

1. How do we open an initial account in MSDLAF+?

- Review the MSDLAF+ Information Statement and Declaration of Trust.
- Complete and send the following forms/documents to your account representative.

New Investor Application

IRS Form W-9

Please **fax** form(s) to: 1-888-535-0120

Or **mail** form(s) to: MSDLAF+ Client Services Group
P.O. Box 11760
Harrisburg, PA 17108-1760

- Your documents/forms must be reviewed by your account representative, accepted by MSDLAF+ and have the representative's signed authorization before your account can be opened.

2. How do we open an additional account in MSDLAF+?

- Complete and send the following forms/documents to your account representative.

Account Application

Contact Record (New Contacts Only)

Permissions

Please **fax** form(s) to: 1-888-535-0120

Or **mail** form(s) to: MSDLAF+ Client Services Group
P.O. Box 11760
Harrisburg, PA 17108-1760

- Your documents/forms must be reviewed by your account representative, accepted by MSDLAF+ and have the representative's signed authorization before your account can be opened.

3. How do we open an account in MSDLAF+ if the account will be controlled by a trustee or other fiduciary?

- Have the trustee complete and send the following forms/documents to your account representative.

Trusteed Account Application

Contact Record (New Contacts Only)

Permissions

Trustee Verification - Schedule B

Trust Document (A copy of the first page)

Please **fax** form(s) to: 1-888-535-0120

Or **mail** form(s) to: MSDLAF+ Client Services Group
P.O. Box 11760
Harrisburg, PA 17108-1760

- Your documents/forms must be reviewed by your account representative, accepted by MSDLAF+ and have the representative's signed authorization before your account can be opened.

4. How do I sign up for Connect and gain access to our account(s) online?

- Complete and send the following form to the MSDLAF+ Client Services Group.

Contact Record (New Connect Users Only)

Permissions

Please **fax** form to: 1-888-535-0120

5. Where can I send our audit confirmation?

- Forward all audit confirmations to the MSDLAF+ Client Services Group.

Please **fax** confirmation to: 1-888-535-0120

Or **mail** confirmation to: MSDLAF+ Client Services Group
P.O. Box 11760
Harrisburg, PA 17108-1760

6. How do I add or remove ACH/Wire instructions to/from our account(s)?

- Complete and send the following form(s) to the Client Services Group.

ACH Setup Instructions

Wire Setup Instructions

Please **fax** form(s) to: 1-888-535-0120

7. How do I replace/add statement recipients?

- Complete and send the following form to the Client Services Group.

Permissions

Please **fax** form to: 1-888-535-0120

8. How do I update the people who are authorized on our account(s)?

- Complete and send the following form to the Client Services Group.

Permissions

Please **fax** form to: 1-888-535-0120

9. How do I stop receiving paper statements and begin receiving E-Statements?

- You may select the Electronic Statement Delivery option under the Tools/Forms section of Connect. When you select to receive statements electronically, each person who is an Connect user for your Entity will receive an email notification of the monthly statement's availability on Connect. If Electronic Delivery is selected, no paper versions will be mailed to any statement recipients. The statements available on Connect are exactly the same as paper versions that would be mailed to recipients.

10. How do I find rate information?

- The Current Seven Day Yield can be found on the website www.msdlaf.org under the Current Rate link. The Monthly Distribution Yield can be found on your monthly statement. The Current Yield, as of the last day of a month, can also be found on your monthly statement. Please contact the Client Services Group at 1-888-467-3523 if you have any questions.

11. How do I contact my Account Representative?

- Call the Client Services Group at 1-888-467-3523 and they will help you get in touch with your account representative.

12. What time is the Client Services Group open to receive calls?

- A Client Services Group member is available to answer your phone call from 7:30 a.m. Central Time to 4:00 p.m. Central Time, Monday through Friday on every Fund business day.

13. What is the notification cutoff time for transaction requests?

- The notification cutoff time depends on the transaction type.

Wire (Same-Day) 1:00 p.m. Central Time

Transfers (Same-Day) 3:00 p.m. Central Time

ACH (Next-Day) 1:00 p.m. Central Time

14. What is the difference between an ACH and a wire?

- A wire is a same-day method of moving immediately-available funds and supporting information between two financial institutions through the Federal Reserve Wire Network system (Fed Wire).
- An ACH is a method of moving funds and supporting information by batches among financial institutions using the Automated Clearing House (ACH) system. Transaction requests received by the originating bank are collected and processed in batches, usually overnight. Funds are generally available to a beneficiary the business day after the originating financial institution processes the ACH transaction.

15. Are the banking instructions different for an ACH and a wire?

- The banking instruction may be different depending on whether the transaction is an ACH or a wire. Please verify with the receiving bank to ensure the proper instructions are on file with the MSDLAF+ Client Services Group.