

# USING ONLINE ACCESS CLIENT NOTIFICATIONS & ALERTS

Maintaining connection to your financial goals is simple when you receive timely messages about your account activity. Through Janney’s Alerts electronic messaging service, you can opt in to receive alerts on account activity and updates, market-related events, and price movements of securities you designate, based on your preferences.

Select your preferences through Online Access, your secure Janney account portal. Along with choosing which alerts you would like to receive, you can also select how you’d like to receive them. You can get a text, email, or a message to your Online Access secure Inbox, under the [Documents & Messages](#) tab. If using the Mobile App, you’ll find messages under [Alerts](#) in the upper right corner. Alert frequencies and timing vary by type (see below).

## NOTIFICATIONS AND ALERTS

TYPE	ACTION	TIMING
<b>Account Alerts</b>		
Dividend Received	Dividends which have posted to each of your accounts	Daily/per account
Margin Calls*	One or more of your accounts has been issued a margin call	Daily
Insufficient Funds for an Impending Charge	Insufficient cash or equivalents to cover an upcoming charge	Daily
Account Deposit posted	Deposit processed within an account	Daily/the following day
Account Withdrawal posted	Withdrawal processed within an account; Note: Alert required for all withdrawals of \$25,000 or greater	Daily/the following day
Online Cash Movement Request Receipt*	Notification that an online cash transfer has been submitted	Real time
Profile Change Requested	Change to your profile was submitted online	Real time
Corporate Action/Reorganization Event	A security you hold is undergoing a change	Daily
My Net Worth: Outside Account Login Needs Reset	When a non-Janney account you’ve added to your My Net Worth needs to be synched	One time
<b>Market Alerts</b>		
End-of-Day Portfolio Summary	End-of-day trading day portfolio summary	Daily
Order Expiration Tomorrow	A notification of open orders expiring the next trading day, excluding fee-based accounts	Daily
Trade Execution	An order is partially or fully executed, excluding fee-based accounts	Real time/15-min. intervals
Options – Price is in the Money	An underlying equity is at or above strike price (call) or at or below strike price (put)	Real time
Janney Research on a Security You Own	A Janney research report on a security you own is issued	Daily
<b>Price Alerts</b>		
You may choose to receive notifications for a percentage price change for any securities of your choosing/interest. These alerts are provided in real time.		

\*Electing to receive text message, email, or Online Access notifications for this type of alert will automatically discontinue paper notifications.

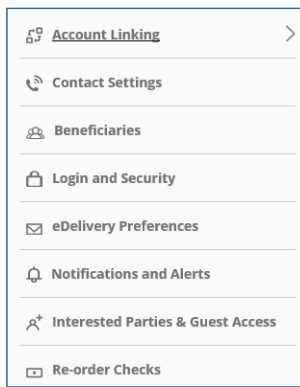
## HOW TO SET UP YOUR NOTIFICATION AND ALERT PREFERENCES

1. Log in to Online Access ([www.MyJanney.com](http://www.MyJanney.com)).

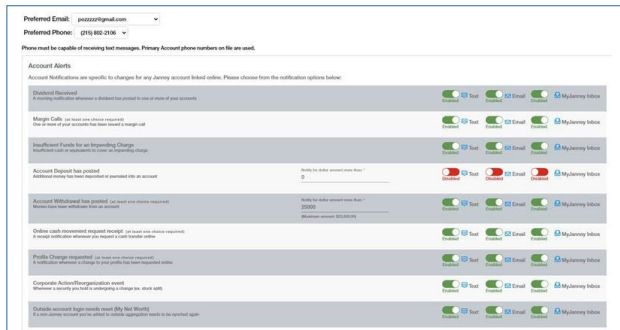
If you are not currently enrolled in Online Access, simply go to [www.MyJanney.com](http://www.MyJanney.com), then click [Sign Up for Online Access](#) option in the login box.



2. Click the Profile icon. Then select **Notifications & Alerts** from the list at left.



3. Review and, if needed, update your preferred email and phone number. You'll receive the alerts you select via the contact information you provide here.
4. For each Account or Market Alert you would like to receive, select your preferred receipt method: Text, Email, or Online Access Inbox. (Your Online Access Inbox is under the **Documents & Messages** tab.)



Account Withdrawal alerts are required for all withdrawals of \$25,000 or more. If you would like to lower this threshold, you may update this dollar amount in the **Notify for dollar amount more than** button.

Should you choose Price Alerts, you'll be notified when the price of any securities you select moves by a percentage. To sign up for Price Alerts, click **Add New** and enter the security name or symbol you want in the search bar. When the result appears, select the specific security, then click **Save and Continue**. Enter your price alert preferences, then click **Save and Continue** again.



## WORKING WITH JANNEY

For more information about Janney, please see Janney's Relationship Summary (Form CRS) on [www.janney.com/crs](http://www.janney.com/crs) which details all material facts about the scope and terms of our relationship with you and any potential conflicts of interest.

## NEED ASSISTANCE?

Contact our Online Services team with questions, or if you'd like additional support. To allow for more efficient assistance, please have your Janney account information handy.

**Phone:** 888.882.0012

**Email:** [OnlineServices@janney.com](mailto:OnlineServices@janney.com)

**Hours:** Monday—Friday: 7AM – 7PM EST  
Saturday, Sunday, and Holidays: 7AM – 12PM EST

By establishing a relationship with us, we can build a tailored financial plan and make recommendations about solutions that are aligned with your best interest and unique needs, goals, and preferences.

Contact us today to discuss how we can put a plan in place designed to help you reach your financial goals.

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