StoneCastle

Existing Client FICA Account **User Guide**

For Individual & Joint Accounts

Wire Account Set Up/ Transaction Process

Initiate a Deposit via Wire

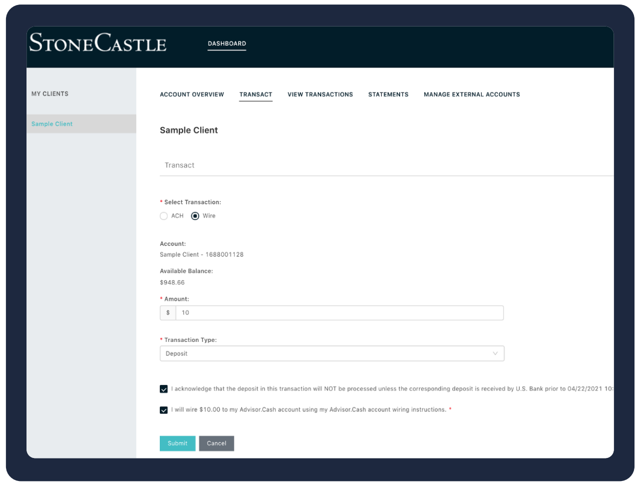
(Please contact Client Services at 866-343-5516 or at clientservices@stonecastle.com if you did not set up a wire account during the initial account set up.)

1

Login to the client portal.

Navigate to “Transact” Tab to initiate/ request wire instructions.

- Select Wire
- Input Wire Amount
- Select Transaction Type-Deposit
- Check Acknowledgments and Submit



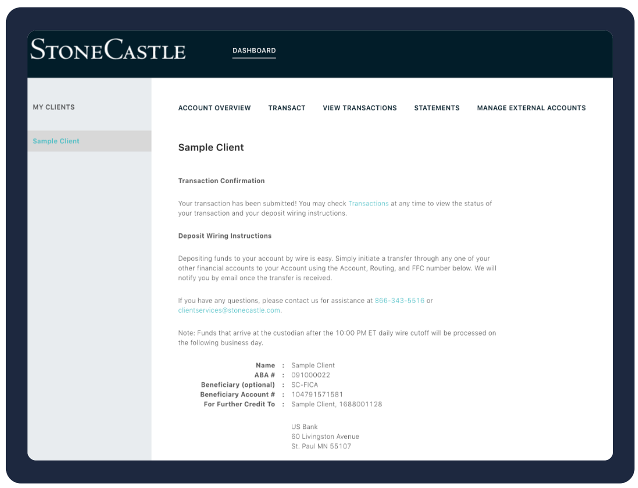
2

You will be redirected to the deposit wiring instructions screen.

(At this point your transaction is not final.)

Provide these instructions to the financial institution responsible for sending the wire to StoneCastle’s custodian.

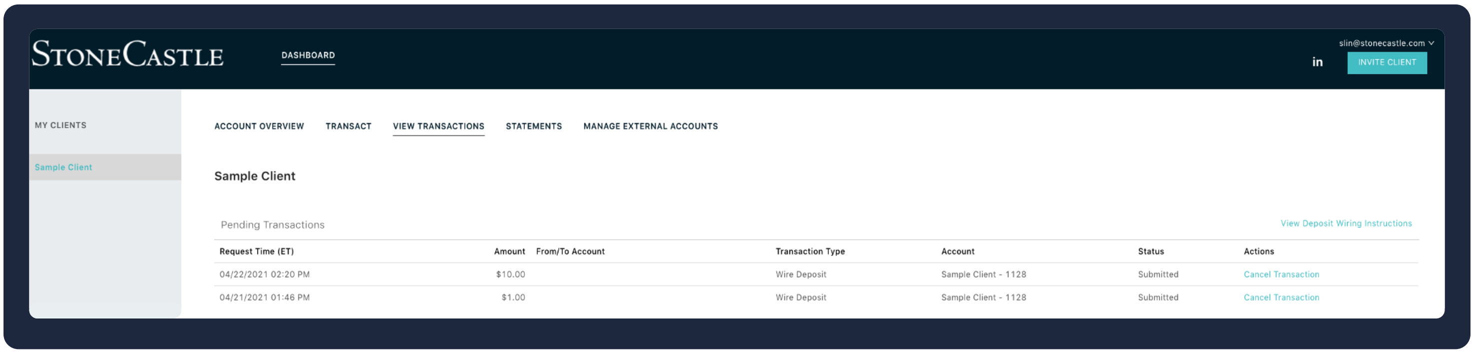
Wires must be received prior to the 3pm ET cut off for same-day credit.



3

Click on the “View Transactions” Tab to view pending transaction details.

Once wire is received by StoneCastle (prior to 3pm ET cutoff), wire and new account balance will be updated (by 6pm ET).



Initiate a Withdrawal via Wire

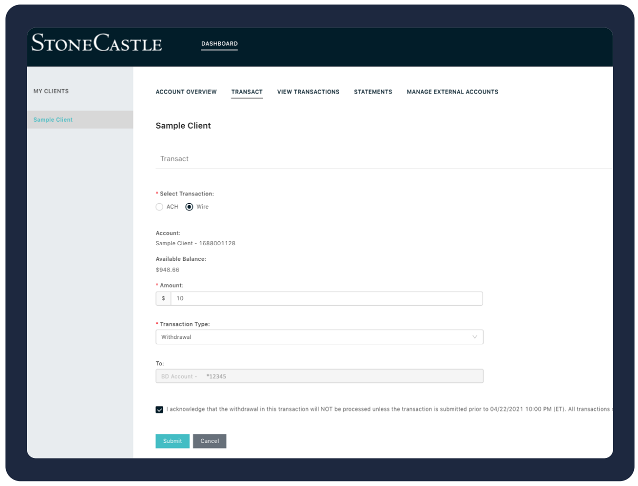
1

Login to the client portal.

Navigate to "Transact" Tab to initiate/ request wire instructions.

- Select Wire
- Input Wire Amount
- Select Transaction Type-Withdrawal
- Select Financial Institution

  (If not previously set up, field will appear blank. For security and internal control reasons, wire instructions cannot be modified through the portal. Client/authorized advisor would need to contact clientservices@stonecastle.com.)

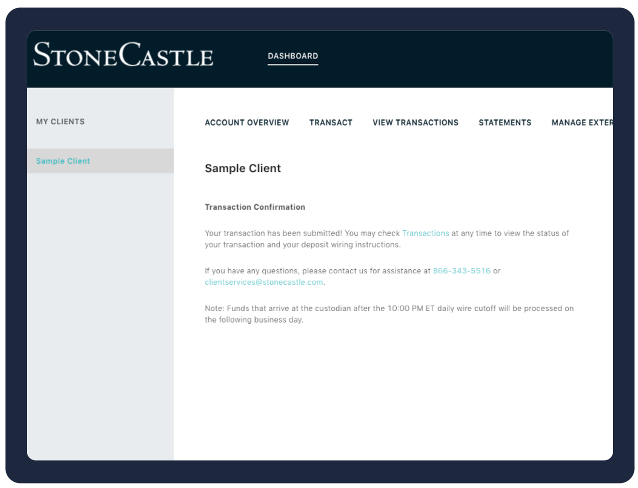


2

Click the "Submit" button.

Transactions go into a queue and will be processed same-day if submitted prior to 3pm ET.

All transactions processed same-day will be delivered via wire to the standing instructions on file by 11am ET the following business day (T+1 Liquidity).



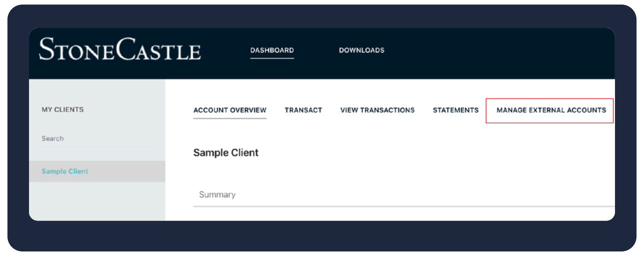
ACH Account Set Up/Transaction Process

Add ACH to an Existing Account

1

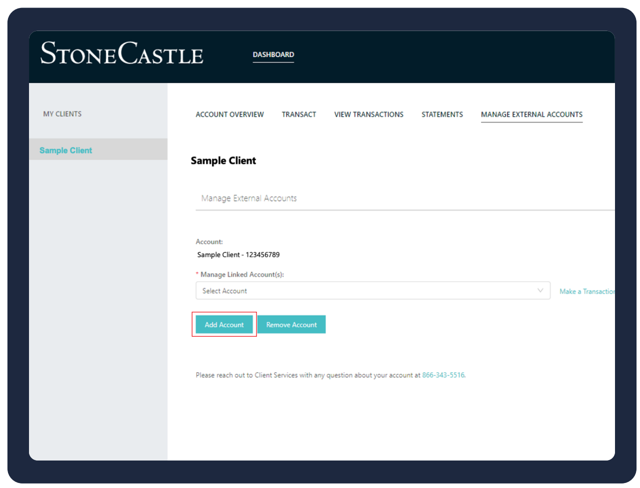
Login to your client portal.

Navigate to “Manage External Accounts” Tab.



2

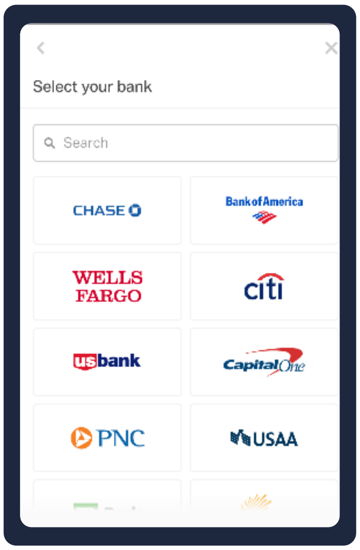
Click on “Add Account” button to link a new bank account.



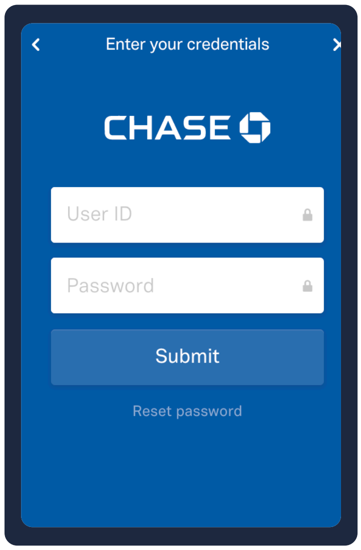
3

You will be redirected to the Plaid interface.

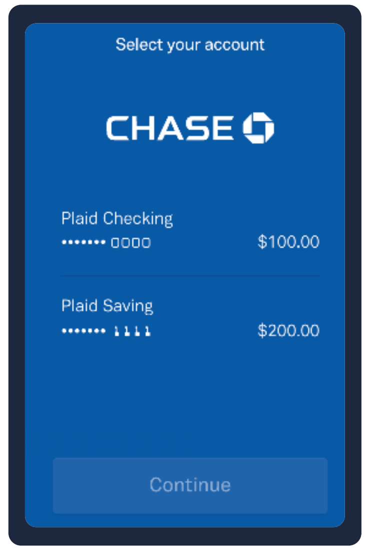
LINK to your bank account for ACH transfers.



Select your bank name



Enter your unique user ID and Password for your bank account



Select your account type

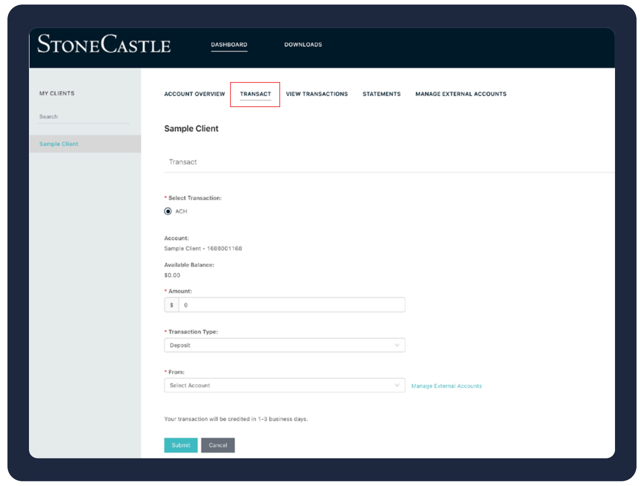
By selecting an account and clicking "Continue" the process will be complete and allow you to immediately initiate a deposit into your FICA account.

To Initiate Deposits or Withdrawals

1

Navigate to “Transact” Tab.

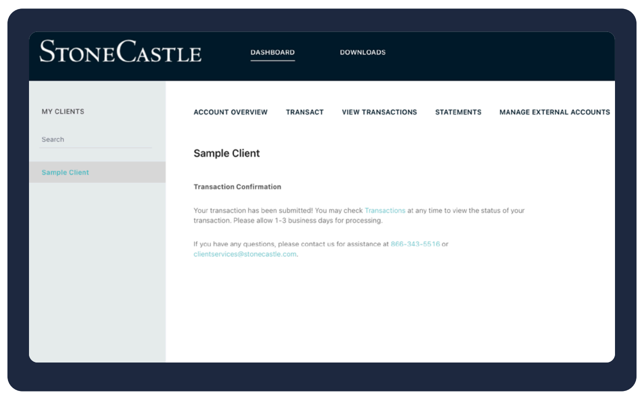
- Select ACH Transaction
- Input ACH Amount
- Select Transaction Type
- Select Account



2

Click the “Submit” button.

Transactions go into a queue and will be processed between 1-3 business days.



Please contact clientservices@stonecastle.com for additional questions.