



Personal Credit Line (PCL): Support Resources

Questions and Resources	Team
<p>FAQs</p> <p>1. Where can I learn more about Personal Credit Line?</p> <ul style="list-style-type: none">OneHub>Solutions>Serve Your Clients>Products>Securities-based lending. <p>2. Where do I go to open a Personal Credit Line?</p> <ul style="list-style-type: none">OneHub > App Settings > Manage Sidebar > Personal Credit Line <p>3. Do I need to have an account established before I can open a Personal Credit Line?</p> <ul style="list-style-type: none">Yes, the account must be opened and holding positions before you can establish a Personal Credit Line. <p>4. How do I check a balance?</p> <ul style="list-style-type: none">Clients can check their balance online, using the username and password they used to register for Personal Credit Line's portal.Advisors can check client balances through the Personal Credit Line website. <p>5. How do I find my rate?</p> <ul style="list-style-type: none">Clients can check their current rate online, using the username and password they used to register for Personal Credit Line's portal.Advisors can check current rates for clients through the Personal Credit Line website.	<p>Advisor Support</p>



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<p>Who do I contact for:</p> <ul style="list-style-type: none">• I'm receiving an error when I try to access the Personal Credit Line platform.• I'm not finding the account number I want to open a Personal Credit Line for.• I'm not seeing the Personal Credit Line application on OneHub.	<p>Advisor Technical Support</p>
<ul style="list-style-type: none">• Who can I talk to about the overall process of using Personal Credit Line?	<p>Cash Management Solutions Team personalcreditline@osaic.com</p>
<ul style="list-style-type: none">• I need assistance completing an application, who can assist me?• How does my client<ul style="list-style-type: none">○ Update their ACH information?○ Add/remove/change pledged accounts?○ Request a review of their credit line to increase the size of the line?• Who can answer my questions about the Personal Credit Line digital platform, including how to navigate or if I need tech support?• How can I leverage Personal Credit Line to support my client's needs?• Where can I get guidance on how I position Personal Credit Line with my clients?	<p>SuperNova 800-714-6023 pclservicing@supernovacompanies.com</p> <p>Investment Advisory Consulting: 877-773-8130 ia@osaic.com</p> <p>Product Consulting: 800-558- 7735</p>