WELLS FARGO Advisors

Access and send secure emails to your advisor

It's easy to read and reply to secure emails from your advisor using the Message Center within Access Online. Because you're already logged in with your username and password, you can access these secure emails without needing any further authentication steps or password entry.

Reading secure emails in Message Center

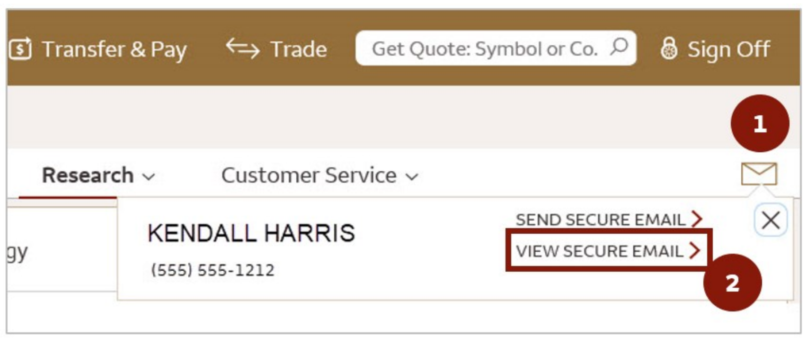
There are several ways to access Message Center within Access Online. Each option allows you to both **view** and **send** secure emails. To view on your desktop or tablet, you'll need to log into Access Online at wellsfargoadvisors.com by entering your username and password.

Envelope icon (top right of every screen)

Once you're logged in to view your accounts, you can find an envelope icon in the dark gray navigation menu at the top of each screen.

1. Select the **envelope icon** to see the drop-down menu. If you have a Wells Trade or Intuitive Investor account in context, you won't see advisor information. Make sure your full-service account is chosen.
2. Select **View Secure Email**.

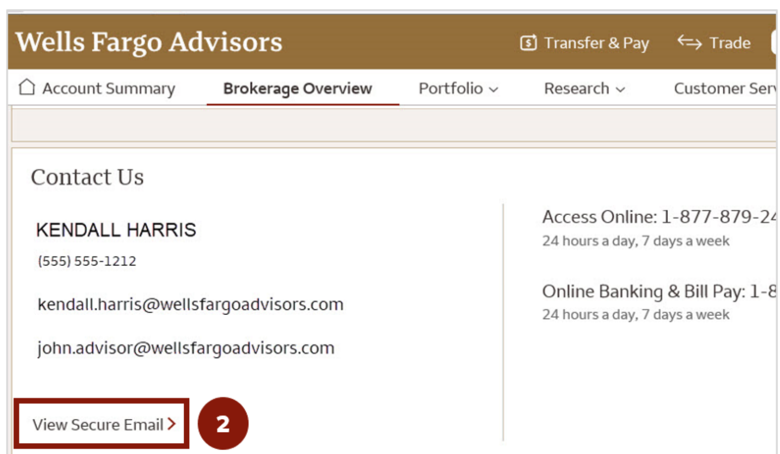
You will be launched into the Message Center inbox where you can open your emails. In addition to messages from your advisors, you may also see messages sent from your banker (if applicable) or directly from the firm, like notifications that your statements are available.



Brokerage Overview "Contact Us" section

Once you're logged in to view your accounts, you can find your advisor's contact information on the main "Brokerage Overview" page as well as links to view and send secure emails.

1. Scroll to bottom of the "Brokerage Overview" page.
2. Select **View Secure Email** to launch into the Message Center.



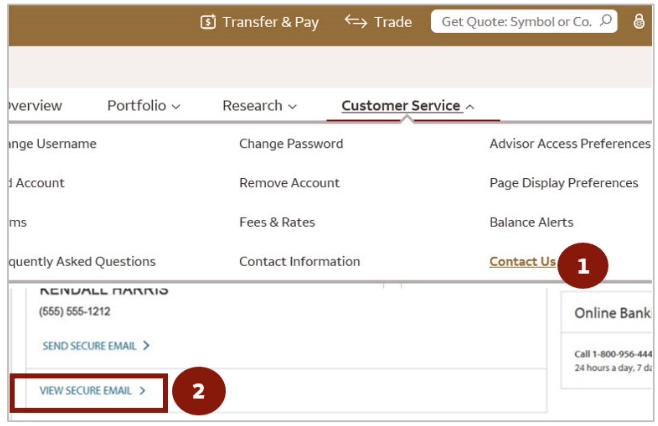
Investment and Insurance Products are:
- **Not Insured by the FDIC or Any Federal Government Agency**
- **Not a Deposit or Other Obligation of, or Guaranteed by, the Bank or Any Bank Affiliate**
- **Subject to Investment Risks, Including Possible Loss of the Principal Amount Invested**

Customer Service “Contact Us” page

Once you’re logged in to view your accounts, you can click the “Customer Service” tab in the dark grey navigation menu at the top of every page.

1. In the drop-down menu, choose **Contact Us**. This page will display your advisor’s contact information.
2. Select **View Secure Email**.

Note: If there is an attachment included with your email, you must scroll to the bottom of the message screen to find and click to open.



Sending secure emails through Message Center

Use one of the three navigation options listed above and choose **Send Secure Email**, located above the **View Secure Email** option. An “Email Wells Fargo Contacts” pop-up window will open where you can compose your message.

Note: If you have a team of advisors, each email address will be listed. Select the email address you want to contact.

1. Your advisor’s direct email address should populate in the “To” field automatically. Use the **plus sign** to the right of the “To” and “CC” fields to change the recipient or add other WF recipients (e.g., a second advisor or a banker).
2. Enter a subject line in the “Subject” field. The email will not send if this is left blank.
3. Type your message in the “Message” field. This is a secure email, so you can add personal information or account numbers.
4. If you would like to add an attachment to your message, select **Attach File**, located under the “Message” field.
5. Browse your computer to select the file you would like to attach to your message.
6. You can only attach files using these types of file extensions: .bmp; .doc; .docx; .jpg; .jpeg; .pdf; .png; .pptx; .tif; .tiff; .txt; .xlsx; and .xls. (A file extension refers to the type of file, which can be found at the very end of the document name as you search.)
7. Click **Send**.

Note: To access the Message Center in the Wells Fargo mobile app, once you have logged in you will select the bell in the upper right corner to **view new messages**, or select **Contact Us**, and tap on **Email Wells Fargo Contacts** to begin a new email.