

BYALLACCOUNTS® • FREQUENTLY ASKED QUESTIONS

Linking Financial Accounts Using Data Aggregation

What is ByAllAccounts® data aggregation?

Account aggregation is the act of digitally linking all your financial accounts to view them in one location. ByAllAccounts helps advisors and investors get a holistic view of their financial assets and liabilities by automating the aggregation process. ByAllAccounts implements a knowledge-based process that uses artificial intelligence to securely gather and transform financial account data. The data is then delivered to your financial application of choice.

What benefit do I get from linking my accounts?

Key benefits of ByAllAccounts include:

- Viewing a complete picture of your net worth, which will be updated automatically
- Receiving more actionable and personalized guidance
- Gauging progress toward financial health goals

How does ByAllAccounts access the data?

ByAllAccounts supports user-permissioned account aggregation from 15,000 financial data sources.

What type of accounts can I link?

ByAllAccounts allows you to aggregate a wide range of account types including, but not limited to, 401(k)s, 529 plans, IRAs, brokerage accounts, cash and equivalents, checking, savings, credit card and liability accounts, sweep accounts and fixed/variable annuities.

What type of data is aggregated?

ByAllAccounts aggregates data related to Financial Accounts, Positions, Transactions (trade or settlement), Prices, Securities, and Tax Lots.

How does ByAllAccounts ensure the data is accurate?

ByAllAccounts ensures high-quality data by performing checks at each step of the data acquisition, enrichment and delivery process to ensure the accuracy and completeness of your aggregated data, so that you and your advisor can have the most comprehensive and actionable view of your finances.

How often is data aggregated?

When you link your accounts, data will be aggregated immediately, including the current account positions and historical transactions as far back as the first calendar day of the prior year. Moving forward, aggregation occurs automatically on a nightly basis, and captures newly posted transactional data and prior day close position values. Subsequent aggregation may also be performed on demand, if needed to support specific aggregation use cases.

What happens if I need access to a financial institution that is not currently supported?

ByAllAccounts allows you to submit requests within the account linking process to establish a connection with a new financial institution.

What do I do if there is an inaccuracy with the data I'm receiving?

Data inaccuracies should be reported through the available support channels, so that a ticket can be logged for ByAllAccounts to investigate and provide a resolution.

What if I'm unable to connect to a financial institution?

First, we recommend checking that you have selected the correct financial institution and submitted the correct credential information for the accounts. If you're still unable to connect and the error message doesn't provide an adequate resolution or recommended action, the issue should be reported through the available support channels, so that a ticket can be logged for ByAllAccounts to investigate and provide a resolution.

What do I do if my accounts stop aggregating?

We recommend that you review the error message, and if the error message doesn't provide an adequate resolution or recommended action, the issue should be reported through the available support channels, so that a ticket can be logged for ByAllAccounts to investigate and provide a resolution.

What happens if my financial institution password changes?

Depending on the method of aggregation, your financial institution password may be used by ByAllAccounts to connect to the financial institution. If it is, and your password changes, the account(s) will likely fail to aggregate until you update your financial institution password in the ByAllAccounts application. ByAllAccounts will trigger an error message with this recommended action.

How do I know that my information is secure?

ByAllAccounts prioritizes the security and privacy of your data. All sensitive data is encrypted when transmitted or stored, even during communication between the service's components. For more information, please visit:

byallaccounts.net/manuals/Accountview/ByAllAccountsSecurityPrivacyPolicy.pdf

How long does ByAllAccounts retain aggregated data?

Data retention policy is determined on a per-customer basis. ByAllAccounts is a data intermediary, collecting information from the primary source (e.g., the financial institution where the account is held) and delivering it to our customers. Typical retention is one calendar quarter but can be configured by customer. Please enquire with your service provider for their specific data retention policies.

What happens if I delete my account or financial institution connection?

Deletion of your financial accounts or credentials will result in the immediate purging of any data stored within the ByAllAccounts platform. If you accidentally deleted an account, you can add it back by selecting your financial institution and using your username and password to link your accounts.

How long does it take to aggregate my accounts?

Aggregating your accounts is a simple process and is typically completed in less than a minute, it can sometimes take longer depending on the information required by your financial institution or the number of accounts you are linking.

How do I link my external accounts?

You can follow these easy-to-follow step by step process to link your external accounts. In the 4-step process, you will:

1. Review and accept terms and conditions (only during first account linking)
2. Search for your financial institution(s)
3. Enter your online account credentials
4. Select the accounts to link

Why do I need to provide my credentials to my online accounts?

ByAllAccounts data aggregation service securely uses your online account credentials to retrieve your account information from your financial institution or in many cases, ByAllAccounts redirects you directly to your institution to enter your credentials.

How is my account data retrieved?

ByAllAccounts leverages a variety of direct data connections with the financial institutions as ByAllAccounts supports user-permissioned account aggregation from 15,000 financial data sources. The most common forms of aggregation access include the use of direct file feeds, application programming interfaces (APIs) (including Open Banking APIs) and secure website navigation using encrypted account holder credentials.

Can I link an account if my financial institutions is outside of the United States?

You can aggregate accounts from financial institutions based in the United States and from many institutions located in Canada.

How many accounts can I link? Is there a maximum limit?

There is no limit to the number of accounts that you can aggregate.

Can I make any transactions with the accounts I linked in the portal?

No, ByAllAccounts shares the data for your linked financial accounts with the application of your choice in view-only mode. Therefore, it is not possible to transact with your accounts through the linking experience.

Can I delete an account I have linked?

You can delete any of your linked accounts at any time.