

YODLEE[®] ACCOUNT AGGREGATION



What is Yodlee?

Yodlee is an account aggregation service that allows clients to link accounts from other institutions to **GDX360**[®] so you and your client will see all of their accounts in one place. We have integrated *Yodlee* as an add-on to the client portal. This will allow your clients to link their *held-away assets* to provide an automated data feed to help you keep account balances up to date. This will reduce the amount of manual activity and provide a more accurate plan because the accounts, and ultimately the plan, will be up to date. It is not necessary for clients to include accounts that you manage since there are already linked through our *TRACM* internal system.

Who will use Yodlee and how?

As an advisor you will be able to see the output from the integration in the form of accounts, but will not be directly interacting with the *Yodlee* integration. Your clients will be the real end-users of this integration. It will be up to you to sign up for *Yodlee* and provide your clients with access to the client portal. From there, your client has to log in to the portal and set up their *Yodlee* access.

How is Yodlee charged?

You will be charged on a *per-advisor* basis for the *Yodlee* service per the required advisor contract. Your client(s) will not be charged for this service directly.

Granting a client access to the Client Portal

- 1. *For Existing Clients*: Either hover over the client's name on the *Advisor Dashboard* to expose the task menu or from the *Client Snaphot* select the *Manage* tab. Next, choose *Client Information*, add an email address and choose save.
- 2. *For a New Client*: When creating a new household add the client's main email address to the *Add a New Client* screen.
- 3. Next, notify your Client that a portal link has been created by hovering over the client's name to expose the task menu and choose *Client Portal Access*. A sample of the *Client Portal Welcome Email* will populate (see below). Choose *Send Message*. The email provides the client with a link to the portal login screen and their username. They will be prompted to set a password and answer their security questions.



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How your client will use Account Aggregation in the Client Portal?

- The client will log into the *Client Portal*, and choose the *Link Accounts* tab from the top navigation.
- The client will need to accept the Addendum to Personal Use Only Agreement to begin. This is a one-time agreement. They will not be asked to agree every time they login.
- Select a Site: They will type the name of the institution they want to link an account from and click the SEARCH button.
- Verify credentials: They will log into their account using their user name and password for that institution and choose SUBMIT. If there are multiple results, choose the correct institution. The system will display a message to your client that the account(s) are linking and another when the account(s) are successfully linked. If your client has trouble linking an account, they can choose the Visit Your Financial Institution link from the tips section and they will be routed to that institution's website.
- Choose LINK ANOTHER SITE if they wish to add additional accounts or if they are finished click I'm Done and they will be routed to the Accounts page.



How to use Yodlee in the Advisor Dashboard and Client Snapshot?

Notifications	^
Client Logged In	
5/30/2017. Sample, Sammy	
1/13/2017. Client, Alex	
L 6/26/2017. Baby Boomer, Bruce	
L 6/12/2017. Baby Boomer, Bruce	
5/30/2017. Baby Boomer, Bruce	
5/30/2017. Baby Boomer, Bruce	
5/30/2017. Sample, Sammy	
5/30/2017. Sample, Sammy	
6/26/2017. Baby Boomer, Bruce	
5/30/2017. Sample, Sammy	
5/30/2017. Baby Boomer, Bruce	
5/2/2017. Baby Boomer, Bruce	
4/5/2017. Sample, Sammy	
4/5/2017. Baby Boomer, Bruce	
3/16/2017. Baby Boomer, Bruce	
New Account(s) Linked	
8 6/26/2017 Baby Boomer, Bruce	

As the advisor, you will be alerted when your client has linked a new account(s) in the *notifications* section located in the bottom right hand corner of your *advisor dashboard*.

You will also see the added account in the Assets tab under holdings. Click on the clock icon to view new account details and refresh schedules. Account description and ownership can be edited but account numbers, as of date and balance are locked. We have also included a source column so you can see where account values are being fed from (Manual, TRACM, Yodlee).

Click *Refresh Linked Accounts* (Yodlee accounts) or *Refresh Managed Accounts* (TRACM) to update asset values.

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How to Merge, Split or Add accounts

When a *linked* account is replacing a previously manually entered account, choose *merge* to keep the historical balances. The manually entered account will be permanently replaced. For *multiple linked accounts* that were originally manually entered as a single account, select *split*. This process allows you to reduce the balance of your manually entered account by the value of the newly linked account.

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	0112412011	Druce		wanuar		(ຈະບບ)	- 11					
3041	06/29/2017	Bruce	Personal Loan	Yodlee		(\$14,908)						



Any *new* accounts that the client has linked must be added to your *Plan of Record* on the *Net Worth* page. If the client mistakenly links an account that you are managing, leave unchecked. You always want the TRACM account to be the one included in the plan/profile. Always check the *Adjustments* page after adding an account to see if there is a need for new advice.

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8 NET WORTH		✓ 401K	8675309		8/16/2017	Bruce Baby Boomer		Yes / Yes	20	\$130,000
	-							Tax Deferred Inves	stment Asset Total	\$130,000
REVIEW	*	Tax Exempt Investment Assets	Account Number	Firm	As-of Date	Whose	Trust Type	Held Here / Managed	Cost Basis	Balance
RESULTS	•	🕑 Roth IRA	5551212		1/12/2017	Veronica Baby Boomer		Yes / Yes	\$0	\$25,000
	200							Tax Exempt Inves	stment Asset Total	\$25,000
ADVANCED	*							TOTAL INVE	STMENT ASSETS	\$255,000
		Non-Investment Assets	Account Number		As-of Date	Whose	Trust Type		Cost Basis	Balance
		CD CD			12/12/2018	Joint			\$0	\$10,000
		Residence			12/12/2016	Joint			\$0	\$250,000
		Savings Account			12/12/2016	Joint			\$0	\$25,000
								Non-inves	stment Asset Total	\$285,000
		Liabilities			As-of Date	Whose	Trust Type		Cost Basis	Balance
		Bank of America Cash Rewards Visa Signat			10/16/2017	Bruce Baby Boomer			so	(\$401)
		🛃 Mortgage			12/12/2016	Joint.			\$0	(\$75,000)
									Liability Total	(\$75,401)
									NET WORTH	\$464,599

Correcting and Reporting Yodlee Data Errors

Data Errors may occur when using the account aggregation tool. These errors are generally related to the accounts added by the user. They usually occur if the provider site is down, if our account aggregator is facing temporary difficulties, or if incorrect credentials are provided by the user. The system will display *a warning signal* next to accounts that have encountered an error and cannot be updated. Please advisor your client to click on the warning signal to troubleshoot the error. Please encourage your client to follow the instructions in the *error message box* provided by the system. If an error continues to occur, please email <u>support@wealthcarecapital.com</u> with questions or concerns.

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