

mydocumentsuite.com™

ENHANCE THE CLIENT EXPERIENCE



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Electronic delivery of documents is rapidly becoming the standard for financial services companies. Delivering necessary documentation electronically offers clients safe, secure and convenient access to their most crucial documents. Clients are increasingly opting for electronic delivery of financial documents, particularly brokerage account statements and trade confirmations, according to the North American Technographics® Banking Online Survey, Q1 2009. Of the financial documentation reviewed, this survey found that brokerage account statements and trade confirmations had the highest rate of electronic delivery adoption—26% and 30%, respectively. Going paperless through electronic delivery is what clients prefer, and Pershing has made it easy for your clients.

Mydocumentsuite.com™ is a self-service website that allows your firm to offer clients electronic delivery of their brokerage account statements and trade confirmations. Once they have created their user ID and password, they can then turn off paper for their accounts and view, print and download electronic documents.

There is no cost to your firm or your clients to use mydocumentsuite.com and there is nothing you need to do for them to get started—your clients can immediately begin using the site.

Safe, Secure and Convenient

Clients enjoy the many benefits of going paperless, including:

- > **Increased Security.** Going paperless may reduce the risk of identity theft associated with sending sensitive financial information through the mail. Documents are accessed in a secure, password-protected environment with state-of-the-art encryption.
- > **Instant Access.** Clients will receive an e-mail as soon as a new brokerage account statement or trade confirmation is available to view online, avoiding the delays that may be associated with postal delivery.
- > **Convenience and Flexibility.**¹ Clients can access their documents from virtually any computer, at any time. In addition, clients can download, print, fax or e-mail copies to their tax professional. Going paperless is an easy process: clients always retain control of their delivery preferences.
- > **Centralized Record Keeping.** Online brokerage account statements and trade confirmations can be viewed together with tax statements. Less mail means less clutter, helping to reduce the risk of misplacing important documents.
- > **Environmentally Friendly.** Paper-free transactions are better for the environment.



The screenshot displays the mydocumentsuite.com website interface. At the top left, the URL "mydocumentsuite.com" is shown with the tagline "Brought to you by Pershing LLC". The top right features the "Pershing" logo, identified as "A BNY MELLON COMPANY".

The main content area is divided into several sections:

- Welcome to mydocumentsuite.com:** A text block explaining that the service allows users to view account documents online and is provided on behalf of their financial organization by Pershing LLC (member FINRA, NYSE, SIPC), a subsidiary of The Bank of New York Mellon Corporation.
- On this secure website:** A text block stating that users can request a user ID and password to access their brokerage account statements, trade confirmations, and other documents online.
- Registration Instructions:** A text block advising first-time users to select the "Register Now" link to begin registration, which is guided through several easy steps.
- You will be asked to:** A bulleted list of registration steps:
 - Review and agree to terms and conditions regarding use of the website.
 - Provide user information, including an email address.
 - Verify your identity.
 - Create a user ID and secure password.
 - Activate your account by clicking a link in an email that will be sent to the email address you provided.
- SECURE LOG ON:** A login form with fields for "Financial Organization Number" and "User ID", a "Next" button, and links for "New User? Register Now", "Forgot Financial Organization Number?", and "Check Registration Status".
- Having problems logging in?** A text block with a link to "Please call your financial organization for assistance."
- WELL PLANT A TREE IN YOUR HONOR:** A green banner announcing a partnership with The Arbor Day Foundation to plant a tree for each paperless account, with a "LEARN MORE" link.

At the bottom of the page, a small text block states: "This service is provided by your financial organization through Pershing LLC, member FINRA/NYSE/SIPC, a subsidiary of The Bank of New York Mellon Corporation." Below this is a "Privacy Policy" link and a copyright notice: "© 2009 Pershing LLC. All Rights Reserved. Click here for terms of use."

¹ Subject to system availability.

An Easy Choice

It's easy for your clients to get started. After visiting www.mydocumentsuite.com, they simply:

- > Review and agree to the terms and conditions regarding the use of the website
- > Provide user information, including a valid e-mail address
- > Verify their identity (which helps to ensure the safety and security of their information)
- > Create a user ID and secure password

Once clients have completed the steps above, a registration e-mail will be sent to the e-mail address they provided. After clicking a link contained within that e-mail, clients are directed back to mydocumentsuite.com, where they:

- > Log in with their user ID and password
- > Complete stronger authentication protocols, including answering a set of challenge questions and choosing an image and personal phrase, to further help protect their information
- > Confirm electronic delivery for the desired accounts

Instead of receiving paper documents, your client will then receive an e-mail notification when a new document is available to view online. Of course, clients can change their delivery preferences at any time by logging in to mydocumentsuite.com.

The Paperless Revolution

Helping clients stay organized is one of the best ways you can assist them in reaching their financial goals. By encouraging clients to enroll in electronic delivery through www.mydocumentsuite.com, you can provide them with a better experience while helping create a better planet. Make an easy choice and join the paperless revolution today.

About Us

Pershing LLC (member FINRA, NYSE, SIPC) is a leading global provider of financial business solutions to more than 1,150 institutional and retail financial organizations and independent registered investment advisors who collectively represent approximately five million active investors. Financial organizations, investment professionals and independent registered investment advisors depend on Pershing's depth of experience and consultative approach to provide them with forward-thinking solutions that help them to grow their businesses. Located in 20 offices worldwide, Pershing and its affiliates are committed to delivering dependable operational support, robust trading services, flexible technology, an expansive array of investment solutions, practice management support and service excellence. Pershing is a member of every major U.S. securities exchange, and its international affiliates are members of the Deutsche Börse, the Irish Stock Exchange and the London Stock Exchange. Pershing LLC is a BNY Mellon company. Additional information is available at www.pershing.com.

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