

RELIANT LIFE SHARES, LLC

Paying Your Invoices

There are two (2) Payment Instructions documents on the Stretto website: <https://cases.stretto.com/Reliantlife/content/3363-information-for-creditors/>

1. One is for non-IRA and non-Qualified Plan Accounts (e.g., 401ks, SEP IRAs, Pension Plans, Profit Sharing Plans, and other retirement plans);
2. The other is for IRA and Qualified Plan Accounts

If you have a non-IRA Account, you **must pay using the links** in the invoice email (i.e., the email to which your invoice is attached) or **on the Customer Portal**. **DO NOT PAY INVOICES RELATED TO NON-IRA ACCOUNTS BY CHECK.**

If you have an IRA or other Qualified Plan Account you may direct your IRA custodian (e.g., Provident trust Group, The Entrust Group, Forge Trust, etc.) **or Qualified Plan trustee** to remit payment on your behalf, but if you do, **YOU MUST SEND THEM A COPY OF THE PAYMENT INSTRUCTIONS** referenced above in item 2.

Payments for non-IRA Accounts can ONLY be made by credit or debit card or by ACH transfer from your bank account using the links in your invoice or invoice email, or via the Customer Portal.

Your bank or credit card company may charge fees. We do not know anything about and are not responsible for these costs. You should contact your bank or card issuer for information about these fees.

Similarly, the Payment Gateway charges fees. They are disclosed to you before you authorize payment. We cannot waive, refund or otherwise change these fees.

You may pay a group of invoices with a single payment on the Customer Portal or through the Payment Gateway.

Do not make a payment unless you are sure you intend to do so. Payments made in error and for which a refund is requested take time to process and any fees charged by the Payment Gateway or any other party (e.g., your Bank) **will not be included in your refund.**

DO NOT pay after the Due Date shown in your invoice. Late payments may be subject to an extra fee.

The Payment Gateway does not accept American Express cards. VISA, Mastercard, and Discover are accepted.

Please DO NOT CALL the Support Team for technical assistance with the Payment Gateway. We do not control the platform. If you have an issue submitting a payment, send an email to support@reliantlifeshares.com.