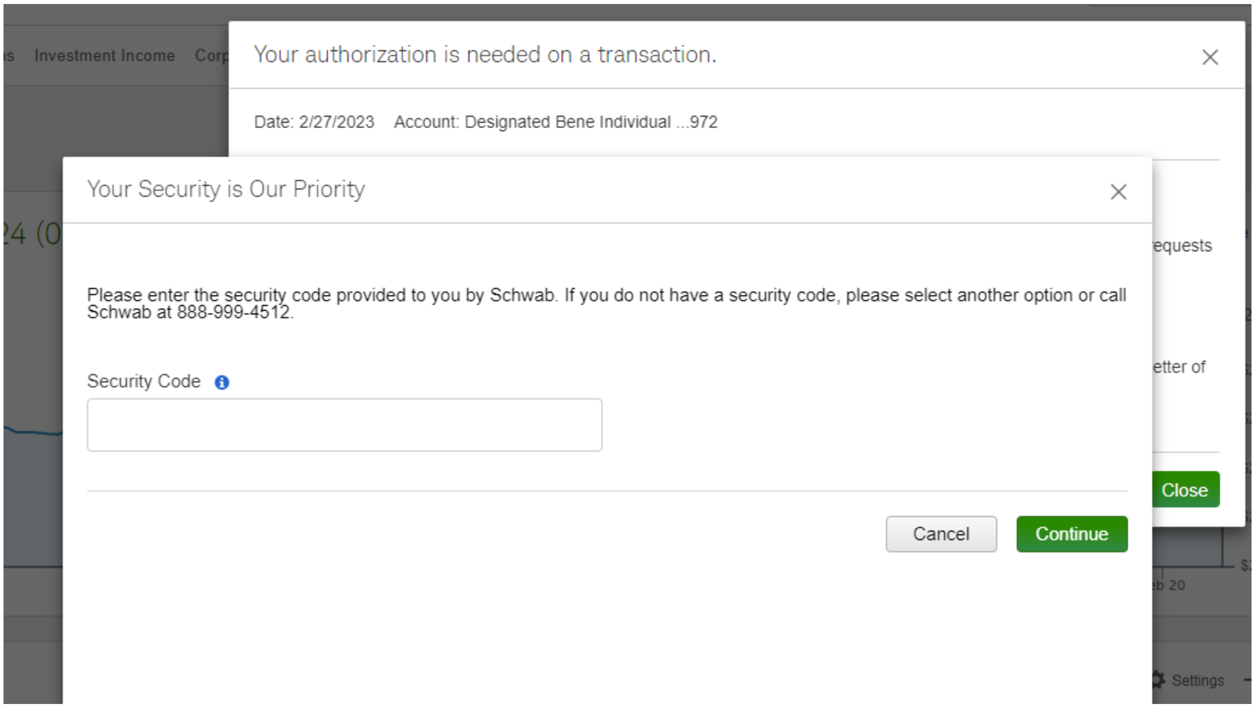
Option 2 – Text (Advisor/Gemmer will need to make sure that the client's cell phone number is correct)



Option 3 – Call Me (Advisor/Gemmer will need to make sure that the client's phone number is correct)



Option 4 – Call Schwab: The client can call Schwab if none of the above options are available to them.



Once the client's identity if verified, then this is the screen:

Wire request is ready for authorization

Print Close

Please review the wire transaction request submitted by your Advisor below including the terms and conditions of the wire transfer. If you agree to the wire transaction and to the Terms of Wires, select 'I agree' below. If you do not agree, select 'Cancel' and the wire will be cancelled.

From Account	
From Account Registration	**ANNA NG** **UNITED STATES**
Beneficiary Name & Address	**ANNA TON NG** **UNITED STATES**
Recipient Bank Routing #	
Recipient Bank Account #	
Recipient Bank Name & Address	**BANK OF AMERICA, NA** **NEW YORK NY** **UNITED STATES**

Type	**Wire**
Frequency	**One Time**
Amount	**$3.00**
Wire Transfer Fee	**$0.00**
Date Processed	**02/28/2023**
Date Requested	**02/28/2023**
Case ID #	**WI-110847915**

Agree to Terms

Please Note: To give us time to process your request for a transfer, we must receive your request prior to 1:30 p.m. PT (4:30 p.m. ET) on the date of the proposed transfer. Schwab cannot guarantee that the receiving bank will post the wired funds for same-day credit. However, in most instances, within the U.S., transfers are received by the receiving bank on the same day that Schwab wires them. Please allow three to five business days to wire funds outside of the U.S. We may require further information for wire transfer from accounts opened within 90 days of the request.

I authorize Charles Schwab & Co., Inc., to wire funds from my Schwab Account pursuant to the above instructions provided by my Investment Advisor.

I hereby agree to indemnify and hold Schwab harmless from and against any loss, claim, damage, or liability arising out of or resulting from any action taken by Schwab in reliance upon instructions provided under this Letter of Authorization that Schwab in good faith believes to be genuine.

I understand that these instructions are permanent unless changed or revoked by any person with signing authority to my Schwab Account and that Schwab reserves the right to decline to act on these instructions at any time without prior notice. If I or my Investment Advisor change the above instruction, I understand that Schwab may require the new instruction in writing.

Acknowledgement and Signature

By selecting "I agree" I represent and acknowledge that:

1. I have read and understand the disclosure above, and agree to enter into a legally binding contract based upon the terms and conditions above and the terms and conditions of my account agreement with Schwab.

2. I intend the act of selecting "I agree," and the electronic record of it to be my legal signature to this authorization.

3. By selecting "I agree", I hereby affix my electronic signature to the terms and conditions.

4. I understand that Schwab will retain and store a record of this authorization with my electronic signature in electronic code. I agree that this record constitutes an original of this authorization with my signature.

5. Please note: If this is a Custodial account, I represent and warrant that any funds or securities transferred out of the account, and into the account of the custodian or other account, shall be used or applied solely for the benefit of the minor.

The client will click on "I Agree" and then click on the "Submit" button.