STRATA
TRUST COMPANY

ACCOUNT ACCESS GUIDE

How To Navigate STRATA Trust Company's Online Account Access

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ACCOUNT ACCESS

To access your user profile via our online account access portal, please click HERE and follow the instructions below. Your user credentials will be provided to you by STRATA Trust Company.

At the secure Log On page, please enter the following information:

- Machine Type
  - » Private
  - » Public – You may only select public if you have set up your security questions.
- Username
  - » If you have forgotten your username, please contact our Client Services team at 866.928.9394 for further assistance.
- Password
  - » If you have forgotten your password, simply click the "Forgot Password" link and follow the instructions to reset your password.

You will have five (5) attempts to log on with the correct credentials before your account is locked. If your account is locked, please contact our Client Services team at 866.928.9394 for further assistance.

Once you have entered your information, click "Log On" to continue. If you are using a new device or registering the account, you will receive an email that will require you to confirm your device by clicking the link within the email message to continue with the log on process.

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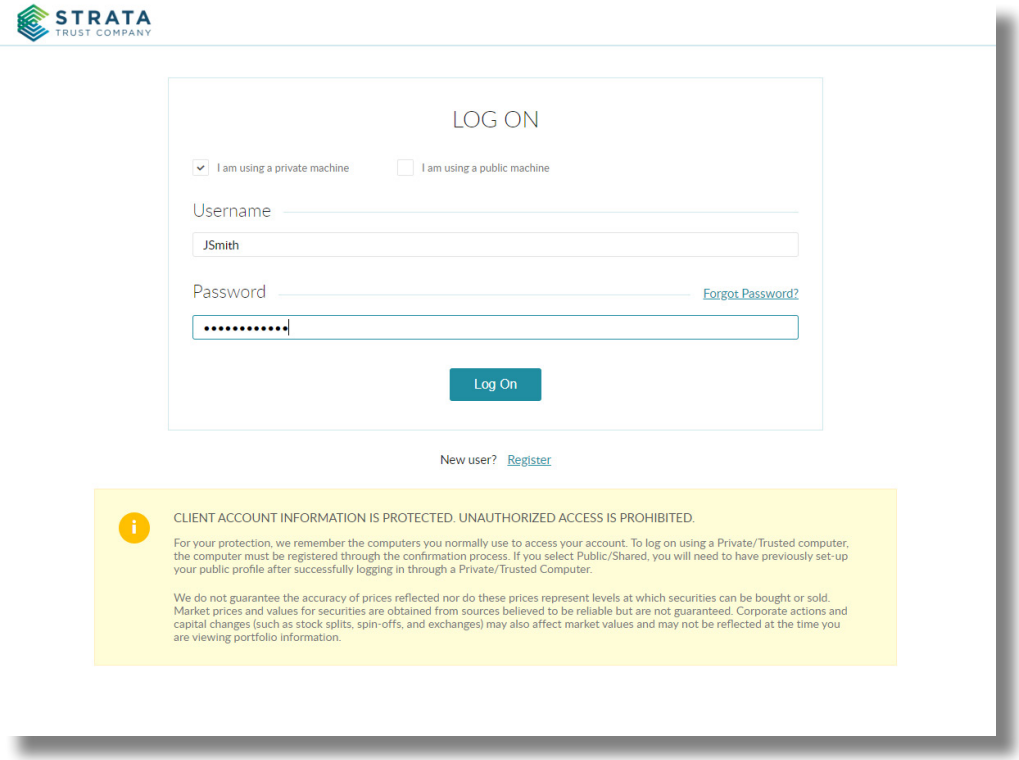
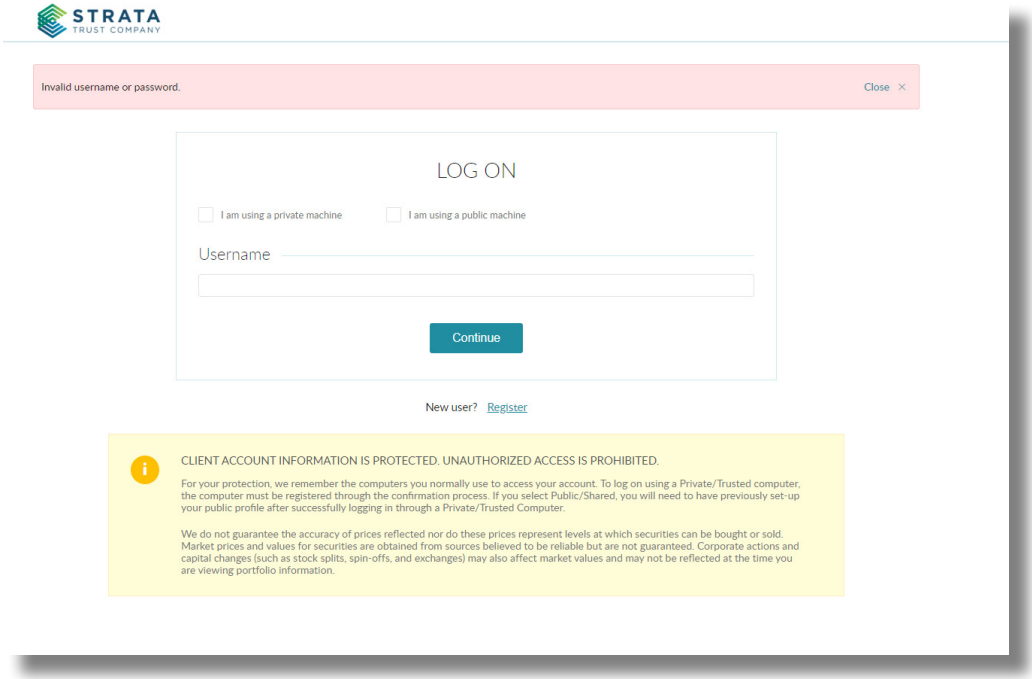


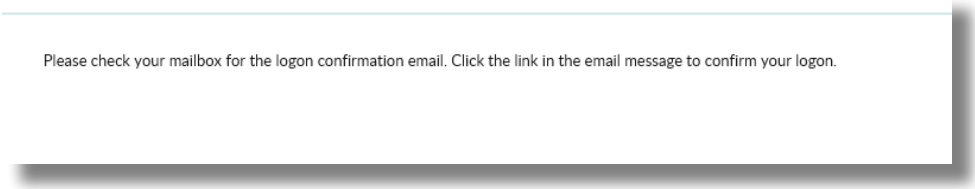
If invalid credentials are entered, the following error message will appear. Please reenter your credentials. If you are still unable to access your online user profile, please contact our Client Services team at 866.928.9394.



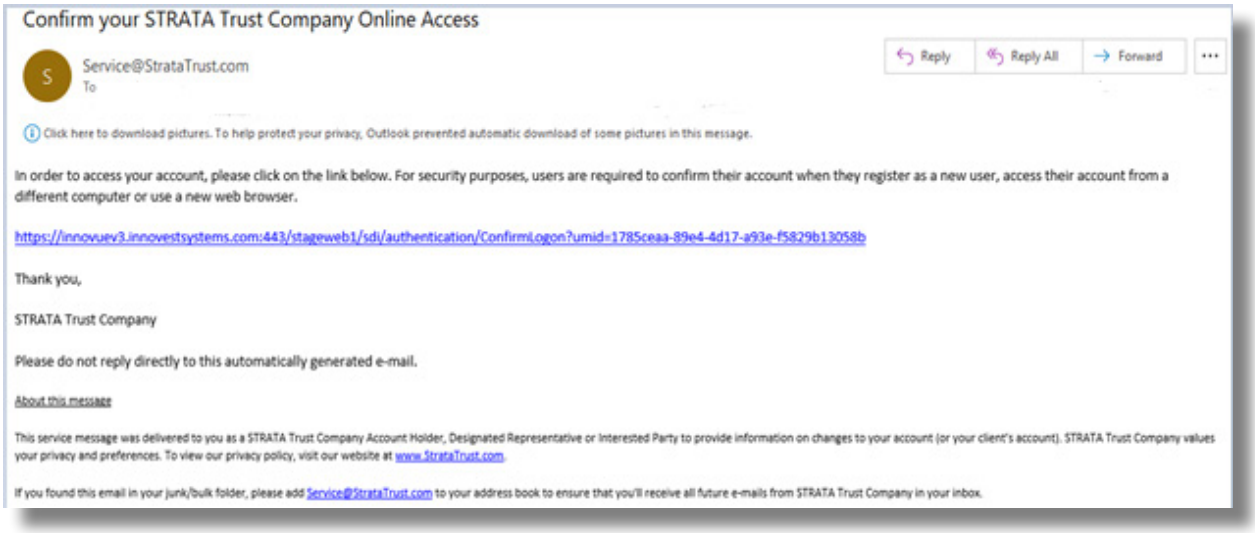
ELECTRONIC COMMUNICATION CONSENT POLICY ACCEPTANCE

At initial log on, you will be asked to accept our Electronic Communication Consent Policy. Please click “Accept & Proceed” to continue with log on. If you decline the request, you will be unable to proceed with the self-enrollment process.

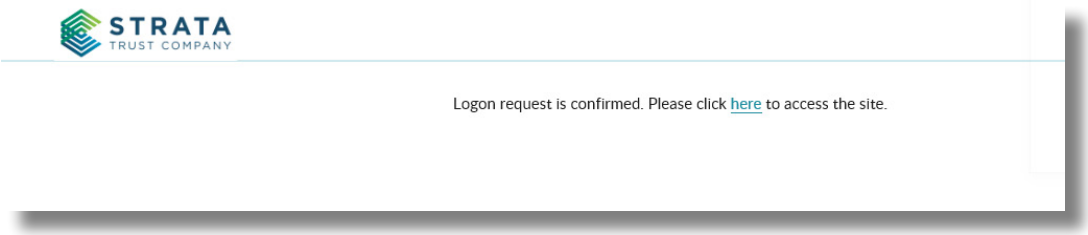
After agreeing to our electronic communications consent policy, please check your email box to confirm your consent.



Once you receive the email, simply click the link within the email message to complete the process.



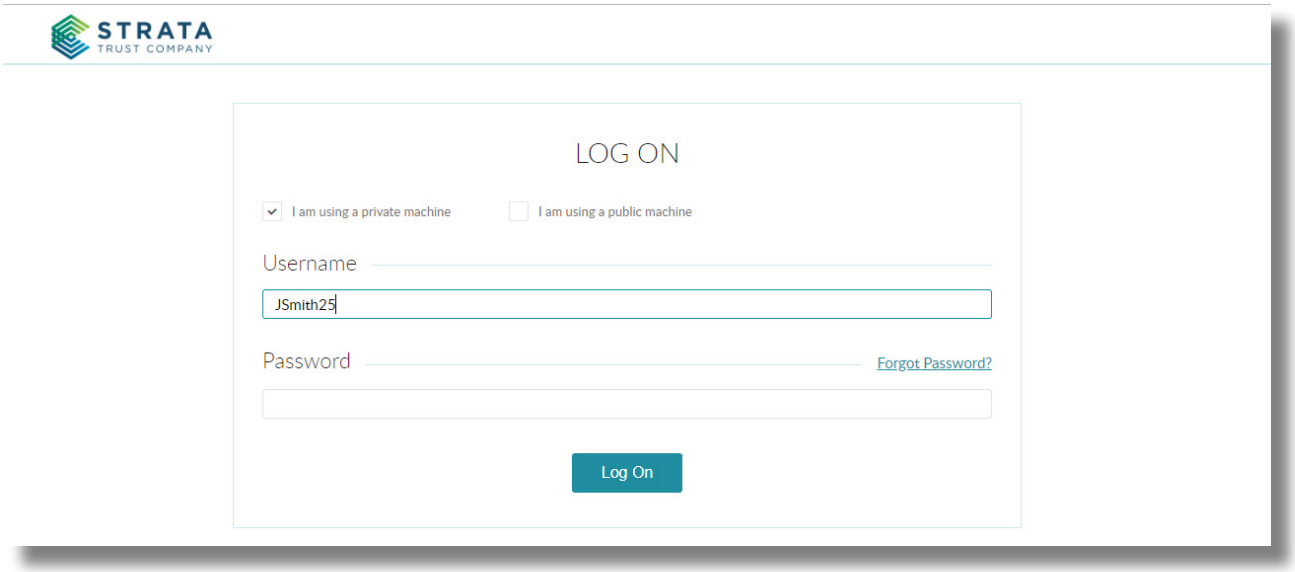
Registration and E-Consent confirmation are now complete. Please click the link within the email message to log on and review your account online.



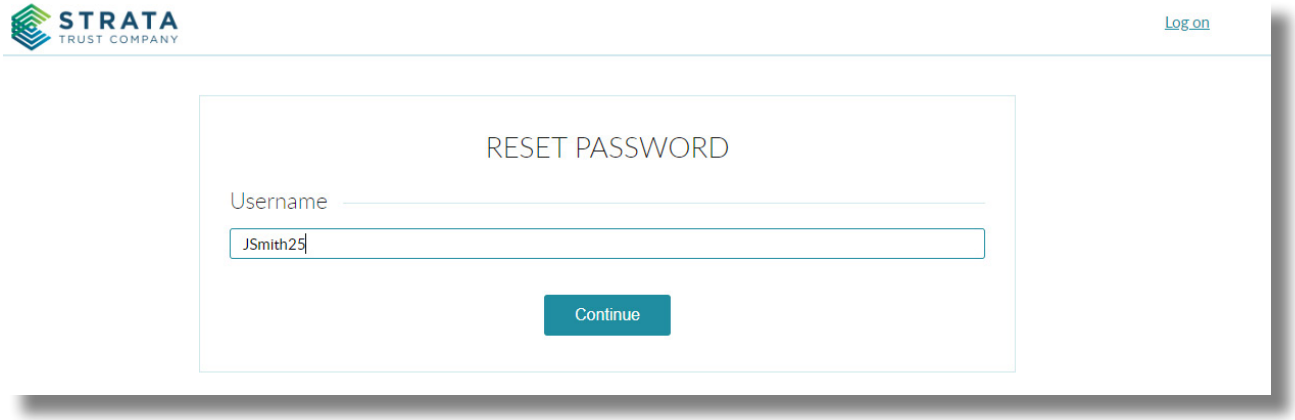
If at any point in the process you receive an error message or need additional help, please contact our Client Services team at 866.928.9394.

RESET PASSWORD

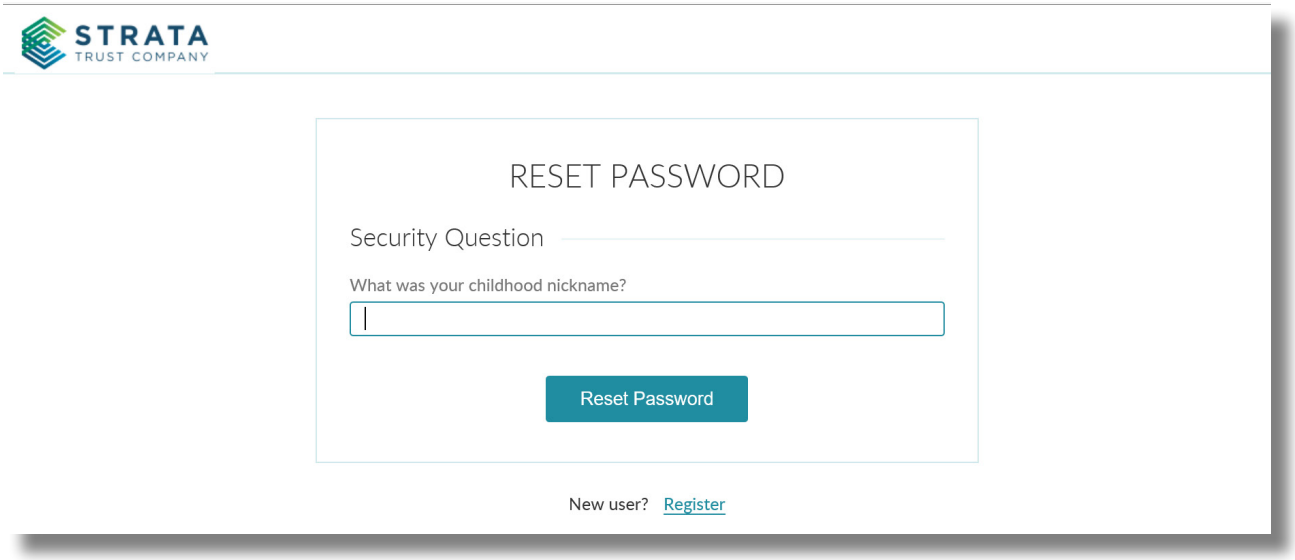
If you have forgotten your password, you may reset your password by clicking on the “Forgot Password?” link, located on the Log On page.



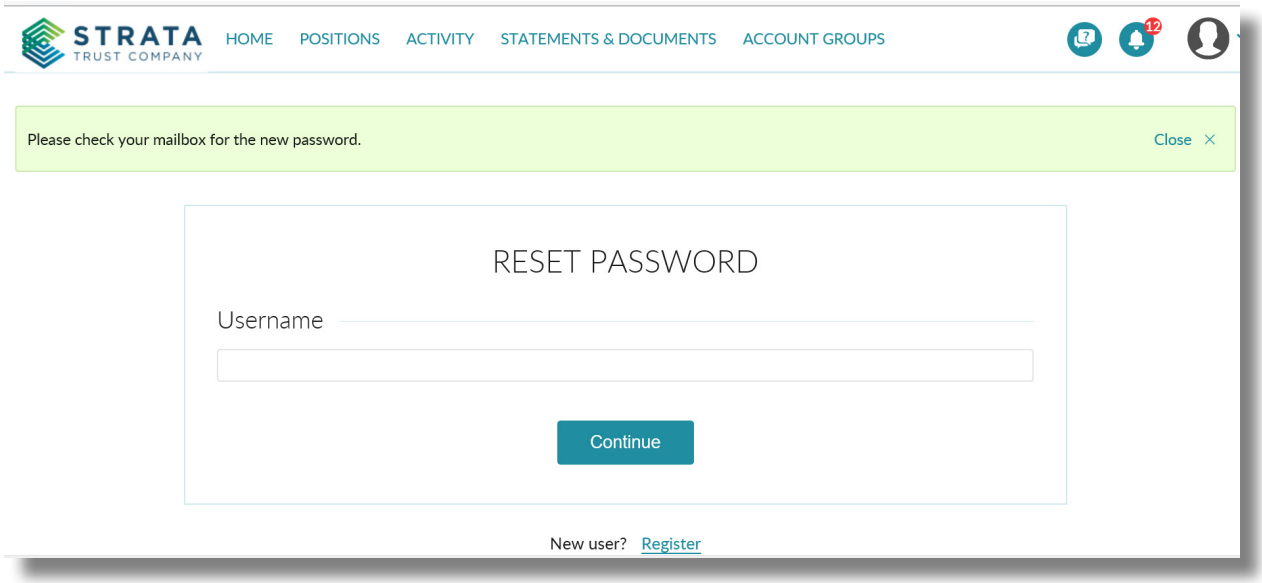
Once you have clicked on the link, you will be directed to the Reset Password screen. Enter your Username and click "Continue" to proceed.



Next, please answer the security question and click “Reset Password” to continue.



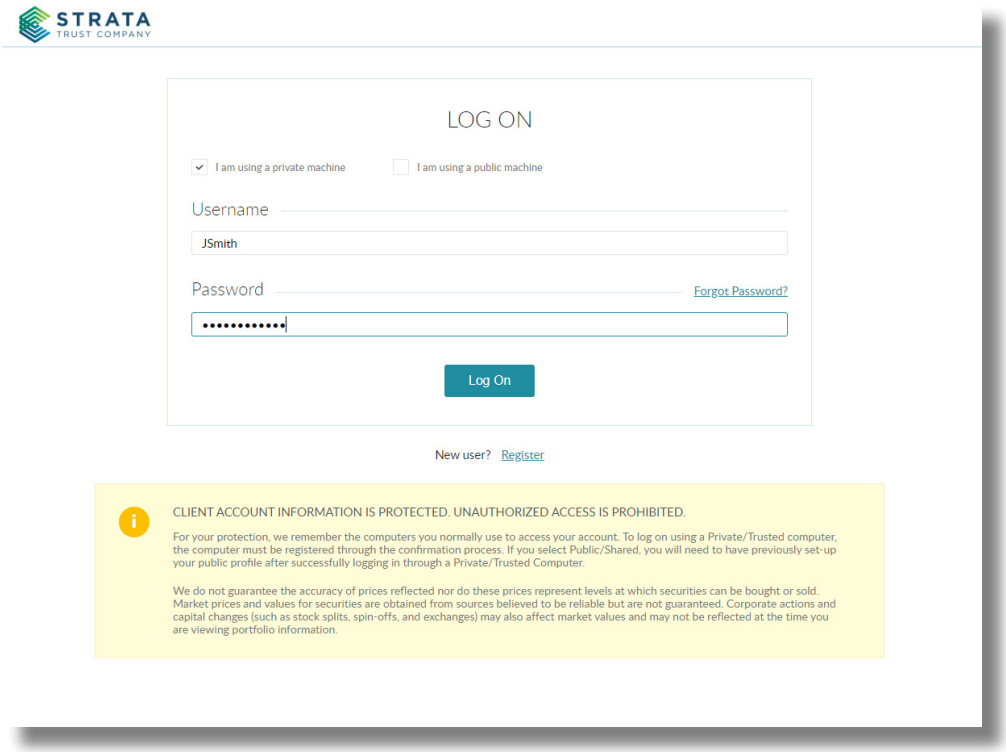
You will receive a notification request to check your email box for the new password. Please click “Log On” to return to the log on page and complete the password reset process.



A system generated email will be sent to the registered email address associated with your online account user profile.

The email will contain a temporary password which will be required to create a new password for your user profile.

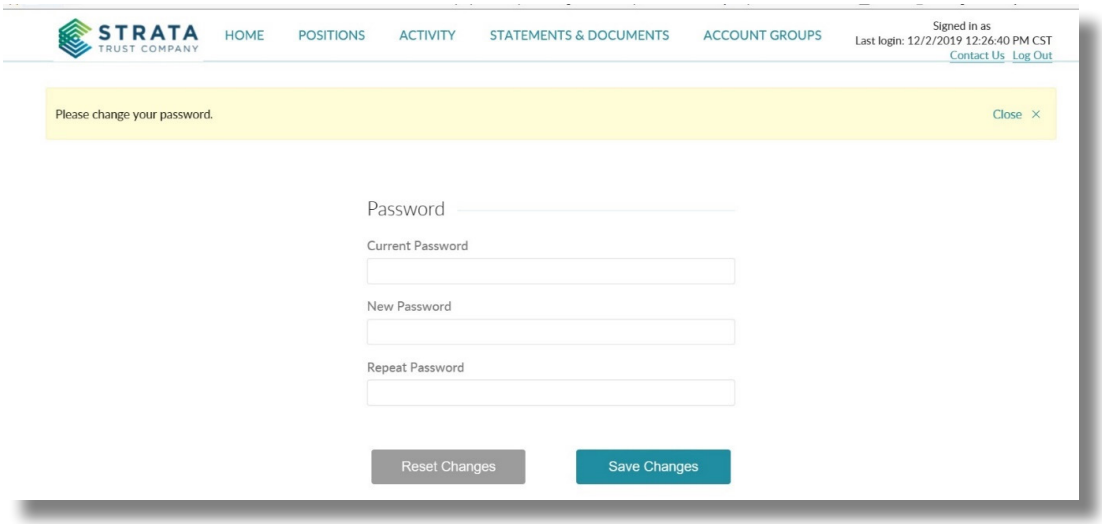
Once the email is received, please enter the temporary password manually or copy the temporary password and paste it in the Password field. Click “Log On” to continue.



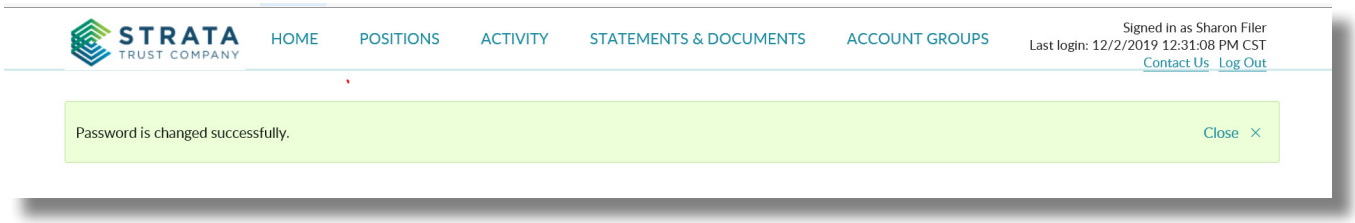
Next, enter the following information to complete the reset password process.

- Current Password - Manually enter the temporary password or copy the temporary password and paste it in the “Current Password” field.
- New Password and Repeat Password - Enter your new password in both fields. The new password must contain 8-20 characters and include a combination of letters, numbers, and symbol(s).

Click "Save Changes" to continue.



Once the new password is created, you will receive a notification that your password has successfully been updated.



If you are unable to reset your online user profile password, please contact our Client Services team at 866.928.9394.

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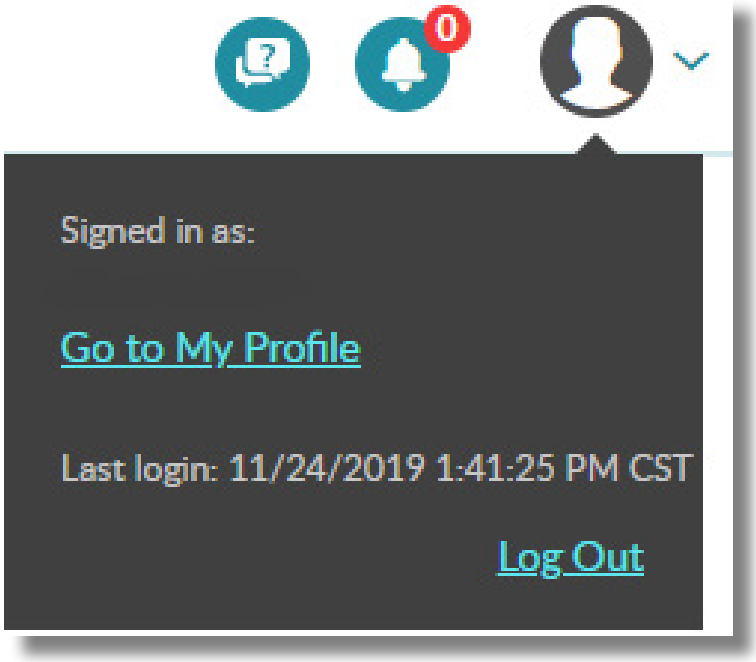
USER PROFILE UPDATES & SECURITY CENTER

You may access your user profile and security information by clicking on the User Profile icon. The user profile will provide you with the following:

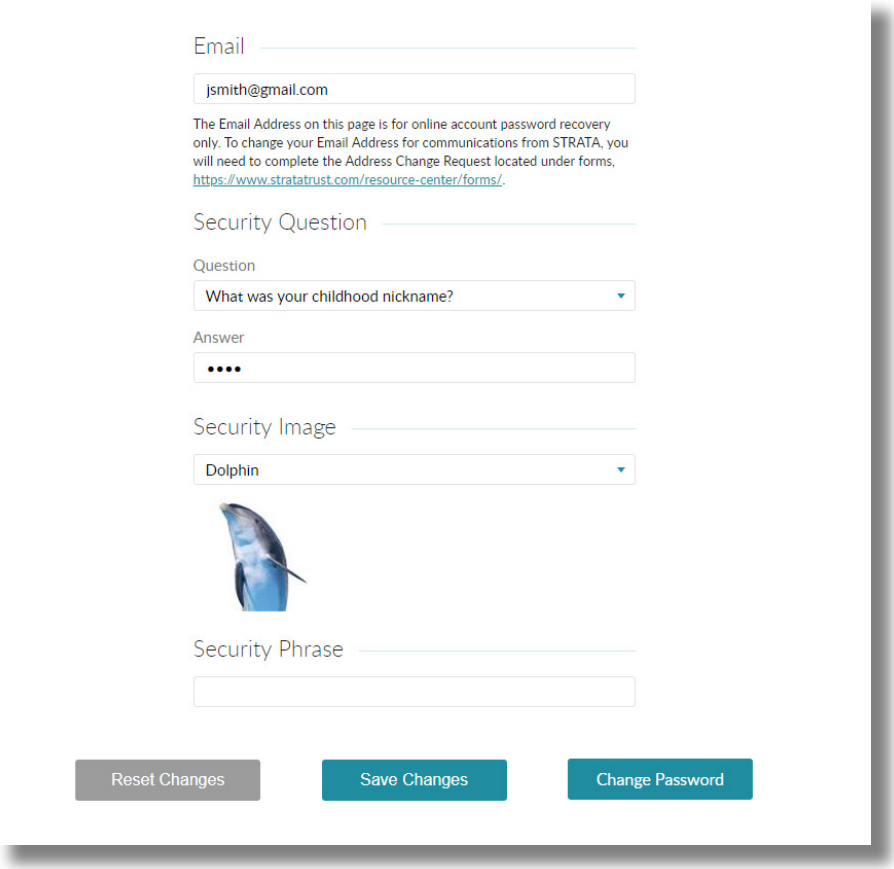
- Username
- Last Login
- Access to My Profile security center
- Log Out



ACCESSING THE SECURITY CENTER

Click on "Go to My Profile" to access your security information. You may update the following information from this screen:

- Password recovery email address
- Security question
- Security answer
- Security image
- Security phrase
- Change Password


Email
jsmith@gmail.com
The Email Address on this page is for online account password recovery only. To change your Email Address for communications from STRATA, you will need to complete the Address Change Request located under forms, https://www.stratatrust.com/resource-center/forms/.
Security Question
Question
What was your childhood nickname?
Answer
••••
Security Image
Dolphin
Security Phrase
Reset Changes
Save Changes
Change Password

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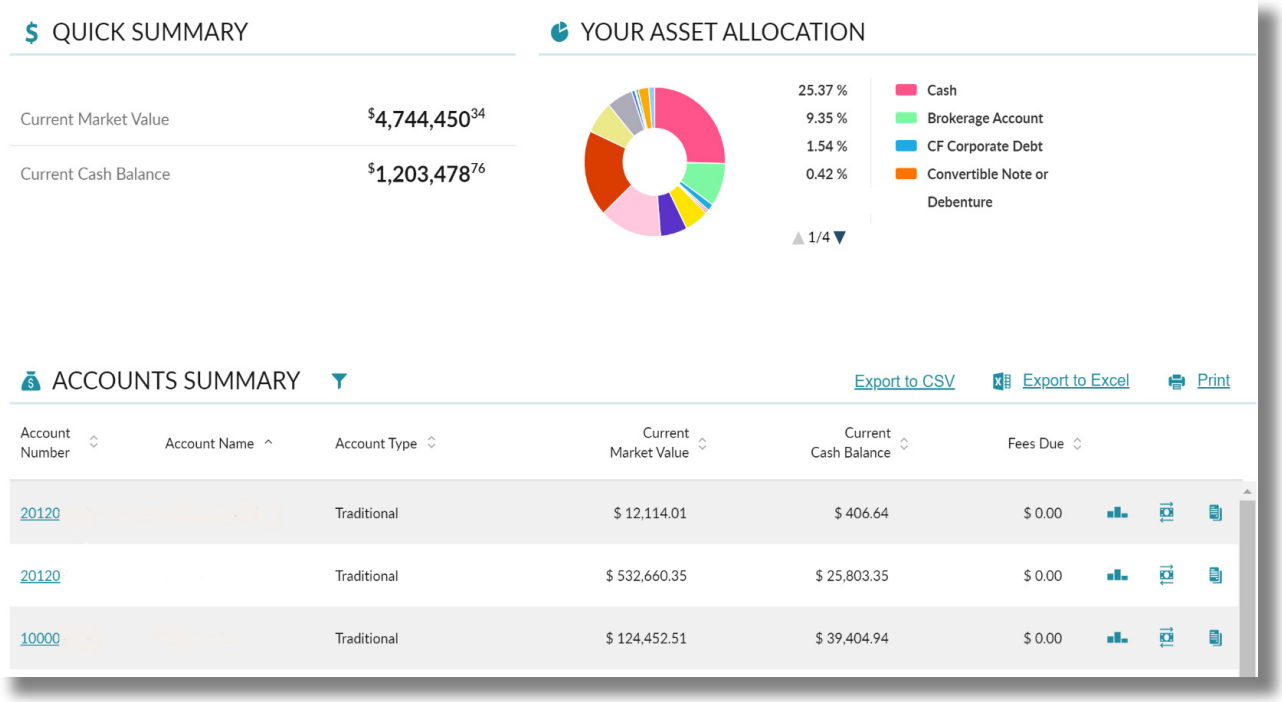
HOME TAB

The Home tab provides a quick overview of your account(s) listed under your user profile. The overview includes the following:

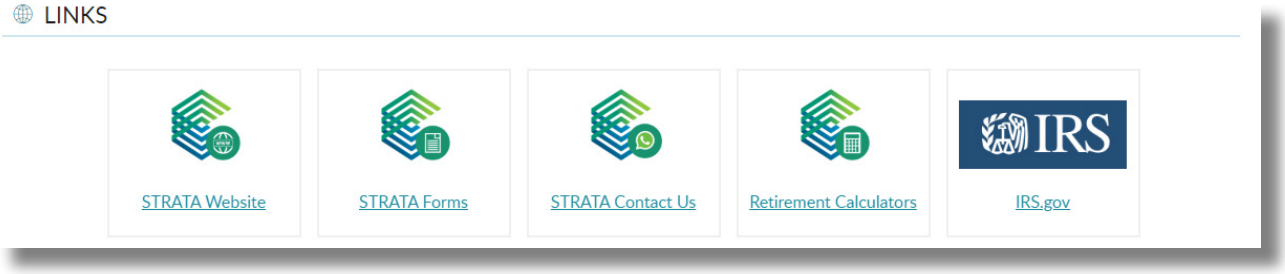
- Quick Summary Section:
  - » Current Market Value
  - » Current Cash Balance
- Your Asset Allocation Section:
  - » Based on the number of accounts associated with your user profile, you may see a visual chart of current asset allocations for all accounts within your profile or a link titled, “Your Asset Allocation”. If the link is presented, simply click the link to view your asset allocation chart.
- Account Listing Section:
  - » List of accounts held within your user profile.
    - ▪ Client Account View - To view an individual client account, click on the account number you would like to view. This view provides additional information for the specific account selected.
      - Current Market Value
      - Current Cash Balance
      - Account Type
      - Reportable Transactions
      - Current Year Contributions, Current Year Distributions, Prior Year Contributions, RMD Amount. Click the icon to view additional details regarding these fields.
    - ▪ You may sort the listed accounts in ascending or descending order by clicking on the up or down arrows next to the column heading.

- You may view the positions ( ), activities ( ), and documents ( ) on an account by clicking on the respective icons.
- You may export or print the information in this section by clicking on any of the links:

Export to CSV Export to Excel Print



- Links Section:
  - » Links to commonly used website pages - STRATA Website, STRATA Forms, STRATA Contact Us, Retirement Calculators, IRS.gov



You may refresh your screen at any time by clicking the STRATA TRUST COMPANY icon at the top of your screen.

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POSITIONS TAB

The Positions tab provides a detailed view of the assets currently held within the user profile. The detailed view includes the following:

- Filter Feature: Allows the user the ability to sort and view account position information as needed.
  - » By Account - If multiple accounts are listed within the profile, you can sort data by individual accounts or view data for all accounts.
  - » By Date - Ability to view account information based on the "as of date" entered.

Once you have selected your sort parameters, simply click ✓ to apply the filters.

- View Securities By Feature:
  - » By Individual Securities
    - ▪ Ability to view account securities individually. You may sort the listed securities in ascending or descending order by clicking on the up or down arrows next to the column heading.
  - » By Security Type
    - ▪ Ability to view account securities by security type grouping. You may sort the listed securities in ascending or descending order by clicking on the up or down arrows next to the column heading.
- Additional Features:
  - » Asset Location Code - Click the icon to view the location code associated with the asset.
  - » Asset Price - Click the icon to view additional price details associated with the asset.
  - » Ability to export or print the information on this tab by clicking on any of these links: Export to CSV Export to Excel Print

All accounts as of date: 11/25/2019

By Individual Securities | By Security Type | Export to CSV | Export to Excel | Print

Description	Security Type	Account Number	Shares/Units	Price	Market Value
Tracts Note	Promissory Note - Secured		46,168.5600	$1.00	$46,168.56
Cash	Cash		79,542.2200	$1.00	$79,542.22
Grover Note	Promissory Note - Secured		55,000.0000	$1.00	$55,000.00
Slope Note	Promissory Note - Secured		50,000.0000	$1.00	$50,000.00
Lago Vista	Promissory Note - Secured		22,335.1000	$1.00	$22,335.10
Lago Vista	Promissory Note - Secured		50,000.0000	$1.00	$50,000.00
Lot 26	Promissory Note - Secured		85,000.0000	$1.00	$85,000.00
Windsor Note	Promissory Note - Secured		410,000.0000	$1.00	$410,000.00
2 Tracts Note	Promissory Note - Secured		200,000.0000	$1.00	$200,000.00
Total					$1,093,045.88

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Security Prices are not updated in real-time

You may refresh your screen at any time by clicking the STRATA TRUST COMPANY icon at the top of your screen.

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ACTIVITY TAB

The Activity tab provides a detailed view of account transactions. The detailed view includes the following:

- Filter Feature: Allows the user the ability to sort and view account transactions as needed.
  - » By Account - If multiple accounts are listed within the profile, you can sort data by individual accounts or view data for all accounts.
  - » By Date - Ability to view account information by selecting a date range.
  - » By Transaction Type - Ability to view all transactions or only the transactions selected.

Once you have selected your sort parameters, simply click ✓ to apply the filters.

- View Transactions By Sort Feature:
  - » Ability to sort the listed transactions in ascending or descending order by clicking on the up or down arrows next to the column heading.
- Additional Features:
  - » Transaction Details - Click the icon to view additional details associated with the transaction.
  - » You may export or print the information on this tab by clicking on any of these links:

Export to CSV Export to Excel Print

for All accounts

Past 30 days | Select type...

Export to CSV | Export to Excel | Print

Date	Account	Transaction Type	Investment Description	Net Amount	Shares/Units	Details
11/21/2019		DEPOSITS	NOTE	$500.00	0.0000	
11/21/2019		OTHERS	CASH	($500.00)	500.0000	SWEEP BUY CASH ACCOUNT
11/18/2019		DECREASE IN VALUE/INCREASE IN CASH	TRACTS NOTE	$53,831.40	-53,831.4400	LOAN PRINCIPAL PAY DOWN TRACTS NOTE
11/18/2019		OTHERS	CASH	($53,831.40)	53,831.4400	SWEEP BUY CASH ACCOUNT
11/11/2019		DEPOSITS	NOTE - PENDING	$8,334.80	0.0000	
11/11/2019		OTHERS	CASH	($8,334.80)	8,334.8000	SWEEP BUY CASH ACCOUNT
11/08/2019		DEPOSITS	NOTE	$550.00	0.0000	
11/08/2019		DEPOSITS	NOTE	$1,650.00	0.0000	
11/08/2019		DEPOSITS	MARKET PROPERTIES	$850.00	0.0000	
11/08/2019		DEPOSITS	2 NOTE	$241.96	0.0000	
Total				$2,630,000.00		

First | Prev | 1 | Next | Last

You may refresh your screen at any time by clicking the STRATA TRUST COMPANY icon at the top of your screen.

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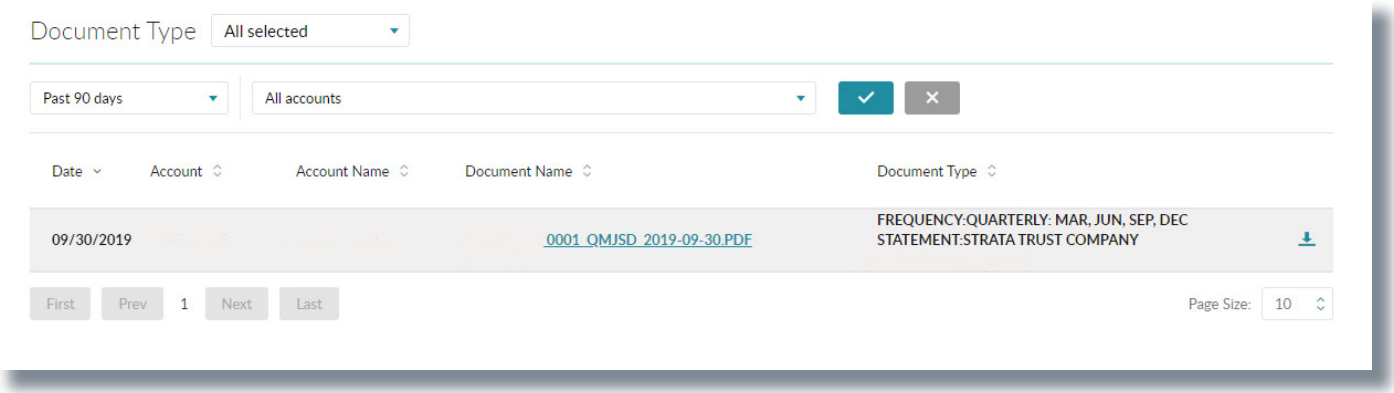
STATEMENTS & DOCUMENTS TAB

The Statements & Documents tab provides a list of all documents available to the user. The documents may be sorted, viewed, downloaded, or printed from this tab.

- Filter Feature: Allows the user the ability to sort and view account documents as needed.
  - » By Document Type - Ability to view all documents or by document type.
  - » By Account - If multiple accounts are listed within the profile, you can sort data by individual accounts or view data for all accounts.
  - » By Date - Ability to view account information by selecting a date range.

Once you have selected your sort parameters, simply click ✓ to apply the filters.

- View Documents By Sort Feature:
  - » Ability to sort the listed documents in ascending or descending order by clicking on the up or down arrows next to the column heading.
- Additional Features:
  - » Quick View - Click the document name link to view the document.
  - » Download & Print – Click the icon to download and print a pdf version of the document.



You may refresh your screen at any time by clicking the STRATA TRUST COMPANY icon at the top of your screen.

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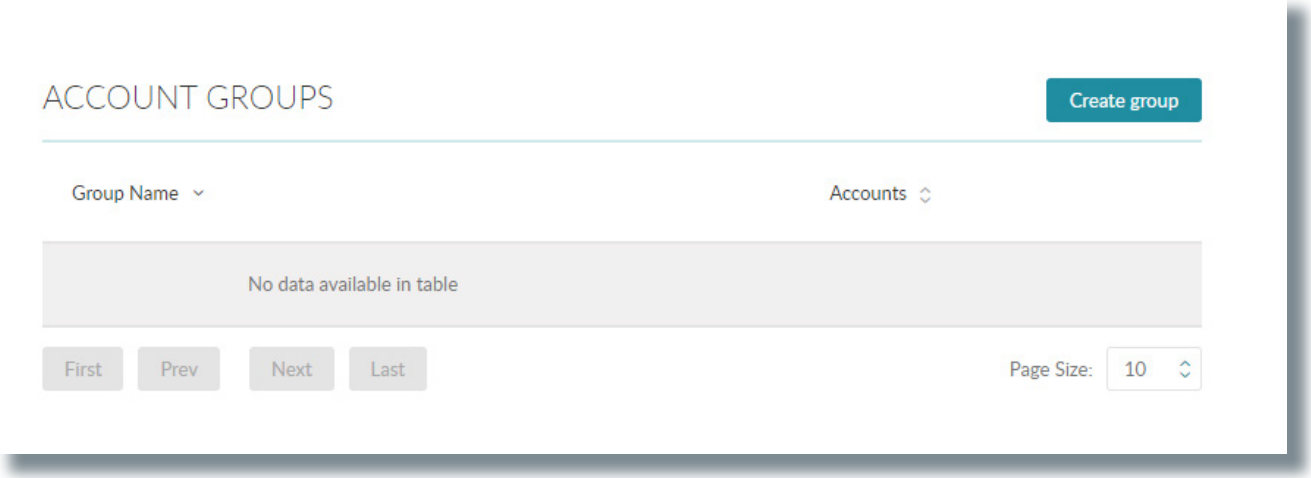
ACCOUNT GROUPS TAB

The Account Groups tab allows the user to group accounts as needed. This feature should be used when there are multiple accounts listed within the user profile.

- Create Group
  - » To create a group, simply click the Create group button. Enter the group name and select accounts that should be added to the newly created group.
  - » Click the Save changes button to added the account group.

The account group will appear at refresh or at account log on.



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ACCOUNT ALERTS

The Account Alerts icon notifies users when there is an alert on an account that requires further action. Simply click the “Read More” link to view the alert and required action.

ALERTS & NOTIFICATIONS

Alert Type	Account	Subject
Debt Investment		**Debt Investment** Read More
Fair Market Value		**Fair Market Value** Read More
Fair Market Value		**Fair Market Value** Read More
Matured Note		**Matured Note** Read More
Matured Note		**Matured Note** Read More
Pending/Unsettled		**Pending/Unsettled** Read More
Pending/Unsettled		**Pending/Unsettled** Read More
Pending/Unsettled		**Pending/Unsettled** Read More
Pending/Unsettled		**Pending/Unsettled** Read More

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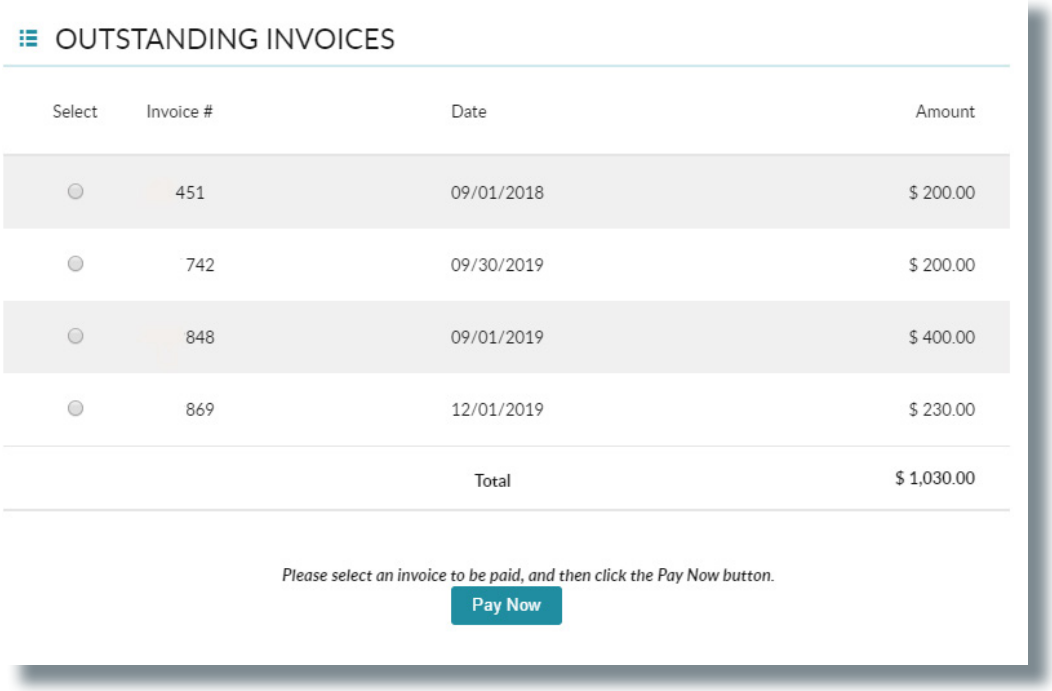
FEE ALERTS & ONLINE PAYMENTS

The Account Fees Due alert notifies the user that fees may be due on an account and is displayed on the Home tab. The user may pay any fee invoice due by credit or debit card. Credit and debit card payments will be processed within 24-48 hours.

TO PAY FEES

- Click the "Pay Now" button in the red banner.
- Select the invoice you would like to pay. You may only select one invoice at a time. Click the button at the bottom on the invoice menu.



OUTSTANDING INVOICES

Select	Invoice #	Date	Amount
	451	09/01/2018	$ 200.00
	742	09/30/2019	$ 200.00
	848	09/01/2019	$ 400.00
	869	12/01/2019	$ 230.00
		Total	$ 1,030.00

Please select an invoice to be paid, and then click the Pay Now button.

Pay Now

Enter payment information and click the Submit button.

PAYMENT DETAILS

Invoice Number: 451
Amount: 200.00
Invoice Date: 9/1/2018

PAYMENT INFORMATION

Card Type: MasterCard
Card Number:
Expiration Date: mm yyyy
CVV: xxx

BILLING INFORMATION

First Name: Last Name:
Address:
Town/City: Region/State:
Zip/Postal Code: Country: United States

Submit Clear

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CONTACT US

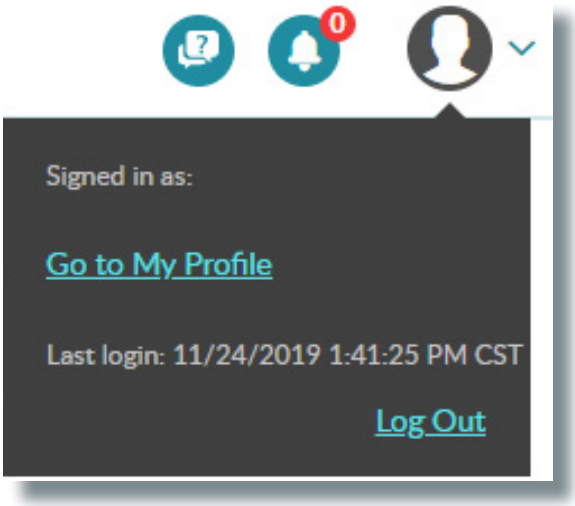
For your convenience, our contact information may be found in two different areas of our online account access portal.

Contact Us Information:

- Quick View – Click on the icon to view STRATA's email, phone number and overnight address.
- Detailed View – Click on the "STRATA Contact Us" link located at the bottom of the Home Tab.

LOG OUT

To log out of the online account access portal, click the icon and select Log Out.



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STRATA
TRUST COMPANY

7901 Woodway Drive
Waco, TX 76712

866.928.9394

Service@StrataTrust.com
www.StrataTrust.com

ABOUT US

STRATA Trust Company has quickly catapulted to become a premier national custodian for alternative assets and non-exchange traded investments in self-directed IRAs. For more than a decade, we have been helping investors use their retirement account funds to invest. STRATA currently serves over 35,000 individuals nationwide with over $2 billion in assets under custody.

With offices in Waco and Austin, Texas, our team's vast experience in handling the details and complexities that real estate transactions require is unrivaled. Our seasoned team's experience in the custody of alternative assets spans over 350 years. With a well-established reputation for honesty and integrity, STRATA is committed to delivering responsive, flexible and innovative solutions.

At STRATA, we work to ensure that the highest standards for safety and soundness are met. As a subsidiary of Horizon Bank, SSB, STRATA is a Texas-chartered trust company regulated by the Texas Department of Banking, which has long set the benchmark among state banking regulators. Strict controls are in place to ensure the safety of uninvested cash, and independent auditors are retained to conduct regular audits of our operations.

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