

1. As a new Participant/Investor, how do we open an initial FL PALM account?

- Review the FL PALM Information Statement.
- Complete and send the following forms/documents to FL PALM Client Services Group.

New Participant/Investor Application

IRS Form W-9

Signatory Public Agency Addendum (for Participants only)

Copy of most recent Investment Policy Statement

Account Application

Fax form(s) to: 1-800-252-9551

Or ***Mail*** form(s) to: FL PALM Client Services Group
P.O. Box 11813
Harrisburg, PA 17108-1181

- Your documents/forms must be reviewed by your account representative, accepted by FL PALM and have the representative's signed authorization before your account can be opened.

2. As an existing Participant/Investor, how do we open an additional FL PALM account?

- Complete and send the following forms/documents to FL PALM Client Services Group.

Account Application

Contact Record (New Contacts Only)

Upload forms to: Connect (for existing Connect users *only*)

Fax form(s) to: 1-800-252-9551

Or ***Mail*** form(s) to: FL PALM Client Services Group
P.O. Box 11813
Harrisburg, PA 17108-1181

- Your documents/forms must be reviewed by FL PALM Client Services Group, accepted by FL PALM and have the representative's signed authorization before your account can be opened.

3. As an existing Participant/Investor, how do we open a FL PALM account controlled by a trustee or other fiduciary?

- Have the trustee complete and send the following forms/documents to FL PALM Client Services Group.

Trusteed Account Application

Contact Record (New Contacts Only)

Trustee Verification - Schedule B

Trust Document

Please ***Fax*** form(s) to: 1-800-252-9551

Or ***Mail*** form(s) to: FL PALM Client Services Group
P.O. Box 11813
Harrisburg, PA 17108-1181

- Your documents/forms must be reviewed by your account representative, accepted by FL PALM and have the representative's signed authorization before your account can be opened.

4. How do I sign up for Connect and gain access to our account(s) online?

- Complete and send the following form to the FL PALM Client Services Group.

Contact Record (New Connect Users Only)

Permissions

Please ***Fax*** form to: 1-800-252-9551

5. Where can I send our audit confirmation?

- Forward all audit confirmations to the FL PALM Client Services Group.

Please **Fax** confirmation to: 1-800-252-9551

Or **Mail** confirmation to: FL PALM Client Services Group
P.O. Box 11813
Harrisburg, PA 17108-1181

6. How do I add or remove ACH or Wire instructions to/from our account(s)?

- Complete and send the following form(s) to the Client Services Group.

ACH Setup Instructions

Wire Setup Instructions

Please **Fax** form(s) to: 1-800-252-9551

7. How do I make changes to my existing FL PALM account(s)?

- Complete and send the following form to the FL PALM Client Services Group.

Permissions

Upload form to: Connect

Fax form to: 1-800-252-9551

8. How do I find rate information?

- The Current Seven Day Yield can be found on the website www.fl-palm.com under the Current Rate link. The Monthly Distribution Yield can be found on your monthly statement. The Current Yield, as of the last day of a month, can also be found on your monthly statement. Please contact the Client Services Group at 1-877-495-8246 if you have any questions.

9. How do I contact the FL PALM Client Services Group?

- A Client Services Group member is available to answer your phone call from 8:30 A.M. Eastern Time to 5:00 P.M. Eastern Time, Monday through Friday on every Fund business day **or** at Clientservcies@FL-PALM.com

10. What is the notification cutoff time for transaction requests?

- The notification cutoff time depends on the transaction type.

Wire (Same-Day) 2:00 P.M. Eastern Time

Transfers (Same-Day) 4:00 P.M. Eastern Time

ACH (Next-Day) 4:00 P.M. Eastern Time

11. What is the difference between an ACH and a Wire?

- A wire is a same-day method of moving immediately-available funds and supporting information between two financial institutions through the Federal Reserve Wire Network system (Fed Wire).
- An ACH is a method of moving funds and supporting information by batches among financial institutions using the Automated Clearing House (ACH) system. Transaction requests received by the originating bank are collected and processed in batches, usually overnight. Funds are generally available to a beneficiary the business day after the originating financial institution processes the ACH transaction.

12. Are the banking instructions different for an ACH and a Wire?

- The banking instruction may be different depending on whether the transaction is an ACH or a wire. Please verify with the receiving bank to ensure the proper instructions are on file with the FL PALM Client Services Group.