CompleteView Operational FAQs

The account aggregation feature on Liberty

Q. How much does CompleteView cost?

A. The aggregation tool offered in Liberty is available at no extra cost to E*TRADE Advisor Services account holders. For non-E*TRADE Advisor Services account holders, the cost to use the tool is $1 per user per month.

Q. How do I add/remove a rep from the account aggregation feature?

A. Adding or removing a rep from aggregation is easy. Within the aggregation tool, you can also request to hide certain tabs, such as Spending and Budget, from your reps. Simply contact your Relationship Manager at E*TRADE Advisor Services or call 800-955-7808 and they can help you through the process of adding or removing access and provisioning personal financial management applications within the aggregation tool.

Q. How do I enroll a client in the account aggregation feature?

A. Once you have been added to aggregation, all your clients will automatically be enrolled in aggregation.

Q. How do I add my accounts from other custodial institutions into the tool?

A. Your E*TRADE Advisor Services Relationship Manager can help facilitate that process. The process involves completing a short form to request account information where you are the advisor of record at other custodians to send to E*TRADE Advisor Services. Once the information is transmitted through a secure file transfer, the custodial information will be viewable on Liberty. Please call 800-955-7808 or contact your Relationship Manager to begin the process.

Q. What types of accounts can clients add?

A. Clients can add several different types of accounts, including but not limited to the following: checking and savings accounts from banks, credit unions, and other financial institutions; retirement accounts; 401(k) accounts; credit cards; mortgages; loans; and annuities. In addition, accounts can be added where you are the advisor of record at another custodian. Your Relationship Manager can help walk you through the required steps.

Q. What types of client accounts will I be able to view?

A. As clients add different types of accounts, you will be able to see all these accounts within your advisor view. Supported account types include traditional investment accounts, checking and savings accounts, retirement accounts, 401(k) accounts, credit cards, mortgages, loans, and annuities.

Q. What does the "Sync Status" column mean in the aggregation tool?

A. When an account is added, either by a client or through a custodial feed, it creates a connection to the account from the third-party financial institution. The sync status will provide details of the information flowing from that financial institution to Liberty and when it was last updated. A "Good" in the sync status column means the information is flowing correctly and is up-to-date from that institution. A "Needs Attention" status means that the client may have to update their password or take some type of action to re-sync the information so that it is up-to-date. A third sync status, "Connection Issue," signals a connection issue with the third-party financial institution and no action from you or your client is needed.

Q. What happens when a sync status says "Needs Attention" on one of my clients' accounts? How do I fix that?

A. "Needs Attention" status means that the client may have to update their password or take some type of action to re-sync the information so that it is up-to-date. Please instruct your client to log on to their Liberty account and follow the easy-to-use prompts to re-sync the information from that account.

Q. How does a client add an account to the aggregation tool?

A. A client can add an account to their All Accounts Overview with a few easy steps. After logging on to their Liberty account, they simply need to click the "Connect an Account" icon on the banner and then click on "Connect Your Accounts." A search screen will appear where the client would type in the financial institution of where the account is located. The client then enters their logon information for that account and clicks "Connect." The account is now added.

Q. How does a client delete an account from the aggregation tool?

A. After an account is added, a client can easily remove it at any time. From the All Accounts Overview page, they simply click on the "Sync Status" corresponding to the account to delete. This will take the client to their list of accounts where they can remove accounts. On each account listed, there is a Connection Status button. The client can click on the button and then select "Delete" to remove the account.

Q. My client wants to add an outside account to the aggregation tool but can't find the institution where his or her account is located. What do they do?

A. Requesting to add a financial institution is easy. Within the "Connect Accounts" feature, there is a search box to find more than 14,000 financial institutions that have connections with the aggregation tool. If a client cannot find their institution after typing in its name, they simply need to select "Request Institution." Within this request, they enter the institution's name, website, and their username and password to that site. After a financial institution is requested, the aggregation tool will attempt to establish a connection with the institution. If the connection is established, E*TRADE Advisor Services will notify the client. Approximate time of connection varies depending on the responsiveness of the financial institution.

Q. The data from the client's account in the aggregation tool looks incorrect. What do I do?

A. The information from the client's institution may just need to be updated. Please instruct your client to log on and follow the easy to use prompts to re-sync the information from that account. A client can re-sync account information by clicking on the "Sync Status" from the All Accounts Overview page. From there, the client clicks on "Sync Now" to prompt a refresh of information. If that does not fix the issue, please contact your E*TRADE Advisor Services Relationship Manager or call 800-955-7808.

To learn more about CompleteView, contact your Relationship Manager at 800-955-7808 or email: advisorservices@etrade.com.

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