

STONECASTLE



Existing Client FICA Account **User Guide** For Individual & Joint Accounts

Wire Account Set Up/ Transaction Process

Initiate a Deposit via Wire

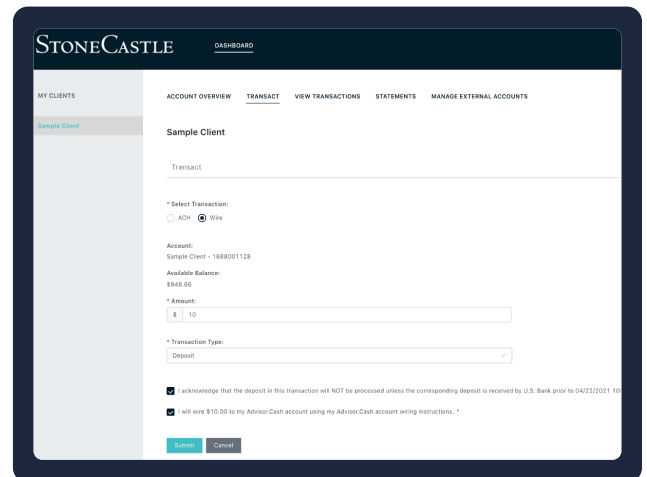
(Please contact Client Services at 866-343-5516 or at clientservices@stonecastle.com if you did not set up a wire account during the initial account set up.)

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



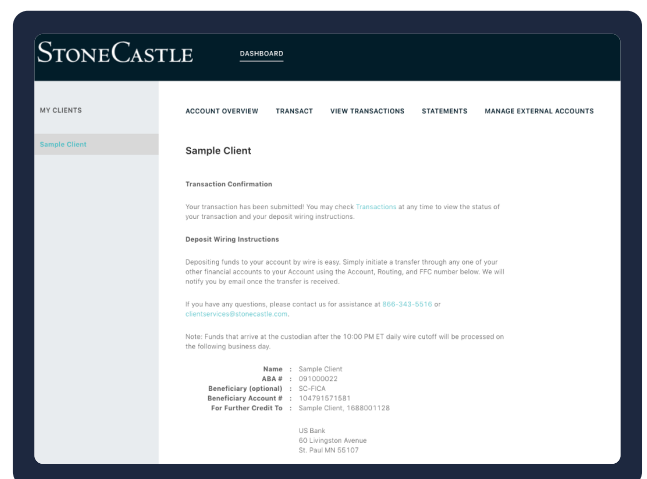
2

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).

STONECASTLE DASHBOARD [sfin@stonecastle.com](#) [in](#) [INVITE CLIENT](#)

MY CLIENTS **ACCOUNT OVERVIEW** **TRANSACT** **VIEW TRANSACTIONS** **STATEMENTS** **MANAGE EXTERNAL ACCOUNTS**

Sample Client

Pending Transactions [View Deposit Wiring Instructions](#)

Request Time (ET)	Amount	From/To Account	Transaction Type	Account	Status	Actions
04/22/2021 02:20 PM	\$10.00		Wire Deposit	Sample Client - 1128	Submitted	Cancel Transaction
04/21/2021 01:46 PM	\$1.00		Wire Deposit	Sample Client - 1128	Submitted	Cancel Transaction

Initiate a Withdrawal via Wire

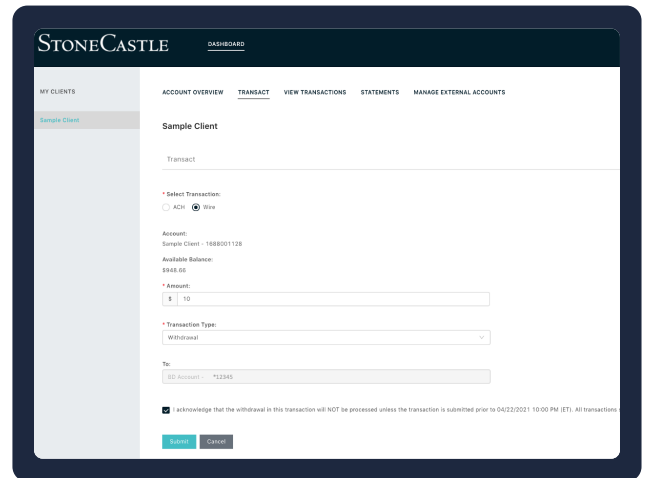
1

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.)



STONECASTLE DASHBOARD

MY CLIENTS ACCOUNT OVERVIEW **TRANSACTION** VIEW TRANSACTIONS STATEMENTS MANAGE EXTERNAL ACCOUNTS

Sample Client

Transact

* Select Transaction:
☐ ACH ☒ Wire

Account:
Sample Client - 1088001128

Available Balance:
\$108.00

* Amount:
\$ 10

* Transaction Type:
Withdrawal

To:
DD Account - 12345

☒ I acknowledge that the withdrawal in this transaction will NOT be processed unless the transaction is submitted prior to 04/23/2021 10:00 PM (ET). All transactions

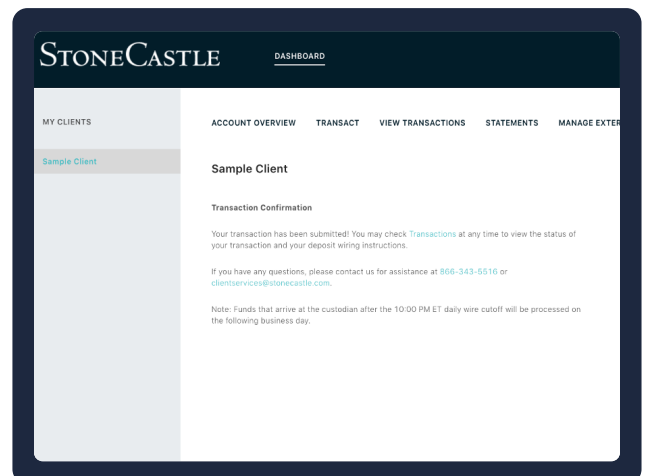
Submit Cancel

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).



STONECASTLE DASHBOARD

MY CLIENTS ACCOUNT OVERVIEW **TRANSACTION** VIEW TRANSACTIONS STATEMENTS MANAGE EXTER

Sample Client

Transaction Confirmation

Your transaction has been submitted! You may check [Transactions](#) at any time to view the status of your transaction and your deposit wiring instructions.

If you have any questions, please contact us for assistance at 866-343-5516 or clientservices@stonecastle.com.

Note: Funds that arrive at the custodian after the 10:00 PM ET daily wire cutoff will be processed on the following business day.

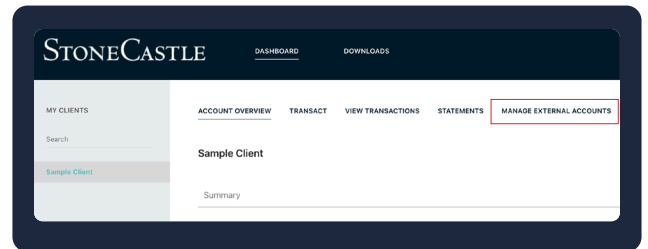
ACH Account Set Up/Transaction Process

Add ACH to an Existing Account

1

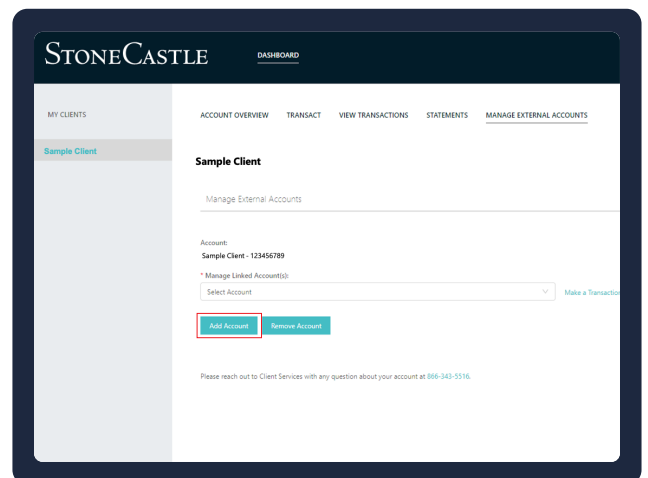
Login to your client portal.

Navigate to “Manage External Accounts” Tab.



2

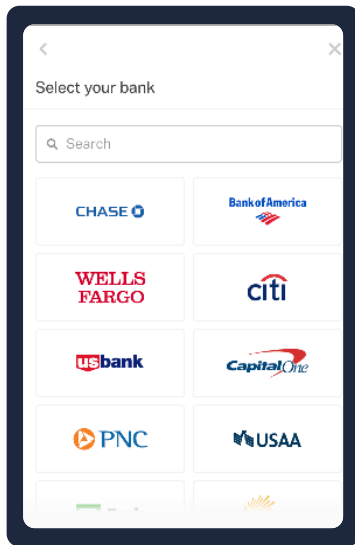
Click on “Add Account” button to link a new bank account.



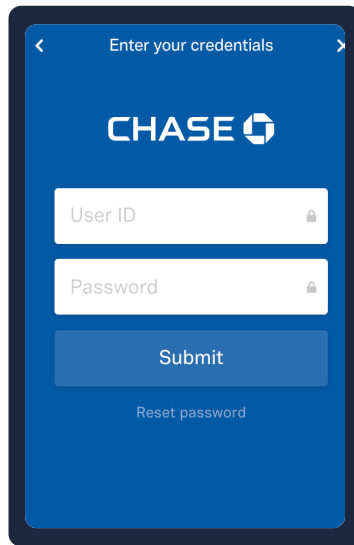
3

You will be redirected to the Plaid interface.

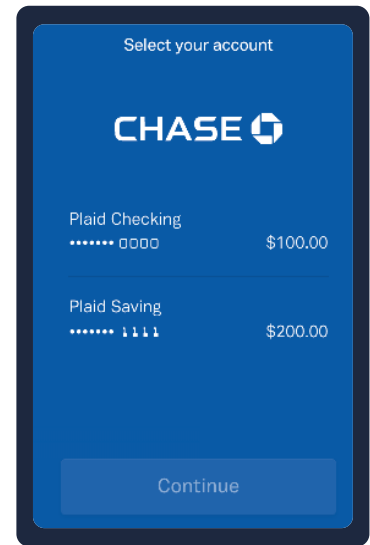
LINK to your bank account for ACH transfers.



Select your bank name



Enter your unique user ID and Password for your bank account



Select your account type

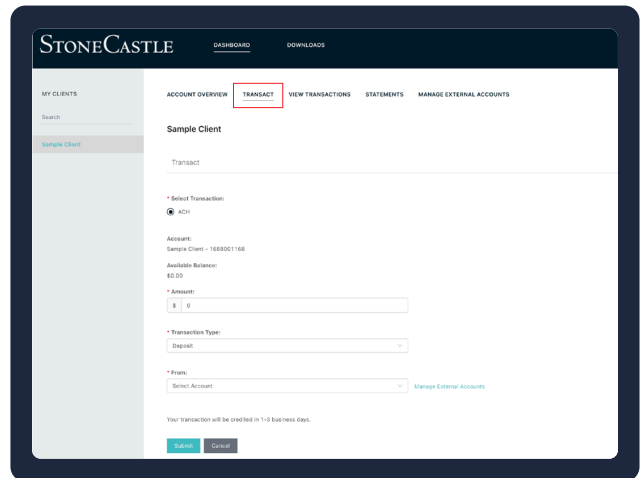
By selecting an account and clicking "Continue" the process will be complete and allow you to immediately initiate a deposit into your FICA account.

To Initiate Deposits or Withdrawals

1

Navigate to “Transact” Tab.

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

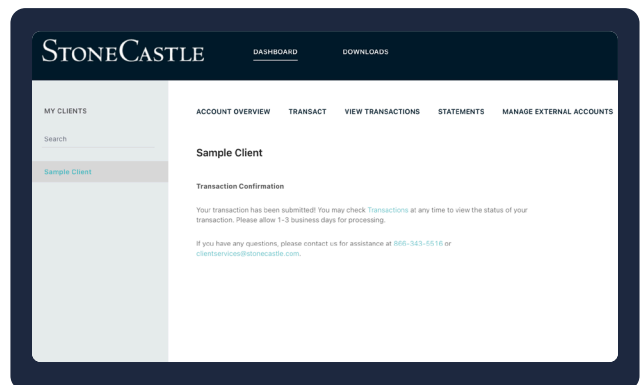


The screenshot shows the StoneCastle dashboard with the 'TRANSACTION' tab selected. The 'Sample Client' section displays the 'Transact' form. The form includes a 'Select Transaction' dropdown set to 'ACH', an 'Amount' input field with a dollar sign and a zero, a 'Transaction Type' dropdown set to 'Deposit', and a 'From' dropdown set to 'Select Account'. A 'Submit' button is visible at the bottom. A message at the bottom states: 'Your transaction will be credited in 1-3 business days.'

2

Click the “Submit” button.

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



The screenshot shows the StoneCastle dashboard with the 'TRANSACTION' tab selected. The 'Sample Client' section displays the 'Transaction Confirmation' screen. The screen includes a message: 'Your transaction has been submitted! You may check Transactions at any time to view the status of your transaction. Please allow 1-3 business days for processing.' Below this, it says: 'If you have any questions, please contact us for assistance at 866-343-5516 or clientservices@stonecastle.com.'