



## Billing FAQ

1. When will my accounts be billed?
  - All accounts are billed quarterly, in advance. New accounts will be billed from the date that the account is funded and started on the platform pro-rata through the remainder of the quarter. If an account is added January 20th, it will be billed first in the February off-cycle from 1/20 through 3/31. Its first full billing cycle will be 2Q from 4/1-6/30.
2. What happens when an account is closed?
  - Any activity that takes place in the account; contribution, withdrawal or termination will be picked up during the off-cycle billing period.

Off-Cycle Events	When?	Calculation
New Account	Account is opened on the platform	Amount is calculated from account start date/bill start date. Annual fee is pro rated to the remaining number of days in the billing period
Termination	Account is closed/terminated	Amount is calculated from the account close date till the end of the billing period and refunded.
Transaction (Contribution/Withdrawal)	Transactions occur in account	Amount is calculated from the date of the contribution/withdrawal
Product Change	Date of product change/goal modification	Product termination bill refunds remaining period for previously charged amount. Product reinstatement charges account for remaining period using the new fee schedule using billable value at change date.

**Primary Billing Contact:**

[Billing@libertyfi.com](mailto:Billing@libertyfi.com)

(205) 582-3400

**SIS Paperwork:**

[Paperwork@libertyfi.com](mailto:Paperwork@libertyfi.com)

(205) 582-3400

3. Will I get to review my client fees prior to the accounts being debited?
  - Yes, around business day three, firms will be notified that bills are pending, and advisors have two days to review pending bills on the platform before finalized.
4. When will accounts get debited?
  - Bills are generally published by the 11<sup>th</sup> business day of the month, and custodians usually debit accounts same day or next day.
5. When will I get paid?
  - Our goal is to send payment to your firms by the 12<sup>th</sup> business day of the month.