



## **FREQUENTLY ASKED QUESTIONS**

Questions? Call 1-800-731-6830

### **1. How do we open an initial account in the Illinois Portfolio – IPDLAF+ Class of the Illinois Trust (the “Trust”)?**

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

***New Investor Application***

***IRS Form W-9***

***Resolution/Ordinance***

Please ***fax*** form(s) to: 1-888-535-0120

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

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

### **2. How do we open an additional account in IPDLAF+ Class?**

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

***Account Application***

***Contact Record (New Contacts Only)***

***Permissions***

Please ***fax*** form(s) to: 1-888-535-0120

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

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

### **3. How do we open an account in IPDLAF+ Class 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***

***Contact Record (New Contacts Only)***

***Permissions***

***Trustee Verification - Schedule B***

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

Please ***fax*** form(s) to: 1-888-535-0120

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

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

### **4. How do I sign up for the Connect and gain access to our account(s) online?**

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

***Contact Record (New Connect Users Only)***

***Permissions***

Please ***fax*** form to: 1-888-535-0120

### **5. Where can I send our audit confirmation?**

- Forward all audit confirmations to the IPDLAF+ Class Client Services Group.

Please ***fax*** confirmation to: 1-888-535-0120

Or ***mail*** confirmation to: IPDLAF+ Class 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 IPDLAF+ Class Client Services Group.

***ACH Setup Instructions***

***Wire Setup Instructions***

Please ***fax*** form(s) to: 1-888-535-0120

**7. How do I add/change/remove statement recipients?**

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

***Permissions***

Please ***fax*** form to: 1-888-535-0120

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

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

***Permissions***

Please ***fax*** form to: 1-888-535-0120

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

- You may select the Electronic Statement Delivery and/or the Electronic Confirm Delivery options under the Tools/Forms section of Connect. When you select to receive statements and/or confirmations electronically, you will receive an email notification of the monthly statement's or daily confirmation's availability on Connect. If Electronic Delivery is selected, no paper versions will be mailed. The statements and confirmations available on Connect 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.ipdlaf.org](http://www.ipdlaf.org) 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 IPDLAF+ Class Client Services Group at 1-800-731-6830 if you have any questions.

**11. How do I contact my Account Representative?**

- Call the IPDLAF+ Class Client Services Group at 1-800-731-6830 and they will help you get in touch with your account representative.

**12. What time is the IPDLAF+ Class Client Services Group open to receive calls?**

- An IPDLAF+ Class 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 Trust 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)** 3:00 p.m. Central Time

**ACH (Next-Day)** 1:00 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 IPDLAF+ Class Client Services Group.