

Morgan Stanley

Morgan Stanley Access Direct

Frequently Asked Questions

1. Why am I required to open a Morgan Stanley Access Direct account?

Morgan Stanley is continuously working to make enhancements to your stock plan experience. With that goal in mind, we are integrating the Morgan Stanley Access Direct account into our servicing of your stock plan. This self-directed brokerage account will now be the default account for your sales proceeds and your company shares. You will be able to transact supported stock plan transactions within the account as well as utilize its cash management and reinvestment features.

2. Will all company shares move into the Morgan Stanley Access Direct account?

All shares that are available and are not restricted by your company will be transferred into your account at a future date. We will send you an email notification about the asset transfer, and no action will be required from you at this time.

3. Is there a minimum balance or an annual maintenance fee for the Morgan Stanley Access Direct account?

With \$0 commission on online trades for stocks and ETFs, no account fees or minimums, it's never been easier to put your stock proceeds to work. Certain other fees like cash management fees may apply; you can review other fees for the account by checking our pricing details page [here](#).

4. What can I do with my Morgan Stanley Access Direct account?

In addition to conducting your stock plan transactions¹, you will have access to new cash management features including the ability to earn interest on cash balances, a debit card with global ATM fee rebates², Send Money with Zelle®, unlimited check writing, direct deposit and online payments³. You can also invest in other securities such as stocks, ETFs and mutual funds within your account.

5. How long do I have to open my Morgan Stanley Access Direct account?

Our email to you notifying you of this upcoming change will include the date by which you will need to open the account. You can also check by logging into StockPlan Connect, where the deadline to open your account will be displayed.

6. What happens if I don't open my Morgan Stanley Access Direct account by the deadline?

If we've given you a deadline, you'll be able to postpone the account opening until the deadline. After this deadline, when you log into StockPlan Connect, you will be presented with the account opening reminder and you will need to complete this process before accessing your stock plan account online.

¹ Please note that as we transition over stock plan accounts, certain stock plan transactions may still need to be conducted in our legacy limited purpose accounts on StockPlan Connect, as we continue to build out functionality in the self-directed brokerage account.

² Up to \$200 in annual global ATM fee rebates.

³ Bill payments can take up to 4 business days to receive.

7. When can I access my stock plan shares?

Once you have completed the account opening process, any eligible share balance will be transferred from your StockPlan Connect account into your new Morgan Stanley Access Direct account, and we will send you an email notification about the transfer.

8. Where will I exercise stock options and view my awards once I open my Morgan Stanley Access Direct account, or if I haven't opened my account?

You will continue to exercise stock options and view your awards in StockPlan Connect, as you do today. Once the self-directed brokerage account becomes required you will need to activate it before accessing StockPlan Connect. If you have questions about opening your self-directed brokerage account, you can call the StockPlan Connect Customer Service Center at 800-367-4777 and a representative can assist you with placing your exercise or answer questions about your awards.

If you haven't opened your account because you are having account opening issues, please contact the Self-directed Service Team at 866-227-2737 at your earliest convenience.

9. What if I need to sell vested shares before I am able to open my Morgan Stanley Access Direct account?

If you have questions about opening your self-directed brokerage account, you can call the StockPlan Connect Customer Service Center at 800-367-4777 and a representative can also assist you with selling your shares. A \$25 representative-assisted fee may apply on representative-assisted trades placed over the phone. Please visit our pricing page [here](#).

10. What is the commission to sell shares in the Morgan Stanley Access Direct account?

Online stock and ETF trades are \$0 in your self-directed brokerage account. A \$25 representative-assisted fee may apply on representative-assisted trades placed over the phone. Please visit our pricing page [here](#).

11. Do I have the ability to earn interest on my cash in the Morgan Stanley Access Direct account?

Yes.

12. Is there a fee for dividend reinvestment in the Morgan Stanley Access Direct account?

No. There is no dividend reinvestment fee in the self-directed brokerage account and any dividend reinvestment fee in the StockPlan Connect account will be eliminated.

13. Is everyone eligible for the Morgan Stanley Access Direct account?

All US-resident participants who are not Section 16 Officers, Form 144 filers or participating in a 10b5-1 Plan are eligible for the self-directed brokerage account. Participants who are not eligible can continue to transact on their company stock in a StockPlan Connect account.

14. What happens if I have not opened my Morgan Stanley Access Direct account and I have a restricted stock vesting?

Your shares are placed in your StockPlan Connect account until your self-directed brokerage account is open. Once the account is open, we will transfer all shares that are vested and are not restricted by your company at a future date. You will be notified of the transfer in advance.

If you haven't opened your account because you are having account opening issues, please contact our Self-directed Service Team at 866-227-2737 at your earliest convenience.

15. Who can I contact if I have questions about the Morgan Stanley Access Direct account?

You can contact the Self-directed Service Team at 866-227-2737.

Important Disclosures

NOT ALL PRODUCTS AND SERVICES ARE AVAILABLE IN ALL JURISDICTIONS OR COUNTRIES.

Morgan Stanley Access Direct is a self-directed online brokerage account for U.S. residents where trading and other account activities are undertaken at the client's sole discretion without access to a Financial Advisor. There are no minimum balance requirements or account maintenance fees associated with the account (other fees may apply), and a client's interaction with Morgan Stanley will be primarily through electronic communications and online resources. Please consider opening a full-service brokerage account if you would prefer to receive the investment guidance and assistance of a Financial Advisor.

Equity securities may fluctuate in response to news on companies, industries, market conditions and general economic environment. Companies paying dividends can reduce or stop payouts at any time.

An investment in an exchange-traded fund involves risks similar to those of investing in a broadly based portfolio of equity securities traded on exchange in the relevant securities market, such as market fluctuations caused by such factors as economic and political developments, changes in interest rates and perceived trends in stock prices. The investment return and principal value of ETF investments will fluctuate, so that an investor's ETF shares, if or when sold, may be worth more or less than the original cost.

Investors should carefully consider the investment objectives, risks, charges and expenses of a mutual fund and exchange traded fund (ETF) before investing. The prospectus contains this and other information about the mutual fund and ETF. To obtain a prospectus, contact your Financial Advisor or visit the mutual fund and ETF company's website. Please read the prospectus carefully before investing.

Send Money with Zelle® is available on the Morgan Stanley Mobile App for iPhone®, Android™ and iPad®, and on Morgan Stanley Online. Enrollment is required, and dollar and frequency limits may apply. Domestic fund transfers must be made from an eligible account at Morgan Stanley Smith Barney LLC (Morgan Stanley) to a US-based account at another financial institution. Morgan Stanley maintains arrangements with JP Morgan Chase Bank, N.A. and UMB Bank, N.A. as NACHA-participating depository financial institutions for the processing of transfers on Zelle. Data connection required, and message and data rates may apply, including those from your communications service provider. Individuals must have an eligible US-based account to use Zelle. Transactions typically occur within minutes. To receive money in minutes, the recipient's email address or US mobile number must already be enrolled with Zelle. See the Send Money with Zelle® terms for details.

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Under the Bank Deposit Program, generally cash balances held in account(s) at Morgan Stanley Smith Barney LLC ("MSSB") are automatically deposited by MSSB into an interest bearing FDIC-insured deposit account(s), at Morgan Stanley Bank, N.A. and/or Morgan Stanley Private Bank, National Association, each a national bank, Member FDIC, and an affiliate of MSSB. Detailed

information on federal deposit insurance coverage is available on the FDIC's website (<https://www.fdic.gov/deposit/deposits/>). Cash balances generally include the uninvested cash in a client's account(s) minus certain items such as purchase transactions due to settle within a specified time period, other charges to a client's account(s), and cash balances that are designated as collateral for a client's obligations.

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