Ameriprise Financial

YOUR TRANSITION TEAM

During your first 120 days, your transition team will be your most important resource. Your field leader will be your guide for the entire onboarding process. You will also receive help and coaching from your transition manager and the Experienced Advisor Support Desk.

Your transition team will prepare you and help you with any challenges, and gradually introduce you to additional services and products.

The following tables outline the roles of your transition team and support desk during this critical time.

Transition Manager

From the time you sign our offer to Day 120

Your primary support for

- Producing and managing a customized Transition Plan to follow to prepare for your onboarding
- Explaining the transition process
- Working with the corporate office and field leaders to promote a positive onboarding experience
- Tracking the progress of your transition
- Ordering stationery and business cards
- Providing support and coaching as needed
- Introduction to your key contacts
- Primary contact for situations that require escalation

EAR Support Desk (available during core hours)

From your appointment date to Day 120

Your primary support for

- Answering transition support questions
- Identifying appropriate resources
- Processing ACATS fee reimbursements
- Available for just-in-time coaching through procedures and services
- Helping with forms questions
- Realtime status inquiries for transfers and new business

Onsite Manager Team

For qualifying practices

Your primary support for

- Implementing an asset transfer workflow
- Training on transition tracking tools
- Providing coaching and training on core tools, policies and procedures
- Facilitating the new account opening and transfer process
  - Coaching on form submission, best practices, things to avoid, etc.
  - Assisting in completing paperwork for new business and account transfers

Centralized Paper-In Team
For qualifying practices for up to 6 weeks

Your primary support for
- Remote processing of paperwork
- Creating client IDs, account numbers, and submitting transfers
- Tracking progress through Transition**Track**
- Providing paperwork ready to be signed and sent to clients

EAR Concierge*
For one year starting at Day 120

Your primary support for
- Complex issues resolution and unresolved service issues
- Helping you navigate Ameriprise resources and introducing you to key contacts

*Must meet qualification criteria.

Advisor Business Development Group
Support begins when you are ready

Your primary support for
- Introduction of tools and resources for financial planning and products
- Client relationship model overview
- Engagement conversation
- Review and Relationship Options
- Charging fees
- Plan production
- Practice roles and responsibilities
- Help setting goals and activities with:
  - Referral marketing
  - Network marketing
  - Seminar marketing
- Preparation for future use of the client relationship model
- Growing your practice via client acquisition and financial planning

Technology Support
From the time you sign our offer to Day 120

Your primary support for
- Networking
- Hardware setup
- Printing and scanning
- Technology tool access
- Technical consulting

Advisor Practice Tools and Capabilities
At no cost for the first 120 days

(included with Advanced & Enterprise bundles)

Your primary support for
- Advisor Website Editor
- eFile Delivery
- Marketing on Demand
- Online File Manager
- Opportunity Manger
- Portfolio Manager
- Proposal Manager

247988 N (8/24)