

**From:** [Jamie Price | President & CEO](#)  
**To:** [Jonathan Alabiso](#)  
**Subject:** We Heard You – Delaying Feb. 15 Implementation of Advisory Paper Fees & Ticket Charge Changes  
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To help your clients go paperless and avoid the new paper fees, we have been focused on driving adoption of the eConsent and eDelivery features within eQuipt. Many of you have integrated eQuipt into your business processes and taken the time to share your experiences. This unvarnished feedback was escalated through our firms' advisory councils and advisor-facing teams, and it has been extremely valuable.

We have heard you.

Our new Head of Digital Solutions, Pete Clemson, spent his first four weeks with Advisor Group listening to specific examples of your experiences, and he was able to quickly identify the issues and has a clear path forward to solving for them. With Pete's leadership, we are actively pursuing enhancements to eQuipt's eConsent and eDelivery features to ensure they meet the full range of your clients' needs. In addition, we are highly focused on improving the overall digital experience and will share frequent updates of our continued progress.

### **Delaying Paper Fees and Changes to Ticket Charges**

At this point, we believe the right course of action is to delay the implementation of paper fees and tickets charges that were set to begin for advisory accounts on February 15. The delay changes are:

- Paper Fees of \$1.50 for confirmations and prospectuses **will NOT** be implemented for:
  - Genesis Model Portfolios
  - Unified Managed Accounts
  - Separately Managed Accounts
  - Advisor Managed Portfolios - Rep Pays
  - Advisor Managed Portfolios - Client Pays
- Ticket charges **will remain \$9** for Advisor Managed Portfolios - Rep Pays
  - Paper fees will NOT be implemented
- Tickets **will decrease to \$7** as planned for Advisor Managed Portfolios - Client Pays (requiring no client notification)
  - Paper fees will NOT be implemented

## What's Next

We want to get this right, which means we will take our time to ensure we are providing you and your clients with an effective and easy-to-use digital platform. Once we are confident that we have addressed all issues, we will let you know the new implementation date with plenty of lead time, giving you even more time to help your clients go paperless and avoid the new paper fees.

Please continue to share your experiences. It has, and continues to, help us improve our service to you and your clients.

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