



Dear Valued Advisor,

We recognize that we've had some challenges with the conversion to our self-clearing platform. We completely understand your frustrations related to the delays you may be experiencing with regard to ACHs, checks, wire transfers and account openings/maintenance. We want to assure you that these delays are temporary. While we sincerely apologize for the impact this has had on your day-to-day business, we know you want solutions and action. Here is a summary of the actions we're taking to address these service interruptions.

- We are deploying additional resources to address backlogs.
- We are working closely with our technology partners to close identified processing gaps.
- We are continually receiving updates from our advisor-facing associates to stay on top of feedback they receive from your firm. We are developing solutions as a result.
- The cash movement system related constraints have been addressed.

While our Service Level Agreements (SLAs) for new account openings and account maintenance would normally be 24-48 hours, we are currently operating within 3-5 days SLA.

Again, we sincerely apologize. We are committed to doing what we can to make things right and earn back your trust. We're excited about the future we have together. The opportunities for growth and reimagining the client experience remain our core focus. Our firm's financial position is strong. You can request a copy of our financial statement from your Relationship Manager.

If you have any questions, you can reach out to your Relationship Manager, or either one of us.

Sincerely,

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