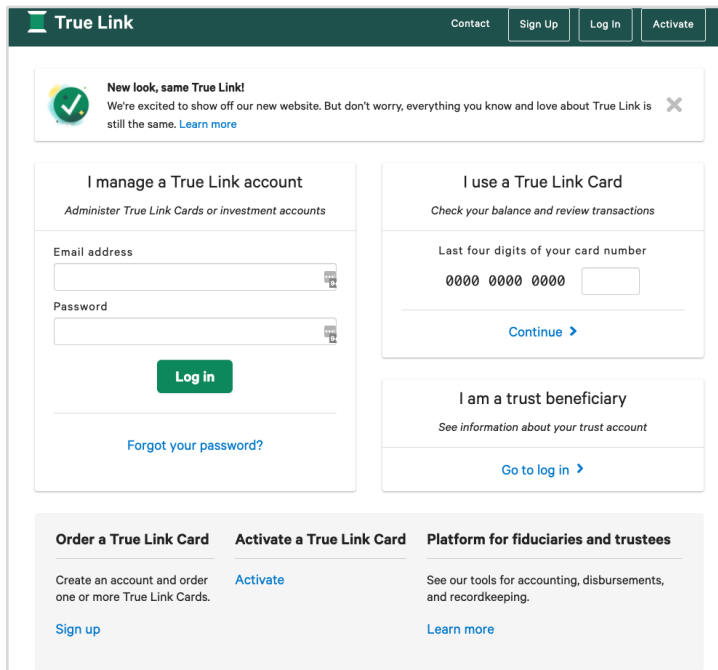


Beneficiary Portal User Guide

Instructions on how to log in, access statements, disbursement, deposit and True Link card information.

Get Started in Three Simple Steps:

1. Log on by clicking here: <https://member.truelinkfinancial.com/sign-in>



The screenshot shows the True Link login page. At the top, there is a navigation bar with the True Link logo and links for Contact, Sign Up, Log In, and Activate. A notification banner at the top left reads: "New look, same True Link! We're excited to show off our new website. But don't worry, everything you know and love about True Link is still the same. [Learn more](#)". Below the banner, there are three main sections: 1. "I manage a True Link account" with subtext "Administer True Link Cards or investment accounts", containing fields for Email address and Password, a green "Log in" button, and a "Forgot your password?" link. 2. "I use a True Link Card" with subtext "Check your balance and review transactions", containing a field for "Last four digits of your card number" with the placeholder "0000 0000 0000" and a "Continue >" button. 3. "I am a trust beneficiary" with subtext "See information about your trust account" and a "Go to log in >" button. At the bottom, there are three columns: "Order a True Link Card" with a "Sign up" link, "Activate a True Link Card" with an "Activate" link, and "Platform for fiduciaries and trustees" with a "Learn more" link.

2. Enter your email address
3. Enter password

Online Overview

Once you login, you'll have access to:

- View account balance
- View and download trust statements and True Link Card statements
- View deposits
- View True Link Card balance
- View your True Link Card transactions and settings
- View disbursement activity

Statements Tab

View account balance

True Link Help Center Contact Logout

Peter Parker with True Link Demo Pooled Trust

Statements True Link Card Disbursements

Account Balance Total: \$500,000.00

The balance displayed is for informational purposes only. The balance will not necessarily include recent deposits, market fluctuations, interest earned and dividends earned. For your most accurate balance, please contact your representative at True Link Demo Pooled Trust.

View/Download Quarterly Statements

View and download a Quarterly Account Statement. Go to the “Download Statement” section, select the quarterly statement you would like to view, and click “Open”. Your statements will download as a .pdf.

Download Statement

Quarterly Statements:

View Recent Deposits

Deposits this quarter		Total: \$300.00
Process Date	Description	Amount
01/23/2020	Annuity	\$300.00

Showing 1 to 1 of 1 entries

10 records per page

First Previous 1 Next Last

True Link Card Tab

The True Link card tab will only display if the beneficiary has a True Link card. You will see the Current Balance and Recent Transactions.

Peter Parker with True Link Demo Pooled Trust

Statements | **True Link Card** | Disbursements

Current Balance: **\$139.96** Status: Open
card ending in 0260

[This Month's Transactions](#) | [Transaction Report](#) | [Monthly Statements](#) | [Card Settings](#)

This Month's Transactions

List of Finalized Recent Transactions
No recent transactions to display

Transaction Report

Generate a report of transactions on this card for any time period:

Start date — End date

[Open](#) [Download as Spreadsheet](#)

Monthly Statements

September 2021 (0260)

[Open](#) [Download as Spreadsheet](#) [Download as PDF](#)

View and download a custom time-period transaction report which will show all transactions occurring on the card for the specified date range you select. To create the report, select a date range and click “Open”. Your transaction report will open in a new tab.

Transaction Report

Date range: 2020-01-28 to 2020-01-28 [Open](#)

View and download your monthly statements by selecting the month of interest and clicking “Open”. Your statements will download as a .pdf.

Monthly Statements

Monthly Statements: [Open](#)

Click on Card Settings to view your card's Spending Monitor. The Spending Monitor will let you know what types of purchase are allowed on your True Link Card.

Access to Cash

- BLOCKED** Cash withdrawals at ATMs
- BLOCKED** Cash withdrawals inside a bank
- BLOCKED** Cash back at time of purchase
- BLOCKED** Cash withdrawals over \$0.00

Top Line Protections

- BLOCKED** Merchants on True Link's ScamWatch list [detail](#)
- ALLOWED** Online and phone purchases
- BLOCKED** International Transactions
- BLOCKED** PIN purchases [detail](#)

Merchant Settings

MY SETTINGS	MERCHANT	MAXIMUM TRANSACTION SIZE
BLOCK	LIQUOR	

Additional Spending Categories

MY SETTINGS	MERCHANT	MAXIMUM TRANSACTION SIZE
BLOCK	Gas Stations (inside)	
BLOCK	Truck Stops	
BLOCK	Wire Transfers	

Disbursements Tab

View recent disbursements and statuses:

Disbursements

10 records per page

Process Date	Payee	Status	Amount
On Approval	Phone Company	Requested	\$650.00
On Approval	Phone Company	Requested	\$650.00
On Approval	Dr. Octopus	Requested	\$39.31
On Approval	Phone Company	Requested	\$650.00
05/19/2021	Phone Company	Approved	\$38.25
05/07/2021	Dr. Octopus	Approved	\$120.00

Spending Categories

ALLOWED Auto Repair & Dealers [detail](#)

BLOCKED Bars & Liquor Stores [detail](#)

Each of the disbursements listed above has a status. Here's what the different statuses mean:

- **Requested:** This disbursement request has been received and is currently being reviewed.
- **Approved:** This disbursement has been approved and will be processed on the next business day (e.g., if it is approved on Monday, it will be processed on Tuesday).
- **Processed:** This disbursement has been made but may not yet have been received by the recipient (e.g., the check has been mailed, the electronic payment has been issued).
- **Cleared:** The recipient has received this disbursement (e.g., the check has been cashed, the electronic payment has been received).
- **Not Approved:** This disbursement was not approved and will not be processed. If you have any questions, please reach out to the trust administrator.
- **Stopped:** This disbursement was approved, but the payment was canceled, so it was not completed. If you have any questions, please reach out to the trust administrator.

ALLOWED Professional Services [detail](#)

ALLOWED Recreation & Entertainment [detail](#)

BLOCKED Restaurants [detail](#)

ALLOWED Shopping [detail](#)

ALLOWED Smoke Shops [detail](#)

BLOCKED Subscriptions [detail](#)

ALLOWED Taxes & Government [detail](#)

ALLOWED Travel & Transportation [detail](#)

BLOCKED Utilities [detail](#)

BLOCKED Money Transfers [detail](#)