Q: Can I view my accounts online?

A: First contact your advisor to make sure we have your email address on file. After confirming we have your email address, you can register for access by going to **HilltopNetwork.com** > **Client Login** > **Register** for Access. Click on the VIEW DEMO link if you need help registering.

Q: How can I link my related account to my logon?

A: You can link your related account to your login by following these steps.

Q: Where can I find my cost basis?

A: To have cost basis added to your quarterly statement and online access, please contact your financial advisor. Once cost basis is added, you will be able to pull a Realized Gain/Loss Report on ClientEXP with cost basis detail.

Q: Why didn't I receive a statement this month?

A: Statements are generated quarterly unless there is account activity. If you did not have account activity for the month, a statement will not be generated. You will always receive a statement in January (October – December), April (January – March), July (April – June) and October (July – September).

Q: How can I setup Direct Deposit from my employer?

A: Please contact your financial advisor for the appropriate Direct Deposit form.

Q: Can I setup recurring ACH contributions/distributions?

A: Yes. For a basic account you will need to complete the ACH Authorization Form. For an individual retirement account, please complete the IRA Distribution Request Form and the ACH Authorization Form. Please contact your financial advisor for the appropriate forms.

Q: Can I receive statements/confirmations/tax forms by email?

A: No. Due to cyber-security restrictions, we cannot email your statement/confirmation/tax forms. However, you can enroll in eDelivery through **ClientEXP** > **eDocuments** to receive an email when your statement/confirmation/tax form is available online.

Q: Can I update my address online?

A: No. We require all account holder's signatures on a request to update an address. You may fax this information to Broker/Client Services at 214.859.9750, or scan and email a copy to BCS@hilltopsecurities.com.

Q: Am I able to place trades in my account online?

A: No. We are a full service broker/dealer that provides a variety of services through your financial advisor including, but not limited to, research, advice and retirement planning. Your financial advisor is available to place trades on your behalf.

Q: Can I write checks on my brokerage account?

A: Yes. We do allow check-writing on brokerage accounts. Please contact your financial advisor for our Vision Checking Application Agreement.

Q: What commission will I pay for trades?

A: Please contact your financial advisor for commission rates.

Q: Does Hilltop Securities offer tax advice?

A: No. Please contact a tax advisor for professional tax advice.