

Chat #**Chat text**

- 1 I have re-sent paperwork with 5/3 and Fidelity for two different cases 10+ times at this point! It is ridiculous!
- 2 Me too. I am still working on trying to get the distribution and it's going on at least 3 years!

- 3 I hand carried the documents into one brokerage office and then the national office told me they don't have any papers.
- 4 I am also working on a claim where we need a signature guarantee, but they won't let us know how much is in the account, which is needed for the bank can guarantee.

- 5 because they are requiring us to give our Auth signor's address, she now gets the mail at her house. Then it is several phone calls, and emails before they fix it
- 6 I turned in paperwork to Fidelity, and then Fidelity said I was too late. The assets had been turned over to the state's unclaimed property. Only a few years had gone by. Is this legal?

- 7 It is absurd! 5/3 now send me mail to my personal home as well! They have the addresses down correctly but now I still get the money
- 8 Transamerica and Schwab both don't want to tell the charity
- 9 We used legal counsel and the info included in the RIFT project to get the financial institution to agree to send us the funds in 30 days. It was done. However, somehow they did reach our CFO and he agreed, unknowingly, to create the account. Now the financial institution is ignoring us.

- 10 we have had several companies tell us it is a requirement to take out the taxes. Even when we provide the Tax Exempt information.
- 11 I just dealt with LPL re Door #2. They are actually quoting and using the recent FinCen ruling to support their position
- 12 Same. That recent FinCEN ruling was a low blow for us and they are slamming that back in our faces real quick now when we say no to providing the SSN.
- 13 Would there be tax penalties if Fidelity said we could open an account and keep it open for 1 cent to avoid resubmitting paperwork each time we have a new deceased donor?

- 14 Wells Fargo should come off this list. We are on round 4 with them on account opening paperwork they are requiring, they keep coming back with issues - on the parts of the form the rep is filling out.
- 15 TIAA has also been awful for us!
- 16 Anyone know about Transamerica. They are dealing me fits.
- 17 OMG, it took us 2 years to finally get a check from E-Trade. they are horrible
- 18 We are having a huge problem with Securities America who uses NFS. They refuse to budge on SSN requirement, has been going for over year
- 19 If Schwab doesn't notify do you call to see if your institution has been designated as a beneficiary?
- 20 When you have been verified by Fidelity and have opened an account you can reference that account in the next set of paperwork you complete. To skip over providing personal information again.

- 21 @Amanda- that is exactly what we are going through now. That is super helpful to know! Thank you.
- 22 Our University immediately closes the account affiliated with each donor or else I would much prefer referring to just one account from our institution
- 23 We push for closure. We can't re-use inherited IRAs at most institutions, and we are concerned about fraud in accounts no one is actively monitoring.
- 24 Has anyone elevated a NFS claim to Fidelity and gotten paid out?
- 25 Have charities had issues with their relationships with organizations when they push back?

- 26 It's not legal if they know who the beneficiary is. Fidelity has tried to do that to us as well.

- 27 I can say that Citi Wealth just told us, if you don't provide the information we need, we will not open the account.
- 28 We haven't had any issues because we are working with people at such a low level that we haven't noticed!
- 29 I read a Wall Street Journal article about this issue and it stated that charities were not in favor of the
- 30 Death certificates are often needed. The organizations often will not tell us where the individual passed. With no other benes, how do we gather this info if there is no obit.

- 31 We are usually able to pay and request a death certificate so we can send it in on our behalf so we can get what we are entitled to.
- 32 This is why we must educate the donor to inform the beneficiary and family of the location of all financial accounts.
- 33 I just had that happen with T. Rowe Price for a Medallion
- 34 We are going that now w/ Fidelity.
- 35 Medallion is usually for \$100K or more
- 36 Thank you. It is such a difficult process and we hate giving up our personal information. Appreciate your work.
- 37 I recently was required to obtain a death certificate. It took two months to get it from our state. Yet another frustrating drain on our time.
- 38 Yes, this is for \$200K
- 39 We have had quite a few Medallions we have to do! It requires A LOT of higher ups signatures which are difficult to obtain~
- 40 Medallion guarantee signature has been requested. This must be in person of the organization officer, a horrible inconvenience!
- 41 On the medallion - I generally tell them we can't obtain one without (1) a letter from their institution confirming we are a beneficiary and (2) an account statement for the EXISTING (donor's account). If we are going to ask our bank to medallion, it is fair they know the information they are medallioning. That usually gets them to tell us we can just do a notary.