

MOVING YOUR MONEY SAFELY

There are many reasons you might have to transfer money from one place to another – anything from opening a new account or making a special investment, to buying a new house or car, all the way down to arranging payments for purchases or bills. Hollencrest's priority is that your money only moves when and where you want it to. Whenever Hollencrest is involved in a transfer of your money, we do everything we can to make sure we are moving your money safely.

If you ask us to help you arrange a transfer, either with a wire or a check, or some other kind of transfer, we will at some point in the process need to speak with you directly to confirm that it is you giving us instructions to move your money. For example, if you e-mail us to wire money, we will always call you to confirm your instructions verbally. Also, even though doing a "same name" transfer (moving money between accounts with the exact same name on them) used to be considered safe enough to not require verbal confirmation, even in those cases we will still call you to make sure you are the person telling us to move your money.

We've had some clients ask us why we take this extra step. They wonder why it is necessary, because our requirement for verbal confirmation can at times be a bit inconvenient. The fact of the matter is that criminals get more and more creative all the time. They get access to people's e-mail, they acquire information and open accounts, and they can make it look like it's you telling us to move your money. For most transfers, verbal confirmation is actually part of our regulatory requirements. However, even in those cases where it is not required by regulation, our corporate policy is always to include verbal confirmation any time we are involved with a transfer of your money from one place to another. If making a phone call for each money transfer prevents even one case of a criminal getting their hands on your money, we feel it is well worth the effort.

Of course, we have other procedures we may also need to follow that could apply to certain specific kinds of requests and situations, such as needing a Letter of Authorization or other documentation to arrange the transfer. Hollencrest's verbal confirmation with you is a separate step we always take regardless of any other procedures that may apply to your specific request to move money. Bottom line – we want to make sure we are moving your money safely.

If you have any questions, comments or concerns please do not hesitate to contact your investment advisor or our administration department at (800) 838-8951. Once again, our relationship with you is our most important asset, and Hollencrest will continually strive to provide you with the best service possible.