HBW ADVISORY SERVICES LLC.

SEND SERVICE REQUESTS TO THE FOLLOWING EMAILS

***Typical Service Level is 1 business day AND All Urgent Requests followup with a cal**

JOE.BONANNO@HBWADVISORY.COM
President
800-473-3856 ext 122
HBW Advisory related questions or investment strategies

TODD.PENROD@HBWADVISORY.COM
Chief Compliance Officer
800-473-3856 ext 163
U4 updates
ADV part 2 supplement change requests
Advertising approvals
Independent Website and Social Media Approval
Outside business activities (OBAs)
Account paperwork and trade approval
Resident/office address changes
Non-resident registration exempt requests
State registration
Personal Securities Account Statements
Licensing and renewals
Customer complaints
Compliance questions
Invoice Reviews and Approvals
TDA login and advisor code requests
iRebal authorizations
Office Inspections
Pre-registrations

MANU.BATSON@HBWADVISORY.COM
Manu Batson - Client Services Liaison
800-473-3856 ext 164
Beneficiary distribution request
EZ IRA distribution rquest (if ACH/wire must include voided check)
IRA distribution request (if ACH/wire must include voided check)
Non-retirement account distribution request (if ACH/wire must include voided check)
Qualified plan account distribution request (distribution form for solo K's only)
Systematic distribution requests (if ACH/wire must include voided check)
Model re-allocation requests
Transfer Out

TRADES@HBWADVISORY.COM
Lisa Gilmore - Trades Processor
800-473-3856 ext 113
New & subsequent trade applications with all accompanying forms
Additional information application addendum
Entity account application
IRA beneficiary designation or change request
IRA systematic and one-time ACH contribution request
Sample letter for systematic contributions and SOLO K (must include non-retirement account systematic contribution/distribution request
Non-retirement account one time ACH deposit request (must include voided check)
Non-retirement account systematic contribution requests (if ACH/wire must include voided check)
Power of attorney form (must have copy of complete notarized power of attorney
SOLO 401K adoption agreement (accompany the entity application and 5A must be completed
Transfer on death (TOD) designation (do not include acct owners as bene.)

SHANNON.KENT@HBWADVISORY.COM
Shannon Kent
800-473-3856 ext 127
Assist with E-documents at TCA Liberty
Change certification, indemnity and agreement
CIP letter and required documentation
Transfer-in request (current account statement required) AND followup
Password reset
Client address /email changes
Questions on which forms to use for particular situations
Change of beneficiary including TOD forms
New or changes to automatic deposits or withdrawls
Cash deposits research
Advisor authorization for distribution (must include voided check)
Login to TCA issues
Statement family request