

CNR remains fully operational and all teams are here to support you and your clients. Our colleagues continue to work tirelessly to manage your clients' portfolios using our years of experience and in depth analysis. We are always a video conference, phone call or email away. That said, there are a few operational changes we need to bring to your attention.

Please be aware of the following recent changes regarding processing of physical checks and stock certificates for Pershing accounts introduced by City National Rochdale Securities.

Check Deposits

We advised last week to begin sending these to Pershing directly to avoid processing delays but please note that Pershing is also experiencing processing delays. We are working with Pershing to bring mobile deposit capability to all of our accounts and will be back in touch over the next few days. For now, wire transfers are the best way to avoid processing delays. We will cover the costs of any wire transfer fees our clients incur during this time. Wire instructions are as follows:

ABA # 021-000-018
Bank of New York
1 Wall St.
New York, NY 10286
For credit to Pershing LLC:
Account # 8900512385
For further credit to: (Your City National Rochdale Account Number and Name)

Stock Certificate Deposits

Due to physical mail rerouting at Pershing, these will experience significant processing delays.

Check Withdrawals

If your client requires a check distribution from their Pershing account the cutoff for same-day processing is 1pm EDT and all checks will be sent by regular mail. Overnight checks are temporarily discontinued. If you require a 3rd party check please call (212) 702-9422 or email csoperations@cnr.com with the details of the request so the team can advise you of the best solution on a case-by-case basis.

Additionally, please keep in mind these other impacts:

Mail

Sending materials electronically to our City National Rochdale offices is the only way to avoid processing delays. Scan and email important documents. Call (212) 702-9422 or email csoperations@cnr.com to see if our eSignature capability can help.

Meetings & Events

Where ever possible, we will switch to virtual alternatives like conference calls or webinars. We are evaluating all planned in-person meetings and events on a case-by-case basis. We have been and will continue to contact affected participants as soon as a pre-planned meeting or event is cancelled or rescheduled.

Materials

We will continue to provide client materials like Proposals, Investment Policy Statements and Portfolio Review Books in a timely manner electronically instead of hardcopy.

We thank you for your understanding and for working with us as we make these temporary adjustments.

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