

NETXInvestor

Identity Verification FAQ – Investor Use

The following document is designed to help answer questions regarding the new Identify Verification Process in Pershing’s investor access platform, NetXInvestor™.

1. How do I get set up with this new feature?

After logging in to NetXInvestor, you will be directed to a new screen – Identity Verification Set Up. In the “Add a Phone Number” section, you will be asked to provide the following information:

- **Device Nickname:** Enter an identification name for the device, such as “My Cell Phone.”
- **Country Code:** From the list provided, select the country.
- **Phone Number:** Type the 10-digit phone number to which you want to receive the Identity Verification Code (IVC).
- **Confirm Phone Number:** Retype the phone number.
- **Contact Method:** Select “Voice Call” or “Text/SMS.”

In the “Alert Notification” section, you will be asked to provide a valid email address to receive information about your account, including failed attempts, password changes and if your account is locked out. You need to simply type the same email address to which you want to receive notifications in both the “Email Address” and “Confirm Email Address” fields.

If you are using a device you want remembered (laptop, home computer, etc.), make sure to click “Remember this device the next time you log in.” to avoid having to get a new IVC code.

The screenshot shows the 'Identity Verification Setup' page. It includes a header with a link to 'Tell me more' and a requirement to set up at least one contact method. The 'Add a phone number' section contains a table with fields for Device Nickname (JOHNDOE), Country Code (United States +1), Phone Number (201-000-0000), Confirm Phone Number (201-000-0000), and Contact Method (Text/SMS selected). A 'Remove' button is present. Below this is the 'Alert Notification' section with 'EMAIL ADDRESS' and 'CONFIRM EMAIL ADDRESS' fields, both containing 'JOHN.DOE@PERSHING.COM'. A checkbox for 'Remember this device the next time you log in' is checked. A 'Continue' button is at the bottom. A footer contains text about stopping or getting help via text messages and a link to 'SMS Terms & Conditions'.

Identity Verification Setup

An identity verification code is the newest process to protect your information online. [Tell me more.](#)

You must set up at least one contact method.

Add a phone number

DEVICE NICKNAME ⓘ	COUNTRY CODE	PHONE NUMBER	CONFIRM PHONE NUMBER	CONTACT METHOD ⓘ	
JOHNDOE	United States +1	201-000-0000	201-000-0000	<input type="checkbox"/> Voice call <input checked="" type="checkbox"/> Text/SMS*	Remove

[Add Phone Number](#)

Alert Notification

For your security we require an email address to send important updates about your account, including password changes, failed account access attempts, or when your account is locked.

EMAIL ADDRESS: JOHN.DOE@PERSHING.COM

CONFIRM EMAIL ADDRESS: JOHN.DOE@PERSHING.COM

Remember this device the next time you log in. Do not check if you are accessing this website from a public device.

[Continue](#)

Text STOP to 75780 or 59422 to cancel | Text HELP to 75780 or 59422 for help or call 888 555 1212. Message and data rates may apply. 1 Message per request.
AT&T Mobility, Boost, Metro PCS, Nextel, Sprint, T-Mobile, Verizon Wireless
[SMS Terms & Conditions](#)

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Once you click “Continue,” an IVC code will be sent. Type the six-digit activation code in the boxes provided in the “Activate Your Device” window and click “Activate.” A second message confirming the device is now active and ready to receive IVC messages appears.

2. What is the Identity Verification Code (IVC)?

The identity verification code process replaces security questions and answers to verify your identity when accessing Pershing’s NetXInvestor platform. If you are locked out of NetXInvestor after entering the wrong password (on a recognized device), or if you are accessing your account on an unrecognized computer, an IVC code is sent to your pre-selected landline or cell phone upon request. The IVC can be sent to a cell phone via voice, SMS (text message), or to a landline via voice. If you are locked out on an unrecognized device, you cannot request an IVC code to reset your password. This is done to prevent someone from resetting a password fraudulently. You must call IT support at 888-711-6729.

3. Why is the Identity Verification Code needed?

The IVC protects your online information from unauthorized access by generating a one-time use code which can be securely sent to your personal device and which expires within a given time limit. This new process replaces the security questions and answers in the NetXInvestor platform and provides a greater level of security and convenience.

4. What are the benefits of the identity verification system?

If you forget your password and are locked out of your account, you can have an activation code sent to a mobile device or home phone you have pre-registered. This code is delivered securely and arrives practically instantly. By using the code, you can regain access any time of the day, without having to call to request access, saving time and hassle.

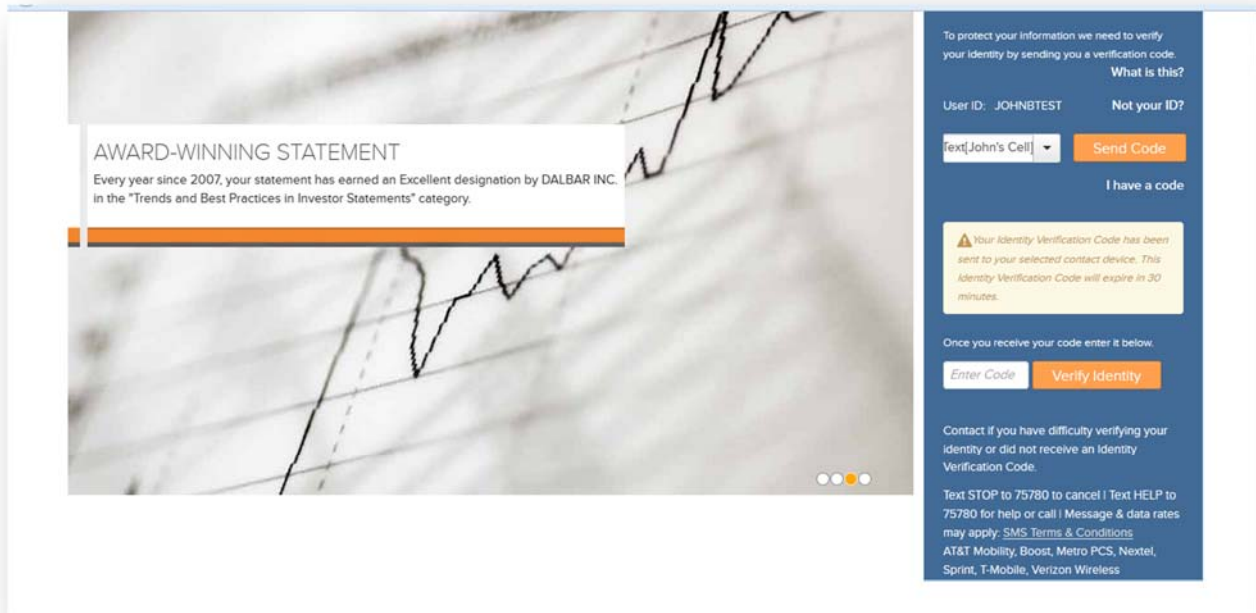
5. What if I don’t have a cell phone?

The process works with a cell phone or a regular landline phone. You can receive the IVC code via text or voice call depending on what you have selected.

6. How long is an IVC valid for?

An IVC code is valid for 30 minutes. When the code is sent, the onscreen notification will also include the length of time the code is valid. If you request an IVC code multiple times during that period you will receive the same code, but each time the request is made you will be advised of the current countdown. For example, you request a code and are initially told the code is good for 30 minutes; if a second request is made 10 minutes later, the same code is resent and you will be advised that the code will be good for a remaining 20 minutes.

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7. How many IVCs can I request?

Users can submit a request for an IVC up to five times in 30 minutes. If a request is made five times in 30 minutes without making an attempt to enter the code, you will be warned and then suspended for 10 minutes as a security precaution. Once the 10 minute suspension has elapsed, you can then request a new IVC code.

8. What if I enter the IVC incorrectly?

If an IVC is entered incorrectly three times, the account will be locked and NPC IT Support must be contacted to unlock your ID.

9. I'm being required to get a new IVC code each time I log in, why?

In order to avoid this, you should select "Remember this Device" when setting up their IVC information. If you have not previously selected that or are logging in from a new device, then you will need to receive an IVC code in order to log in.

10. If I get locked out, where do I call?

NPC IT support is available to answer your questions and unlock your accounts. Their number is 888-711-6729.

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11. Why did Pershing change from the security questions to IVC?

Pershing updated the process to IVC for two reasons. First, clients were having a difficult time remembering the answers to their security questions. Secondly, clients didn't have an easy way to request a new password. As a result, they created the new IVC process with the intent of providing a more user friendly process.