



## Marketing FAQs

### **Where can I access information regarding MyCMO?**

MyCMO: OneHub > Marketing > Solutions > Grow Your Business > Marketing > Marketing Tools & Technology > MyCMO

Questions about existing FMG/MyCMO accounts: [mycmo@fmgsuite.com](mailto:mycmo@fmgsuite.com) or (858) 312-5546

### **How do I subscribe to MyCMO?**

Visit the Marketing page in OneHub > Solutions > Marketing > Scroll down to Marketing Tools & Technology > MyCMO > Learn more & sign up. For the add-on of any of the automated options, at \$49/month you will sign up directly with FMG. (858) 312-5546

### **How do I cancel a MyCMO account?**

For basic subscriptions of \$25 or \$50/month paid through commission deduction you can cancel your account through the Subscriptions section in OneHub. For upgraded MyCMO accounts please contact FMG/MyCMO at 858.312.5546

### **Who do I contact for support for my MyCMO account or my FMG website?**

Please call or email FMG support at (858) 312-5546 or [mycmo@fmgsuite.com](mailto:mycmo@fmgsuite.com)

### **Where can I access information regarding AdvisorStream?**

AdvisorStream: Information and Sign up: [AdvisorStream for Osaic](#)

### **How do I subscribe to AdvisorStream?**

Visit the AdvisorStream/Osaic [landing page](#) > Scroll to the orange Osaic button to be taken to the sign up sheet for advisors and assistants (delegate access)

### **Who do I contact for support for my AdvisorStream account?**

Please call or email AdvisorStream at 866-893-8351 or [osaicservice@broadridge.com](mailto:osaicservice@broadridge.com)

### **Who do I contact for support for my Broadridge website?**

Please call or email Broadridge at 800-233-2834 or [advisorsolutions@broadridge.com](mailto:advisorsolutions@broadridge.com)

### **How do I cancel an AdvisorStream account?**

Fill out the marketing request form. Provide your name, rep code, email address and the type of subscription you have – Basic or Basic + Premium.

**Where can I get support for my Vidyard account?**

Vidyard account assistance: [support@vidyard.com](mailto:support@vidyard.com)

**Where can find information regarding marketing approvals, ad review, social media dashboard, compliance and disclosures?**

OneHub > Operate Your Business > Supervision  
[advertising@osaic.com](mailto:advertising@osaic.com)

**Where can I find Osaic brochures, stationery and promotional materials?**

[OneHub > ProShop Print Center](#)  
(844) 462-9288 or [support@ourproshop.com](mailto:support@ourproshop.com)

**Where can I find approved marketing platforms and lead generation vendors?**

[Marketing Resource Center](#) > [Vendor Resources](#) > Scroll down to Lead Generation Vendors

**How do I know what vendors are approved for Osaic?**

You can view the approved vendors on OneHub > [Safeguard review for new third-party vendors](#)

**Where can I find information regarding Osaic conferences?**

OneHub > Community & Events > Events  
[meetings@osaic.com](mailto:meetings@osaic.com)

**Where can I find information regarding Marketing Reimbursements/Reimbursement Processing?**

[OneHub > Reimbursement](#)  
[reimbursement@osaic.com](mailto:reimbursement@osaic.com)

**How can I get my client statements updated with my logo?**

You can find resources regarding the Custom Client Statement Logos and the Application to add a DBA logo in OneHub. Use the search term “Client Statements” to bring up the information for these two subjects.