Envestnet: A Partner You Can Trust In Uncertain Times

We're committed to helping you navigate this crisis.

As we collectively deal with a global pandemic and historic market volatility, our team continues to operate with a focus on delivering the same high level of service that you've come to expect. In 2019, we:

- Reconciled 9.9M accounts
- Processed 5.2M unique service requests
- Served 101K advisors
- Maintained 20K+ investment vehicles
- Executed 52M trade orders

We are prepared to meet and exceed these numbers this year. From staff, to management, to leadership, we are committed to providing the resources and support you need to drive your business forward.

Our Service

We are fully operational and are taking proactive steps to ensure we have the necessary scale and infrastructure in place to support your business.

We quickly and efficiently mobilized our service teams so that we can continue to meet the needs of our advisors and their clients. We are leveraging a range of tools, like Slack, Jabber, WebEx, and Microsoft Teams, to help ensure that we are fully engaged and can appropriately manage, address, and escalate all inquiries.

We appreciate your partnership and your patience as we handle unprecedented call, trade, and service request volume. Compared to our normal activity, using January 2020 as a benchmark, our trades across all platforms are up 140 percent and our service volume is up 50 to 75 percent.

Our strategic planning and flexibility have enabled our current team to handle these inquiries, and we have the ability and capacity to adjust our teams and add support individuals to help ensure everyone's needs are being met. As the current situation evolves, we will continue to find innovative ways to work together.

You are our priority.

Our Integrated Technology And Solutions

We offer a suite of complementary technologies, tools, and solutions that can help you optimize your business, as well as that of your advisors – particularly in challenging markets.

We understand that equipping your advisors with the right technology to navigate market uncertainty is critical, helping to reinforce their relationships with existing clients and build a potential pipeline for the future. Seamless integration with the Envestnet platform will help make it easier for your advisors to access and leverage the tools they need to address client concerns and manage the aspects of their portfolios that can be controlled, despite market conditions.

Client communication. Cloud-based tools to enable your advisors to stay in constant communication with their clients and meet with them virtually to review and discuss their needs, particularly given the lifestyle changes impacting people around the world.

Financial planning. Robust solutions to help your advisors interactively demonstrate for clients – both remotely and in real time – the effects that possible changes to their portfolios could have over the long term. This can help clients better understand their financial plans and avoid emotional decision-making, while deepening the relationship.

Risk management. Simple-to-use tools to make it easier for your advisors to understand their clients' portfolio risks and provide them with more confident guidance, addressing market and portfolio "what ifs", and analyzing portfolios from multiple angles — performance, risk, and cost.

Tax management. Tax overlay services to help your advisors reduce their clients' tax exposure, eliminate short-term capital gains, and optimize risk to improve after-tax returns.

Custom-case design. Specialized support to help your advisors design proposal recommendations for their clients and leverage resources through a personalized consultation service.

Investment flexibility. While volatility is far from within control, your advisors can manage investment-related costs and taxes with access to more than 20,000 investment options.

Protection. Market volatility can lead to a greater desire for protected lifetime income and predictability. Access to leading insurance carriers and their annuity products enables your advisors to integrate the protection of insurance solutions alongside managed investments.

Credit. In periods of market downturns, clients may want to access credit, rather than sell existing positions and realize losses. Your advisors can evaluate credit solutions and present pre-qualified loan proposals to attract and retain clients by providing insight into both sides of a balance sheet.

Supporting your advisors and their clients through market downswings is imperative, but it's also important to evaluate your business and identify areas where you can make changes to operate more efficiently or enable greater scale. We offer several services to help meet this need.

CIO support. Expand the resources of your existing teams to evaluate your current investment programs and fulfill your fiduciary responsibilities.

Insight into your business, your advisors, and your competition. Leverage data and analytics to better understand which advisors are driving the most revenue, how your client roster compares to your peers, which allocations may be underperforming, and much more.

Practice consulting and training support. Partner with a wealth consultant and training specialist to deliver the education, tools, and resources your advisors need to streamline their practices and deliver better outcomes for their clients.

We are ready to help you integrate our broader suite of offerings and translate them into essential advice to create a client-facing experience that builds a deeper connection with – and makes you the partner of choice for – your advisors.

You and your advisors may need help understanding the full capability and functionality of your current technology stack or tools and solutions you may be leveraging for the first time. We will be continuously delivering resources to help meet this need, including on-demand video trainings, live webinars, and more.

Our Dedication

We have been supporting you for 20 years, and we'll still be here tomorrow.

Our financial strength allows us to continue to make enhancements to our platform, improve the client experience, and expand the solutions your advisors need to help optimize their operations and enable their clients to achieve financial wellness.

$909M in adjusted revenue	**$193M** in adjusted EBITDA	**$80M** in cash

(As of December 31, 2019)

Overall, we believe we are well-positioned to continue providing the partnership you need during these uncertain times.

We'll continue providing the insights, expertise, and scalability you need to remain competitive and enable your advisors to serve their clients.

Contact us if you need anything. We are here for you.

ENVESTNET

Don't miss the latest insights from the Envestnet team. Visit our blog for our perspective on the financial services industry and information about our platform and solutions. Visit Envestnet Institute to access on-demand resources from a variety of asset managers in one consolidated location, including webinars, articles, podcasts, and more. Follow us on social media for news and other updates.

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