

Contact Center: (800) 248-8447 | [www.IRAServices.com](http://www.IRAServices.com)

**Important things Investment Providers and Professionals need to know regarding our services. If you have any questions after reviewing this guide, please call our Contact Center at (800) 248-8447 or visit [www.IRAServices.com](http://www.IRAServices.com).**

## 1. WHAT ARE YOUR RESPONSIBILITIES AS A PROFESSIONAL OR INVESTMENT SPONSOR ON OUR PLATFORM?

- Informing your investors of our responsibilities as a custodian of their retirement account
  - Please provide them with our *GUIDE FOR PROSPECTIVE INVESTORS*
- Ensuring your investors understand our fees and minimum balance requirements and, if applicable, that we charge our custodial fees separate from your fees
  - Please provide them with our *FEE SCHEDULE & FINANCIAL DISCLOSURE*
- Ensuring that valuations are provided to IRA Services Trust Company for all assets held in your investors' accounts on **at least** an annual basis
- Understanding Prohibited Transaction rules (see below) and ensuring your investors understand them as well

## 2. WHAT ARE OUR RESPONSIBILITIES AS A CUSTODIAN OF YOUR CLIENTS' RETIREMENT ACCOUNTS?

- Assisting in the opening and funding of your investor's account
- Making the investment(s) on your investor's behalf
- Making distributions and paying expenses at the investor's request
- Providing investors over the age of 70 ½ with their Required Minimum Distribution (RMD) calculation and amount
- Providing the investor with quarterly statements
- Answering questions about your investor's account and informing them of certain regulations and procedures
- Reporting required information to the IRS and other governmental agencies
  - 1099R – Distributions from your investor's IRA
  - 5498 – Contributions to, and Fair Market Value of, your investor's IRA

*IMPORTANT: As a Custodian of self-directed accounts, we are not permitted to give investment, legal or tax advice.*

## 3. WHAT ARE PROHIBITED TRANSACTIONS?

A Prohibited Transaction (PT) is any transaction between your retirement account (the Plan) and a "disqualified" person or entity. A "disqualified" person is any lineal ascendant (i.e. parents, grandparents, etc.), descendants (children, grandchildren, etc.), spouse, spouse's ascendants, descendants or any entity for which a disqualified person has 50% or more ownership. The following are examples of prohibited transactions:

- Lending money or engaging in some other extension of credit between the retirement account and a disqualified person. For example, you cannot personally guarantee a loan for a real estate purchase by your retirement account.
- Furnishing goods, services or facilities between the retirement account and a disqualified person. For example, you cannot personally make an improvement to a rental property held by your retirement account.
- Transferring or using by or for the benefit of a disqualified person, the income or assets of a retirement account. For example, you may not stay in a vacation property that is owned by your retirement account.
- Dealing with income or assets of a plan by a disqualified person who is a fiduciary acting in his/her own interest or for his/her own account. For example, you should not loan money from your retirement account to your CPA.
- Receiving any consideration for his/her personal account by a disqualified person who is a fiduciary from any party dealing with the plan in connection with a transaction involving the income or assets of the plan. For example, you cannot pay yourself income from profits generated from the rental property held by your retirement account.

*For more information about prohibited transactions, please refer to IRS Publication 590a.*

## 4. HOW TO ESTABLISH AN ACCOUNT FOR YOUR CLIENT

To open an account, please instruct your client to visit our website, [www.IRAServices.com](http://www.IRAServices.com), and click on the "Open an account" button. This will take them to our secure online application system. Once the online application has been completed, the following documents will have to be printed, signed and **mailed**:

- Transfer Authorization (if they are transferring cash and/or assets from another financial institution)
- Most recent account statement from their financial institution (if transferring cash and/or assets from another IRA)

**Please further note that there is a \$500 minimum balance requirement to keep their account open. The \$500 must come from qualified funds (i.e. funds transferred from another IRA or rolled over from a qualified plan, or cash contributed to the IRA; contact us if they are not eligible to do a transfer, rollover or make a contribution).**

If you prefer not to use the online application system for your clients, a paper application may be completed, which may be obtained from our website. Please note that the account setup fee is higher if you choose to open an account via paper application. The following documents must be mailed with the paper application:

- A copy of the investor's valid government-issued photo ID (such as a driver's license)
- Most recent account statement from the investor's financial institution (if transferring cash and/or assets from another IRA)
- A check for \$85 made payable to "IRA Services Trust Company" to cover the account setup fee and first quarterly account fee

Please read the *ACCOUNT DISCLOSURE* and *CUSTODIAL AGREEMENT* documents as they provide more information about our requirements for maintaining the account. These forms can be found in the "Forms & Fees" section of our website.

For assistance with establishing an account, please call our Contact Center at (800) 248-8447.

## 5. WHAT HAPPENS AFTER THE ACCOUNT IS ESTABLISHED?

An account is established within 1-2 business days upon receiving the client's account application form with their original signature. Once the account is established, a Welcome Letter is mailed to the client with their account number, and a Welcome E-mail explaining our policies and procedures is sent to the client (and you, if you were designated as a Representative by your client).

### View Accounts Online at Any Time

Your client may view their account online by completing our *INTERNET ACCESS REQUEST* form. Currently, online access allows the client to view the account's recent transactions and transaction history, the custodial cash balance, the asset(s) and corresponding last reported value, tax information, and quarterly and year-end statements. We will continuously be adding more features to enhance your online access experience.

You may access your client's account by completing our *REPRESENTATIVE INTERNET ACCESS REQUEST* form, and ensuring that your client completes a *REPRESENTATIVE AUTHORIZATION* form naming you as an authorized representative. By default, once you are designated as a Representative by an investor, you will be copied on all automated email notifications.

Our Email Notification Service serves to keep you and your clients abreast of account activity such as: (1) when an account is established, (2) when a Transfer Authorization request is forwarded to the client's financial institution, and (3) when a cash deposit is received, and whether or not there are sufficient funds in the account to fulfill a pending investment and/or disbursement request. To opt-out of this service, you must select the appropriate option on the *REPRESENTATIVE INTERNET ACCESS REQUEST* form.

### Funding the Account

There are three ways to fund the account:

1. **Transfer funds from another IRA custodian** – to initiate a transfer, please ensure your client completes our *TRANSFER AUTHORIZATION* form, or the transfer section of our online application system. A copy of their most recent statement from the financial institution from which they are transferring is required.
2. **Roll over funds from a qualified retirement plan** – to initiate a rollover, please have your client contact their Plan Administrator.
3. **Make a contribution** – have your client send a check made payable to "IRA Services Trust Company" with their name referenced on the memo line; have them submit our *DEPOSIT NOTIFICATION* form with their check.

Please be advised that we will maintain a minimum cash balance of \$500 at all times and fees will be deducted from the account as they are incurred. If your client wishes, they may reimburse their account for the fees taken out prior to the end of the current tax year by sending us a check for the total amount of fees deducted during the year.

### Check Hold Policy

Funds received by check will be available as follows:

- Cashier's checks or money orders will be available the day they are posted to the account
- Institutional checks (transfers or direct rollovers) will be held for 3 business days
- Personal checks and distributions from investments will be held for 5 business days

### Standard Processing Times & Expediting a Request

You may want to know how long a transaction request will take to complete. Here are our standard and expedited processing times to help you and your clients plan ahead. Remember that these are the times it takes to process the transaction once all paperwork and documents are received and in good order, provided that the account is properly funded.

If your client wishes to have their request expedited, please have them indicate so on the request. A \$50 Expedited Processing fee will apply for each transaction.

- **Incoming Transfers:** Transfers can take 2-6 weeks or more to complete depending upon the amount of time taken by the current custodian and, if transferring assets in-kind, the amount of time taken by the investment sponsor(s) to re-register the asset(s).
  - **Transfer requests** (cash and/or assets in-kind) can take 2-3 business days to be forwarded to the current custodian. *Expedited Processing shortens this to 1-2 business days.*
  - **In-kind transfer requests:** Once the asset(s) have been assigned to us by the current custodian, it can take 3-5 business days for us to forward a Re-Registration & Change of Ownership request to the investment sponsor(s) (re-registration requests for real estate and assets backed by real estate are forwarded directly to the client). *Expedited Processing shortens this to 1-2 business days. A separate Expedited Processing fee applies.*
    - The re-registration process can take up to 4-6 weeks or more and depends on the amount of time taken by the investment sponsor(s) to send us a confirmation of the re-registration.
  - **In-kind transfer completion:** Once we have received the investment sponsor's re-registration confirmation in good order, it can take 5-7 business days to add the asset to the account. *Expedited Processing shortens this to 1-2 business days. A separate Expedited Processing fee applies.*
- **Investments:** Investment requests will take 3-5 business days to process. *Expedited Processing shortens this to 1-2 days.*
- **Expense Payments:** Expense Payment Requests can take 3-5 business days to process. Expedited Processing shortens this to 1-3 business days.
  - Property tax payments: When the client sends in an expense payment request to pay property taxes, we will send the check to the investor. They are then responsible for forwarding the check to the appropriate county tax collector's office. Please have your client plan to submit the request to us accordingly.

- **Distribution Requests:**

- **Cash distributions:** We will process the request within 2-3 business days. Expedited Processing shortens this to 1-2 business days.
- **In-kind distributions:** We will process the request within 3-5 business days. Expedited Processing shortens this to 1-2 business days.

- **Outgoing Transfers:** In-kind transfers can take 4-6 weeks or more to complete. This time frame depends upon the amount of time taken by the new custodian and the amount of time taken by the investment sponsor(s). The request will be processed in 3-4 business days depending upon the other custodian, investment sponsors, transfer agents, and any other parties involved with the re-registration of your asset(s). *Expedited Processing shortens this to a 2-business day maximum.*

## Things Your Client Can Do To Have Their Requests Processed in a Timely Manner

- Ensure that the forms are filled out correctly and that all of the documents needed to process the request are sent to us
- Get all of the documents to us as quickly as possible
- Ensure there is enough money in the account to process the transaction, pay for any associated transaction fees, cover the minimum balance requirement, and pay fees due (if any)

***For most transactions you have the option to send the request by email, fax or mail EXCEPT for the following:***

- Account Application
- Transfer Authorization
- Brokerage or Managed Account Application
- Promissory Note

The forms and documents listed above require your client's original wet ink signature, and must be mailed to us.

## Stay Current

- Be sure to keep us updated with your and your client's current email addresses in order to ensure that you and your client will receive our messages regarding the processing of requests and any policy changes.
- Since our forms are updated periodically always download our forms from our website as these will be the most current forms enabling us to serve you and your client better and faster.

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**Important things investors need to know prior to opening their self-directed IRA account with IRA Services Trust Company**

To make your initial investment purchase, you are required to submit supporting documents **with** your *INVESTMENT AUTHORIZATION* form. Below is a list of common investment assets and their document requirements. For all other assets not listed below, please call us at (800) 248-8447.

**Please ensure that all paperwork is completed correctly prior to submitting to IRA Services Trust Company and that all required paperwork is submitted together with the *INVESTMENT AUTHORIZATION* form.**

**IMPORTANT:** Investments must be registered and/or titled "IRA Services Trust Company CFBO [Investor Name] [IRA Account No.]" (Tax ID: 26-2627205)

**BROKERAGE ACCOUNT (For publicly traded securities, foreign exchange, commodity exchange, etc.)**

Brokerage firm's account application form—Please ensure that the firm is able to establish an account under the name of "IRA Services Trust Company CFBO [Investor Name] [IRA Account No.]"

**CERTIFICATE OF DEPOSIT (CD)**

CD with Fremont Bank: No additional documentation required. Please ensure that you include the length of the term and the amount to be invested on the Investment Authorization form.

CD with another financial institution: Application form provided by financial institution of your choice—Please ensure that the financial institution is able to establish an account under the name of "IRA Services Trust Company CFBO [Investor Name] [IRA Account No.]"

**HEDGE FUNDS**

Application form provided by hedge fund manager

Subscription Agreement

Investment interest/membership must be registered under "IRA Services Trust Company CFBO: [Investor Name] [IRA Account No.]" with a signature line for IRA Services Trust Company's authorized signer

Subscription Agreement must also include the investor's name and signature

IRA Services' Prohibited Transaction Questionnaire

**IRA LLC (Private, Single-Member, Family)**

Operating Agreement (see IRA LLC REQUIREMENTS document)

EIN Confirmation

Articles of Organization or Certificate of Formation

IRA LLC Agreement

**PRECIOUS METALS**

Invoice/purchase contract/order form from precious metals dealer under the name of "IRA Services Trust Company CFBO: [Investor Name] [IRA Account No.]"

*You are responsible for finding a precious metals dealer and contacting them to obtain an invoice, purchase contract or order form to be submitted with our Investment Authorization form. All precious metals are to be stored at a facility approved by IRA Services Trust Company (see our Fee Schedule for a list of approved storage facilities and their respective storage fees). For a list of precious metals allowed in an IRA, please see the "Acceptable Precious Metals" document. You may find this on our website, [www.IRAServices.com](http://www.IRAServices.com), or call us at (800) 248-8447 to obtain a copy.*

**PRIVATE PLACEMENTS, LIMITED PARTNERSHIPS, PUBLIC LLCs, NON-PUBLIC PARTNERSHIPS, etc.**

Subscription Agreement and Private Placement Memorandum

Investment interest/membership must be registered under "IRA Services Trust Company CFBO: [Investor Name] [IRA Account No.]" with a signature line for IRA Services Trust Company's authorized signer

Subscription Agreement must also include the investor's name and signature

IRA Services' Prohibited Transaction Questionnaire form

**PRIVATE STOCK (Non-publicly traded)**

Stock purchase agreement/contract

IRA Services' Prohibited Transaction Questionnaire form

**PROMISSORY NOTES – see attached****PUBLICLY-TRADED SECURITIES (Stocks, Bonds, Mutual Funds)**

No additional documentation required. Please ensure that you include the stock market symbol and number of shares or amount to purchase on the INVESTMENT AUTHORIZATION form.

**REAL ESTATE (Residential, Commercial, Land, Mobile Home, etc) – see attached****REITs (Real Estate Investment Trust)**

Application form from REIT company

**TAX LIENS – see attached**

*IMPORTANT: Investments must be registered and/or titled "IRA Services Trust Company CFBO [Investor Name] [IRA Account No.]" (Tax ID: 26-2627205).*

Asset Type	Required Pre-Funding Documents	Required Post-Funding Documents
1. UNSECURED PROMISSORY NOTE		
If borrower is an individual	Investment Authorization with funding instructions Original notarized note* Note servicing agreement (if applicable)	Amortization/payment schedule (if applicable)
If borrower is a business entity	Investment Authorization with funding instructions Copy of notarized note* Copy of assignment of note Documents certifying formation of entity Evidence that the entity is in good standing Prohibited Transactions Questionnaire	Amortization/payment schedule (if applicable)
2. SECURED PROMISSORY NOTE		
If borrower is an individual	Investment Authorization with funding instructions Original notarized note* Note servicing agreement (if applicable)	Amortization/payment schedule (if applicable)
If borrower is a business entity	Investment Authorization with funding instructions Copy of the secured note* Note servicing agreement (if applicable) Documents certifying formation of entity Evidence that the entity is in good standing Prohibited Transactions Questionnaire	Amortization/payment schedule (if applicable)
a.) Secured by Real Estate	Applicable documents listed in Section 2 plus: Copy of deed of trust/mortgage Copy of assignment of deed of trust (if applicable) Copy of note endorsement (if applicable) Evidence that borrower is/will be on the title	Applicable documents listed in Section 2 plus: Recorded deed of trust/mortgage Recorded assignment of deed of trust (if applicable) Executed note endorsement (if applicable)
b.) Secured by Vehicle, Manufactured or Mobile Home	Applicable documents listed in Section 2 plus: Copy of certificate of ownership in borrower's name Registration of title/lien holder to "IRA Services Trust Company CFBO [Investor Name] [IRA Account No.]" Evidence that borrower is/will be on the title	Applicable documents listed in Section 2 plus: Executed security agreement Certificate of ownership
c.) Secured by Equipment	Applicable documents listed in Section 2 plus: Copy of UCC filing (if applicable) Evidence that borrower is/will be on the title	Applicable documents listed in Section 2 plus: Executed security agreement Recorded UCC filing (if applicable)
d.) Secured by Company Shares	Applicable documents listed in Section 2 plus: Copy of security agreement (if applicable) Copy of pledge agreement (if applicable) Documents certifying formation of entity Evidence that the entity is in good standing Private Placement Memorandum/Subscription Agreement/Operating Agreement	Applicable documents listed in Section 2 plus: Executed security agreement Stock Certificate (if applicable) Stock Power (if applicable)
e.) Secured by Participation Agreement	Applicable documents listed in Section 2 plus: Copy of participation agreement Evidence that borrower is/will be on the title Documents certifying formation of entity Evidence that the entity is in good standing Private Placement Memorandum/Subscription Agreement/Operating Agreement	Applicable documents listed in Section 2 plus: Executed participation agreement
f.) Secured by Other Collateral	Applicable documents listed in Section 2 plus: Evidence that borrower is/will be on the title Applicable security agreement	Applicable documents listed in Section 2 plus: Executed security agreement Executed certificate of ownership
3. REAL ESTATE		
Earnest money/For deposit only	When purchasing real estate, be sure that the third party understands that the buyer is "IRA Services Trust Company CFBO [Investor Name] [IRA Account No.]"  Investment Authorization with funding instructions Purchase Contract or Preliminary Settlement Statement in the name of "IRA Services Trust Company CFBO [Investor Name] [IRA Account No.]"	
Purchase/Closing	Investment Authorization with funding instructions Purchase Contract (without deposit) Estimated Closing Statement Preliminary title report Escrow package (if applicable) Loan package (if applicable) Proposed deed with "When Recorded Return To" address listed as: IRA Services Trust Company – PO Box 7080, San Carlos, CA 94070	Recorded Grant Deed Title Insurance Policy
4.) TAX LIEN	Investment Authorization with funding instructions Application for purchase	Tax lien certificate

\*Promissory note must outline the following terms, with signature lines for both the borrower and the lender:

- Amount of loan
- Date of issuance
- Interest rate
- Interest compounding period (annual, quarterly, monthly, daily, none)
- Re-payment terms (payments must be sent to IRA Services Trust Co: PO Box 7080, San Carlos, CA 94070)
- Maturity date

*Lender must be listed as "IRA Services Trust Company CFBO [Investor Name] [IRA Account No.]" (Tax ID: 26-2627205).*