

# FEE WORKING GROUP

## REPORT ON ACCESSIBILITY AND STANDARDIZATION OF MISCELLANEOUS BROKER-DEALER FEES FOR RETAIL CUSTOMERS

A collaborative and voluntary effort for the purpose of promoting accessible, standardized,  
and transparent disclosure of miscellaneous broker-dealer fees.

*Jointly by:*

NASAA  
FINRA  
FSI  
SIFMA

LPL Financial LLC  
Morgan Stanley Smith Barney LLC

Prospera Financial Services  
Signator Investors, Inc.



## **FEE WORKING GROUP OVERVIEW**

In the summer of 2014, NASAA convened a Fee Working Group (the “Working Group”) to promote accessibility, standardization, and transparency in the way in which broker-dealer miscellaneous account and service fees are disclosed to retail customers. The Working Group consisted of representatives of NASAA, FINRA, SIFMA, FSI, and several diverse broker-dealers including LPL Financial LLC, Morgan Stanley Smith Barney LLC, Prospera Financial Services, and Signator Investors, Inc. Starting in the fall of 2014 and continuing into the summer of 2015, the Working Group met to develop meaningful miscellaneous account and service fee disclosure and transparency that is simple to read, easily accessible, and can be used effectively by retail investors to understand and compare fees.

The resulting pages are a result of this collaborative and voluntary effort that brought the goals of the Working Group to fruition. The Working Group is pleased to announce that LPL Financial LLC, Morgan Stanley Smith Barney LLC, Prospera Financial Services, and Signator Investors, Inc. have adopted and are in the process of implementing both the model fee disclosure (found at Exhibit 1) and related accessibility guidelines (found on page 2). The Working Group encourages other broker-dealers to voluntarily adopt and implement the model fee disclosure and accessibility guidelines as a sound business practice.

## **RETAIL INVESTOR ACCESS TO SCHEDULE OF MISCELLANEOUS ACCOUNT AND SERVICE FEES**

One stated goal of the Working Group was to increase retail investor access and transparency of miscellaneous account and service fees charged by broker-dealers. To that end, the Working Group considered and adopted the following guidelines.

### RETAIL INVESTOR ACCESS GUIDELINES

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Fee disclosure increases transparency for investors, but its effectiveness depends, in part, on the accessibility and prominence of the disclosure. The Working Group believes the investor access guidelines below will enhance broker-dealer fee disclosure and transparency. To that end, the Working Group agreed on the following guidelines to make fee information more readily available to retail investors.

- The Schedule should be made available on the broker-dealer's public website (without requiring any logon or password).<sup>1</sup> Ideally, a broker-dealer's website homepage would contain a clearly identifiable link to bring investors directly to the Schedule or to a webpage with a link to the Schedule.
- If the broker-dealer's website has an internal search bar, a search for the term "fee" or "fees" should return a link to the Schedule as one of the top responses.
- The Schedule should be accessible through a simple internet search using any of the common search engines. The Schedule should be readily printable in chart form from the broker-dealer's website (e.g., in a stand-alone .pdf format).
- A paper version of the Schedule should be made available to potential retail customers upon request and to retail customers at the time of account opening.

## MODEL MISCELLANEOUS ACCOUNT AND SERVICE FEE DISCLOSURE AND NOTIFICATION

In addition to access guidelines, the Working Group reached a consensus around a model fee disclosure document as well as specific parameters for its use. The model, “Schedule of Miscellaneous Account and Service Fees” or “Schedule” at Exhibit 1 will be used by the broker-dealers in the Working Group on a voluntary basis to disclose the miscellaneous account and service fees.

The Schedule should include all services provided by the firm for which there is a fee charged, including account maintenance fees. The Schedule does not include commissions, markups, commission equivalents, or advisory fees. The Schedule can be customized to be consistent with a firm’s branding such as color and logo. While font type and paper used for printing are discretionary, the Schedule should be simple to read and structured in a way that makes it easy for investors to compare fees between firms. The instructions below provide additional guidance as to the attributes of the model fee template and delineate aspects of the Schedule that should not be modified and those where customization may be appropriate.

The Working Group recognizes that broker-dealers must provide retail customers with adequate notice prior to the implementation or increase of a charge or fee. Accordingly, broker-dealers should provide retail customers at account opening written notification of all service charges and fees. In addition, firms should provide retail customers with written notification at least 30 calendar days prior to the implementation or increase of any service charge or fee.<sup>2</sup> These notifications may be made by electronic means.

INSTRUCTIONS— SCHEDULE OF MISCELLANEOUS ACCOUNT AND SERVICE FEES (See also, Table 1 and Exhibit 1)

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### Name and Preamble

The Schedule should show the broker-dealer’s name and logo (Exhibit 1, Part 1). It should be titled “Schedule of Miscellaneous Account and Service Fees” (Exhibit 1, Part 2). There should be included a preamble, a brief statement that, at a minimum, explains: that the listed fees do not include commissions, markups, commission equivalents, or advisory fees; that the fees may not apply to all accounts; and that some of the fees may be waived under certain conditions (Exhibit 1, Part 3).

### Columns and Categories

The Schedule should include three columns, each with its own heading (reading left to right): Account or Service, Fee Amount, and Frequency (Exhibit 1, Part 4). These three column headings should not be modified. Fees will be listed under three standard categories (reading from top to bottom): Account Maintenance, Cash Management Services, and Investment Specific (Exhibit 1, Part 5). These categories should not be modified. However, broker-dealers do have discretion to use subcategories (e.g., Cash Management Services subcategories-ATM/Debit Card, Checking, Credit Card, Other). The order and grouping of the fees beneath each category heading is left to the discretion of the broker-dealer. Broker-dealers may also create separate fee tables according to the Schedule for qualified accounts and non-qualified accounts.

### Fee Names

Fee names may be customized, but definitions or descriptions should be used when the fee name does not clearly indicate or imply the service (e.g., ACAT fee—a fee charged on outgoing account transfers). Broker-dealers are encouraged to leverage technology, if available, to provide more comprehensive descriptions of particular fees from the Schedule on their websites or mobile devices. This may include the use of hyperlinks, pop-ups, text bubbles, or similar features.

### References

For ease of reading, when using footnotes or endnotes, firms should use numbers as opposed to symbols. Footers may also be incorporated into the broker-dealer’s Schedule on a limited basis to reflect, for example, additional information on fee waivers.

The Schedule should also include a date field to reflect the most current version in use by the firm.

**Table 1.**

Key Features of the Schedule of Miscellaneous Account and Service Fees (See Exhibit 1).

FEATURE	DESCRIPTION
<b>1. Document Header</b>	Broker-dealer name and logo
<b>2. Document Title</b>	Schedule of Miscellaneous Account and Service Fees
<b>3. Preamble</b>	Located below the Document Title (2.) and above the Chart of Fees (4.)  Preambles may vary among broker-dealers but should be brief and include at a minimum: <ul style="list-style-type: none"><li>• The listed fees <i>do not include commissions, markups, commission equivalents or advisory fees.</i></li><li>• Some of these fees <i>may not apply to all account types.</i></li><li>• Some of these fees <i>may be waived</i> under certain conditions.</li></ul>
<b>4. Column Titles</b>	Reading from Left to Right: Account or Service//Fee Amount//Frequency
<b>5. Three Categories</b>	Three standard categories to organize fees listed under the Account or Service Column: <ul style="list-style-type: none"><li>• Account Maintenance</li><li>• Cash Management Services</li><li>• Investment Specific</li></ul>

An example of a completed Schedule is attached as Exhibit 2. All fee names, definitions, and amounts are for illustrative purposes only.

<sup>1</sup> The Working Group acknowledges that some broker-dealers may experience delays in implementation due to contractual, technical, or other unforeseen challenges.

<sup>2</sup> See generally, NASD Notice to Members 92-11 available at: <https://www.finra.org/content/notice-members-92-11>.

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# EXHIBIT 1

# TEMPLATE



## SCHEDULE OF MISCELLANEOUS ACCOUNT AND SERVICE FEES 2

The listed fees do not include commissions, markups, commission equivalents or advisory fees. Some of these fees may not apply to all account types. Some of these fees may be waived under certain conditions. 3

ACCOUNT OR SERVICE	FEE AMOUNT	FREQUENCY <span style="border: 1px solid pink; border-radius: 50%; padding: 2px 5px;">4</span>
ACCOUNT MAINTENANCE <span style="border: 1px solid pink; border-radius: 50%; padding: 2px 5px;">5</span>		


CASH MANAGEMENT SERVICES <span style="border: 1px solid pink; border-radius: 50%; padding: 2px 5px;">5</span>		
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INVESTMENT SPECIFIC <span style="border: 1px solid pink; border-radius: 50%; padding: 2px 5px;">5</span>		
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## EXHIBIT 2



# SAMPLE (For Illustrative Purposes Only)



## SCHEDULE OF MISCELLANEOUS ACCOUNT AND SERVICE FEES

The listed fees do not include commissions, markups, commission equivalents or advisory fees. Some of these fees may not apply to all account types. Some of these fees may be waived under certain conditions.

ACCOUNT OR SERVICE	FEE AMOUNT	FREQUENCY
<b>ACCOUNT MAINTENANCE</b>		
Annual Account Fee	\$X.00	Annual
Document Copies	\$X.00	Per request
Estate Services Fee/Legal Transfer Fee	\$X.00	Per position reregistered
Express/Overnight Mail	\$X.00	Per Request
Minimum Balance Fee	\$X.00	For accounts with a balance under \$25,000
ACAT <i>Fee for transfers facilitated by ACATS (Automated Customer Account Transfer Service)</i>	\$X.00	Per outgoing transfer
Postage and Handling	\$X.00	Per statement/confirmation sent
Termination Fee	\$X.00	Per termination
Transfer on Death	\$X.00	Per request
<b>Retirement Account Fees</b>		
IRA Maintenance Fee	\$X.00	Annual
Roth IRA Conversion	\$X.00	Per conversion
<b>CASH MANAGEMENT SERVICES</b>		
<b>ATM/Debit Cards</b>		
ATM Withdrawal	\$X.00	Per withdrawal at non-affiliated ATMs (other fees may be charged by the non-affiliated bank)
Additional Debit Card	\$X.00	Per card request
<b>Checking</b>		
Check Reorder	\$X.00	Per reorder-250 checks provided
Returned Checks for Insufficient Funds	\$X.00	Per returned check
Check Stop Payment	\$X.00	Per stop payment request
<b>Credit Cards</b>		
Platinum Credit Card	\$X.00	Annually
<b>Other Cash Management Services</b>		
Wire Transfer <ul style="list-style-type: none"><li>• Domestic</li><li>• International</li></ul>	\$X.00 \$X.00	Per wire request
Check Request-Overnight Delivery Fee	\$X.00	Per request
Cash Advance	\$X.00	Per request
Online Bill Payment	\$X.00	Per request
Returned ACH Payment	\$X.00	Per returned item

**SAMPLE** (For Illustrative Purposes Only)



ACCOUNT OR SERVICE	FEE AMOUNT	FREQUENCY
<b>INVESTMENT SPECIFIC</b>		
American Depository Receipts (ADR) Custody	\$X.00	Per investment
Limited Partnerships - Reregistration	\$X.00	Per transaction
Mutual Funds - Short term redemption	\$X.00	Per transaction
<b>Physical Certificates</b>		
• Transfer and Ship	\$X.00	Per request
• Safekeeping	\$X.00	Per security