

Primerica Shareholder Services

Quick Reference Guide
Primerica Advisors Managed Accounts



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How to Contact Primerica Shareholder Services

Primerica Shareholder Services (“PSS”) serves as the qualified custodian for investments in the Primerica Advisors Freedom Portfolios. You may contact PSS as follows:

By Mail

If you would like to submit written redemption requests, additional investments into existing accounts, or general correspondence, please send these items to:

Primerica Shareholder Services
P.O. Box 9873
Providence, RI 02940-9873

If you would like to send items via overnight delivery, please send them to:

Primerica Shareholder Services
4400 Computer Drive
Westborough, MA 01581

Online

To access fund or account information via the Internet, go to www.shareholder.primerica.com, and click on “Already A Client?” in the lower right-hand portion of the screen, which will take you to the login page for Shareholder Account Manager. You must login to access your account information.

By Phone

To obtain fund or account information, or to speak with a Customer Service Representative, please dial 1-800-544-5445.

Primerica Shareholder Services ofrece acceso a través de la línea en español de Servicio al Cliente. El servicio de habla española está disponible de 8:00 a.m. a 8:00 p.m. Hora Este, de Lunes a Viernes. Para hablar con un representante de habla española, marque el 1-800-544-7278.

Primerica Shareholder Services also offers contact through the Telecommunications Device for the Deaf (TDD). Customer Service Representatives can “talk” with hearing impaired clients equipped with the device. This line is staffed between 8:00 a.m. and 8:00 p.m. Eastern Time, Monday through Friday. Shareholders may leave messages after hours and their calls will be returned during business hours.

For TDD assistance, dial 1-800-824-1721.

Primerica Shareholder Services Personal Investor Line

1-800-544-5445

Primerica Shareholder Services provides you with the power of choice via our toll-free Personal Investor Line. PSS customers may select:

Personal Service

Our Customer Service Representatives are ready to answer specific questions regarding your accounts, along with providing a wide range of transaction and maintenance services. Our Service Center is available to personally assist you between 8:00 a.m. and 8:00 p.m. Eastern Time, Monday through Friday.

Interactive Voice Response Unit

Offering Speech and Touch Tone Service, our Primerica Shareholder Services Interactive Voice Response Unit is available 24 hours a day, 7 days a week to give you up-to-date price, dividend, and personal account information.

Personal Service

Our Customer Service Representatives can assist you with:

- **Account and Portfolio Balances**
- **Model Portfolio Rates of Return**
- **Address Changes**
- **Changing Options on Your Pre-Authorized Drafts**
- **Updating Your Investment Profile**
- **Processing Financial Transactions**
- **And Much, Much More**

Our Interactive Voice Response System

Our Interactive Voice Response System supports both Touch Tone and Speech Recognition-Services making it easy to access the type of information you need. From the main menu press:

#1 – To Access our Speech Recognition Service

#2 – To Access our Touch Tone Service

Speech Recognition Menu

Our Speech Recognition Service allows you to verbally interact with the system. Spoken commands may be used to access information. From the Speech Menu say:

- **Account Balance** – To hear portfolio, account and position values.
- **Financial Transactions** – To process a financial transaction or stop a bank draft.
- **Transaction History** – For a listing of the most recent financial transactions associated with your account.
- **Fund Information** – To hear fund price and performance information.
- **Statements and Forms** – To view a statement or request a Tax Form.
- **Contact Information** – To hear navigation tips and contact information.
- **Change PIN** – To change your Personal Identification Number.
- **Getting Started** – For tips on the use of Speech Recognition.
- **Shortcuts** – To learn more about option specific shortcuts.
- **Transfer** – To speak to a Customer Service Representative.

Speech Helpful Hints:

- Speak naturally, using your natural tone and speed.
- Speaker or cellular phones may cause the system to misunderstand a command.
- Limit background noise, excessive background noise may cause the system to misunderstand a command.

Touch Tone Menu

From the Touch Tone Main Menu Press:

#1 – To hear portfolio, account, and fund position values.

#2 – To process a financial transaction or stop a bank draft.

#3 – For a listing of the most recent financial transactions associated with your account.

#4 – To hear fund price and performance information.

#5 – To request a duplicate year-to-date statement.

#6 – To hear navigation tips and contact information.

#7 – To change your Personal Identification Number.

#0 – To transfer to a Customer Service Representative.

You may also use the Interactive Voice Response Unit to establish a Personal Identification Number (PIN), so that you can obtain account specific information or perform financial transactions on your account. You are responsible for the confidentiality and security of your Login ID and PIN. For security reasons, we recommend that you periodically change your PIN. Transaction processing using the Interactive Voice Response Unit is only available on authorized accounts.

Understanding Your Confirmations and Statements

Primerica Shareholder Services issues the following documents on all accounts: a new account confirmation, transaction confirmations and quarterly statements. If you elected to receive account information via electronic delivery (“eDelivery”), then PSS will send an email to your email address of record notifying you that these documents are available for your review by signing into your account at our website (www.shareholder.primerica.com). The email address you provided your Primerica Advisors representative (“Representative”) upon opening your account is your email address of record, until you update or change it. If you have not elected eDelivery, you may do so at anytime by contacting PSS. PSS encourages you to “go green” by electing eDelivery. If you did not elect eDelivery, then you will receive your Transaction Confirmations and Quarterly Statements through the mail to the street address of record on the account. All withdrawals or redemptions will be allocated proportionately across the mutual funds in your account based on your asset allocation model. The following information can be found on the Confirmations:

Your Account Registration

Your account was established and registered pursuant to the information you provided your Representative in the new account process. Please review the information on your new account confirmation and verify that your account has been established correctly. If your account registration contains incorrect information, notify Primerica Shareholder Services or your Representative immediately. Also, please ensure that your account type is correct so that the appropriate tax information is properly communicated to the IRS.

Account Description

- **Account Number** – This is the 9-digit number that is specifically assigned to your account.
- **Your Model Portfolio** – This is the portfolio that was chosen based on your answers to the Investment Profile Questionnaire (IPQ) and the information you entered on the Client Profile, both of which you completed prior to your account being opened.

The following information will only be on the New Account Confirmation:

- **Your Investment Amount** – This is the total amount of your initial investment. If your investment involves a Transfer of Assets and there was no initial investment submitted, your investment amount will display as “Pending”.
- **Daytime Phone Number** – This is the daytime phone number you gave your Representative at the time of account opening.
- **Pre-Authorized Draft Amount (PAC)** – If you elected to systematically make investments into your account from your bank account then your PAC amount would be displayed here.
- **Systematic Withdrawal Amount (SWP)** – If you elected to systematically take withdrawals from your account the SWP amount would be displayed here.
- **Transaction Summary** – **this section is only on the Transaction Confirmation** – Here you will find the summary total for purchases and withdrawals located in the Transaction Detail Section immediately following this section.

Transaction Details

Here you will find the transaction(s) that generated the Confirmation, as well as the share price and number of shares purchased or redeemed. Below is the information provided on the Confirmation:

- **Transaction Date**
- **Fund Name**
- **Transaction Description**
- **Investment Amount per each fund in the Model**
- **Share price**
- **Number of shares purchased / redeemed**
- **Total shares purchased / redeemed**

Address Changes and Tax ID Number Corrections

You must notify Primerica Shareholder Services of any address changes or corrections to your Tax ID Number. You should notify Primerica Shareholder Services immediately regarding an address change.

Understanding Your Quarterly Statement

When Will You Receive a Quarterly Statement?

All Managed Account clients will receive a statement at the end of each calendar quarter.

Information Found on the Quarterly Statement

Your statement will contain the following sections:

1. **Registered Owner Information** – account holder's name and account number along with the name, address and phone number for the Investment Adviser Representative.
2. **Summary of Activity** – summary of the activity in the account by quarter, year-to-date and inception-to-date.
3. **Your Personal Rate of Return** – this is your account's rate of return by quarter, year-to-date and inception-to-date.
4. **Dividends and Capital Gains** – summary of your dividends and capital gains by quarter and year-to-date.
5. **Realized Gains and Losses** – summary of short-term and long-term gains and losses by quarter and year-to-date.
6. **Unrealized Gains and Losses** – summary of short-term and long-term unrealized gains and losses by quarter and year-to-date.
7. **Your Current Asset Allocation** – a pie chart displaying how your assets are allocated by style categories.
8. **Quarterly Economic Comment** – brief description of the economic environment for the quarter.
9. **Comparison Graph** – graph comparing the market value of your account to your net invested capital since inception.
10. **Listing By Style Category** – list of each fund within a style category with their number of shares, ending NAV and the Total Value to-date
11. **Transaction Activity** – a detail listing by date of every transaction that appeared in your account for the quarter.
12. **Your Model Portfolio** – your model portfolio for this account.
13. **Vendor Disclosures** – a brief description of each Vendor with disclosure statements.

e-Delivery of Statements

You can sign up for Primerica's paperless option and have your Confirmations and Quarterly Statements delivered online instead of by mail. Access Shareholder Account Manager (www.shareholder.primerica.com) and elect to Sign Up Now. You will be directed to the new Update User Profile page to enroll.

If you enroll in e-Delivery you can:

- **View Your Confirmations and Quarterly Statements online anytime** – we'll retain them for at least seven years.
- **Print it out only when and if you need it** – doing your part to reduce paper usage.
- We will send you an email whenever confirmations or your quarterly statement is ready for you to view.

Tax Forms We Provide

Each year, Primerica Shareholder Services will generate and send tax forms to shareholders confirming the information reported to the Internal Revenue Service for the tax reporting period. If you have elected to receive information concerning your account electronically then you will receive an email at the email address you gave your Representative upon opening your account, that your tax forms are available for you to view. If you did not elect the eDelivery method then you will receive your tax forms through the mail at the address of record on the account. The chart below provides a general description of the forms we provide.

Form	Why is it generated?
1099-D (Also known as 1099-Div)	Generated on non-retirement accounts that have declared dividends and/or capital gains reinvested or paid in cash.
1099-INT	Generated on non-retirement Municipal Bond funds to report the tax-exempt portion of the declared dividends and/or capital gains reinvested or paid in cash.
1099-B	Generated on non-retirement accounts that have declared dividends and/or capital gains reinvested or paid in cash.
Average Cost Basis Statement	Delivered with the 1099-B tax forms
1099-R	Generated on retirement accounts that have had distributions during the tax reporting period.
5498	Generated when contributions or rollovers have been received in retirement accounts during the tax reporting period.

When is it sent?

Is the form required for filing my taxes?*

Available or mailed no later than February 15 of each year

Income reported on a 1099-DIV should be included with your income tax reporting.

Available or mailed no later than February 15 of each year

Tax-exempt income reported on a 1099-DIV should be included in your income tax reporting.

Available or mailed no later than February 15 of each year

Any gains or losses experienced by the selling of shares should be included with your income tax reporting.

Available or mailed no later than February 15 of each year

This statement will provide the average cost basis for the shares redeemed from funds in your account. This will assist you in determining any gains or losses in the sale of shares.

Available or mailed no later than January 31 of each year

Distributions from retirement accounts may be subject to income taxes or penalties and should be included with your income tax reporting.

Available or mailed no later than May 31 of each year

Contributions to your retirement accounts may be deductible, non-deductible, or may offset distributions thus reducing penalties or income taxes. Contributions or rollovers should be included with your income tax reporting.

Following Fund Prices

The daily price per share for each fund is calculated at the close of business of the New York Stock Exchange each day it is open for trading. You may find the daily prices for your funds in a financial newspaper or on our website at www.shareholder.primerica.com, by clicking on “Fund Information” at the top of the page. Fund prices are also available through our toll-free phone system.

Although not all newspaper fund listings are exactly the same, the following information will typically be displayed:

- The abbreviated name of the fund.
- The Net Asset Value (NAV) per share. This is the price at which you may redeem your shares.
- To determine the daily value of your account, multiply the total number of shares in your account by the NAV.
- The change (Net Chg.) in NAV from the preceding NAV price.
- The year-to-date rate of return (YTD % ret.) is the gain or loss expressed as a percentage rate.

Our Website: www.shareholder.primerica.com



Primerica Shareholder Services provides access to view your account information over the Internet. Go to www.shareholder.primerica.com and click on “Already A Client?”, which will take you to the Shareholder Account Manager login page. Shareholder Account Manager is available 24 hours a day, 7 days a week. You may use our website to view general information and prices for each of the funds you own.

To access your account information or perform transactions, you must create a login ID and password. Services offered through our website include:

- View Transaction Confirmations
- View Quarterly Statements
- View account balance
- Maintain account options
- View account history
- Complete Annual Profile Update
- View investment allocation
- View fund price and performance information*
- View Representative contact information
- Process financial transactions
- View Account Transcript
- View and order tax forms

*Does not require password. You are responsible for the confidentiality and security of your Login ID and password. For security reason, we recommend that you periodically change your password. Transaction processing using our website is only available on authorized accounts for shareholders who have elected full internet transaction privileges.

How to Make Additional Investments

Primerica Shareholder Services gives you several options for making additional investments into your account. All money invested will be allocated proportionately across the mutual funds in your account based on your asset allocation model.

Pre-Authorized Checking (PAC)

You can make regular investments without having to mail a check each month by authorizing us to draft your bank account.* Investments must be \$250.00 or more for retirement plans and \$500.00 or more for non-retirement plan accounts. PAC contributions can be made on the 10th, 20th or both days of the month.

For information on how to establish a PAC, contact one of our Customer Service Representatives at 1-800-544-5445.

You may automatically increase the size of your PAC purchases through the Automatic PAC Increase Plan. This plan allows you to take greater advantage of systematic investing by automatically increasing your bank draft quarterly, semi-annually or annually by a specific percent or dollar amount without having to contact us.

PSS will charge a returned purchase fee of up to \$30 to the shareholder's PSS account for each regularly scheduled PAC returned by the shareholder's bank.

Electronic Investments

You may also make additional single investments directly from your bank account* using our electronic feature. Electronic investments receive the next calculated price per share once the funds have been received by Shareholder Services. Simply call one of our Customer Service Representatives at 1-800-544-5445 or log on to www.shareholder.primerica.com to initiate an electronic investment.

Additional Investments

You may mail in additional investments to your account at any time using the following methods:

- **Submitting an investment check with your 9-digit account number written on the check.**
- **Submitting an investment check with clear and concise instructions for the desired account to invest.**

Investment checks must be made payable to Primerica Shareholder Services. Checks that are to be divided among multiple accounts must have specific instructions regarding their allocation. Please mail your investment to the address on page 3.

Additional Investments for Retirement Plans

When investing in a retirement plan account, it is important to be familiar with the allowable contribution limits (imposed by IRS rules and guidelines) for a given tax year. Making excess contributions to your retirement plan account may result in additional tax penalties being charged to you if not removed according to IRS rules. You should promptly remove any excess contributions made to avoid the penalties.

Third-party checks, money orders and starter checks are not acceptable forms of purchase instruments for investment into mutual funds. Primerica Shareholder Services will not accept third-party checks, money orders or starter checks as a payment type for your investment.

* Bank account must be on record with Primerica Shareholder Services.

How to Redeem Shares from Your Account

All redemptions will be allocated proportionately across the mutual funds in your account based on your asset allocation model.

Redemption Methods

You may redeem assets from your accounts using the following methods:

- **Written Instructions** – For most account types, you may submit a letter of instruction or contact a Customer Service Representative for requirements and to obtain a redemption or distribution form.
- **Telephone Transactions***
- **Internet***
- **Interactive Voice Response Unit***
- **Express Service** – Shareholders may elect to have their redemption check sent by express mail. Fees associated with express mail can be found on the Redemption/Distribution Form or by contacting our Customer Service Center. The express mail fee will be deducted from your account at the time of redemption/distribution.

Redemption Requirements

Requirements for redemptions will vary according to account types and your specific instructions. However, the guidelines below apply to all redemption requests.

- **Redemptions are processed using the next calculated net asset value (NAV) after the request has been received in good order.**
 - *Redemptions may only be requested for specific dollar amount(s) or all shares*
- **Requests for over \$100,000 must be in writing and require a Signature Guarantee.**
- **If a non-Medallion Signature Guarantee is received, processing your request may be delayed. Medallion Signature Guarantees can be obtained from full service brokerage firms and most FDIC insured banks.**
- **Redemptions from retirement plan accounts must include the reason for distribution and federal tax withholding instructions.**
- **For Retirement Plan Distributions, if you elect Federal Tax Withholding and you reside in a state that requires mandatory state withholding, then state withholding taxes will also apply to your distribution. The state withholding rate is based on your resident state's requirements.**
- **If the address of record has been changed within the past 30 days, a Signature Guarantee is required for redemption processing.**

Signature Guarantees (Financial Institutions Bond Coverage)

Financial institutions providing Medallion Signature Guarantees have surety bond coverage that protects the transfer agents from “bad” guarantees. Primerica Shareholder Services will not accept a request to process a transaction that exceeds the financial institution's bond coverage. Please verify with your financial institution their amount of bond coverage to determine if the institution's bond will cover your requested redemption amount.

The following account types require redemption requests to be submitted in writing: certain trust registrations, business, corporate, church, sole proprietorships, partnerships, and any other account types that require additional legal documentation to redeem. **If you submit a written request for an IRA the request must be submitted on the IRA distribution form.**

* Available for shareholders that have Electronic and/or Telephone Transaction Privileges on their account and for redemptions that do not require signature guarantee or additional documentary evidence.

Systematic Withdrawal Plan

A Systematic Withdrawal Plan (SWP) provides you with a convenient method to redeem shares on a regular basis for a pre-determined dollar or share amount. SWP redemptions may occur on a monthly, quarterly, semi-annual or annual basis. SWPs are available for processing on the 10th, 20th or both days of the month. To establish this service, please contact our Customer Service Center for assistance.

There is a minimum account balance requirement of \$30,000 in order to establish a SWP. The minimum SWP amount is \$250.

All SWP requests must be submitted on the appropriate SWP form.

Direct Deposit

Direct Deposit is an option that allows funds to be sent directly to your bank account*. Direct Deposits can be utilized on accounts with an established Systematic Withdrawal Plan, Dividends and Capital Gains that are paid in cash, and redemptions made by phone or in writing. A service fee may apply.

Retirement Plan Redemptions

Please note that if you redeem your IRA account, you will have 60 days from the date of the distribution to place the funds back into this account or into a new IRA or significant income taxes and penalties may apply. The IRS allows only one rollover per IRA account in every 12-month period. You may not rollover any of your required minimum distribution payout.

*Bank account must be on record with Primerica Shareholder Services or a signature guarantee will be required at the time of your request

Fees Charged to Your Account

Annual Advisory Fee

Please review the discussion of fees in the Primerica Advisors Mutual Fund Wrap Fee Program Brochure to understand how this fee will be charged to your account each quarter.

Retirement Plan Account Fees

For IRA accounts, there is a custodian fee of up to \$50 per year that is deducted from your account and paid as compensation to PFS Investments Inc., for the services it provides as the IRS approved non-bank custodian.

Account Closing Fee

For all accounts, there is a \$95 termination fee charged at the time a full withdrawal is taken from an account.

Returned PAC Purchase Fee

PSS will charge a returned purchase fee of up to \$30 to the shareholder's PSS account for each regularly scheduled PAC returned by the shareholder's bank.

Other Account Management Services

Transfer On Death Registration

Eligible voluntary accounts that are established with a Transfer On Death (beneficiary) registration, will be governed by Primerica Shareholder Services Rules, and the laws of the State of Georgia.

Market Timing or Frequent Trading

Most mutual funds have policies against market timing and frequent trading. Please consult your fund's prospectus for a description of its policies. If you violate a fund's trading policies or a fund you hold shares in instructs us to take action against you, PSS may be required to reject a trade, suspend your right to make additional investments or close your account.

Account Closing

Please note that if your IRA account is closed for any reason and a distribution occurs, you will have 60 days from the date of the distribution to place the funds into a new IRA or significant income taxes and penalties may apply.

Retirement Plan Beneficiary

It is important to review your beneficiary information periodically, to make sure that PSS has the correct beneficiary information on file. We recommend that you review your beneficiary information after significant events, such as marriage, divorce or a death in the family.

Dividends and Capital Gains Distribution Options

Your dividends and capital gains will be automatically reinvested. There is no cash option for these distributions.

Unclaimed Property

Unclaimed Property Notice - Your state may require that the shares in your account be transferred (escheated) to the appropriate state authority if no activity occurs in your account within the time period specified by state law. Primerica Shareholder Services will provide written notice to the address of record for your account prior to any such transfer taking place.



Advisory services offered through Primerica Advisors Inc.

PFS Investments Inc. (PFSI) is an SEC Registered Investment Adviser DBA Primerica Advisors. PFSI is a member of FINRA and SIPC. SEC registration neither implies nor asserts the SEC or any state securities authority has approved or endorsed PFSI or the contents of this disclosure. In addition, SEC registration does not carry any official imprimatur or indication PFSI has obtained a particular level of skill or ability.

Primerica Shareholder Services

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