

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**

#### **Make a Mobile Deposit (\$100,000 or less)**

Clients can use the NetXInvestor™ Mobile app on their IOS or Android device to deposit checks. They can download the app from the App Store or Google Play and log in to the app with their existing NetXInvestor credentials. From the upper left hand corner, tap Menu > Transact > Mobile Deposit then follow the prompts to provide check images and deposit information to Review and Submit. If you experience any technical difficulties call us at either (212) 702-9420 or (212) 702-9422 Monday through Friday from 8:30 am to 5:30 pm ET.

#### **Other Check Deposits (more than \$100,000)**

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 3<sup>rd</sup> party check please call (212) 702-9422 or email [csoperations@cnr.com](mailto: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](mailto: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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