FREQUENTLY ASKED QUESTIONS

Questions? Call 1-866-839-8376

1. How do we open an initial account in TexasTERM?

- Review the TexasTERM Information Statement.
- Complete and send the following forms/documents to your account representative.

  New Investor Application

  IRS Form W-9

  Investment Policy

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

  Or ***mail*** form(s) to: TexasTERM Client Services Group
  P.O. Box 11760
  Harrisburg, PA 17108-1760

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

2. How do we open an additional account in TexasTERM?

- Complete and send the following forms/documents to your account representative.

  Account Application

  Permissions

  Contact Record (New Contacts Only)

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

  Or ***mail*** form(s) to: TexasTERM Client Services Group
  P.O. Box 11760
  Harrisburg, PA 17108-1760

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

3. How do we open an account in TexasTERM if the account will be controlled by a trustee or other fiduciary?

- Have the trustee complete and send the following forms/documents to your account representative.

  Trusteed Account Application

  Permissions

  Contact Record (New Contacts Only)

  Trustee Verification - Schedule B

  Trust Document *(A copy of the first page)*

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

  Or ***mail*** form(s) to: TexasTERM Client Services Group
  P.O. Box 11760
  Harrisburg, PA 17108-1760

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

4. How do I sign up for the Easy Online Network (EON) and gain access to our account(s) online?

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

  Permissions

  Contact Record (New EON Users Only)

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

5. Where can I send our audit confirmation?

- Forward all audit confirmations to the TexasTERM Client Services Group.

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

  Or ***mail*** confirmation to: TexasTERM Client Services Group
  P.O. Box 11760
  Harrisburg, PA 17108-1760

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

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

  ACH Setup

  Wire Setup

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

7. How do I replace/add statement recipients?

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

  Permissions

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

8. How do I update the people who are authorized on our account(s)?

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

  Permissions

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

9. How do I *stop* receiving paper statements and *begin* receiving E-Statements?

- You may select the Electronic Statement Delivery options under the Tools/Forms section of EON. When you select to receive statements electronically, each person who is an EON user for your Entity will receive an email notification of the monthly statement's availability on EON. If Electronic Delivery is selected, no paper versions will be mailed to any statement recipients. The statements available on EON are exactly the same as paper versions that would be mailed to recipients.

10. How do I find rate information?

- The Current Seven Day Yield can be found on the website www.texasterm.net 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 1-866-839-8376 if you have any questions.

11. How do I contact my Account Representative?

- Call the Client Services Group at 1-866-839-8376 and they will help you get in touch with your account representative.

12. What time is the Client Services Group open to receive calls?

- A Client Services Group member is available to answer your phone call from 7:30 a.m. Central Time to 4:00 p.m. Central Time, Monday through Friday on every Pool business day.

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

- The notification cutoff time depends on the transaction type.

Wire *(Same-Day)*	1:00 p.m. Central Time	**Transfers** *(Same-Day)*	4:00 p.m. Central Time
ACH *(Next-Day)*	3:00 p.m. Central Time		

14. 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.

15. 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 TexasTERM Client Services Group.