

# Electronic Delivery Consent Agreement



Altruist Financial LLC

## Consent to Electronic Delivery

By providing consent, the Customer agrees to receive all documents electronically, including, but not limited to, tax documents, account statements, trade confirmations, notices of account activity, and public communications. Documents related to the Customer's account will be retained for a minimum of six years, while trade confirmations and public communications will be retained for at least three years. If the Customer does not consent to receive statements electronically, they are entitled to request and receive a paper copy by calling 888-510-4660 or emailing [support@altruist.com](mailto:support@altruist.com). All documents will be posted on or before the applicable due date in the client's portal on the Altruist website, and remain accessible to the Customer for a minimum of six years. The Customer will receive an email notification when the documents are posted.

## Effective Date and Revocation of Consent

The Customer acknowledges that consent to electronic delivery is effective immediately and remains in effect until revoked. Consent may be revoked by notifying Altruist either verbally, by calling 888-510-4660, or in writing, by emailing [support@altruist.com](mailto:support@altruist.com). The Customer understands that the revocation may take up to three business days to process, and electronic notifications may continue during this time.

## Conditions for Revocation

Altruist may revoke electronic delivery consent in the following circumstances:

- **Delivery Failure:** In the event of a failed electronic delivery, Altruist will provide a paper copy of the relevant document. If electronic delivery fails on three consecutive attempts, Altruist reserves the right to revoke your consent to electronic communications. All subsequent communications will then be sent in paper form. To resume electronic delivery, please ensure your contact information is updated promptly.
- **Change in Terms:** If Altruist amends terms of its electronic delivery agreement and the Customer does not accept the new terms, the Customer's consent will be considered revoked.

## Access Requirements

The Customer certifies that they have access to a computer or mobile device with internet connectivity, a valid email address, and the ability to download any required applications. The Customer agrees to provide renewed consent if new hardware or software is needed for future electronic document deliveries. The Customer can access, view, download, and print all documents by logging into their portal on the Altruist.com website, navigating to their customer profile, and selecting the "Documents" option from the profile menu, where they can choose the applicable form.

## Revocation Process

The Customer can revoke their consent at any time by contacting Altruist in writing at [support@altruist.com](mailto:support@altruist.com) or by calling customer support at 888-510-4660. Altruist will confirm the revocation in writing, either electronically or on paper. The Customer acknowledges that a request for paper copies of documents does not revoke their consent to electronic delivery.

## Legal Validity and Notification

The Customer agrees that revocation of consent does not affect the legal validity of any previously provided electronic communications. All communications related to the Customer Account will be deemed delivered ten days after being sent electronically or posted to a secure website. Altruist will not act on conflicting instructions from multiple account holders until such conflicts are resolved.

## Maintaining Current Contact Information

The Customer certifies that it is their responsibility to ensure that their contact information, including physical address, email address, and phone number, remains accurate and up to date. To update such information, the Customer must either notify Altruist directly or update the details through their account settings, either on the mobile app or on a web browser.

## Notification of Amendments

The Customer acknowledges that Altruist may make material amendments to this agreement and will notify the Customer of such changes. In response to these notifications, the Customer may choose to revoke their consent and/or change their delivery preferences. Email notifications will be sent when new account statements are available, and the Customer can access these statements by logging into their account and selecting the "Documents" section.

## Liability Disclaimer

Altruist will not be held liable for any issues arising from a failure to maintain accurate contact information or for delays in processing revocation of consent. The Customer accepts all risks associated with electronic delivery, including but not limited to delivery failures, system outages, or software incompatibilities. The Customer also acknowledges that the legal effect of electronic communications is equivalent to that of paper documents unless explicitly stated otherwise.