FREQUENTLY ASKED QUESTIONS

Questions? Call 1-844-464-7347

1. How do we open an initial account in the New Hampshire Public Deposit Investment Pool (the "Pool")?

- Review the NH PDIP Information Statement.
- Complete and send the following forms/documents to your account representative.

  New Investor Application

  IRS Form W-9

  Participation Certificate

  Please ***fax*** form(s) to: 1-888-535-0120

  Or ***mail*** form(s) to: NH PDIP Client Services Group
P.O. Box 11760
Harrisburg, PA 17108-1760

- Your documents/forms must be reviewed by your account representative, accepted by NH PDIP and have the representative's signed authorization before your account can be opened.

2. How do we open an additional account in NH PDIP?

- Complete and send the following forms/documents to your account representative.

  Account Application

  Contact Record (New Contacts Only)

  Permissions

  Please ***fax*** form(s) to: 1-888-535-0120

  Or ***mail*** form(s) to: NH PDIP Client Services Group
P.O. Box 11760
Harrisburg, PA 17108-1760

- Your documents/forms must be reviewed by your account representative, accepted by NH PDIP and have the representative's signed authorization before your account can be opened.

3. How do we open an account in NH PDIP if the account will be controlled by a trustee or other fiduciary?

- Have the trustee complete and send the following forms/documents to your account representative.

  Trusteed Account Application

  Contact Record (New Contacts Only)

  Permissions

  Trustee Verification - Schedule B

  Trust Document *(A copy of the first page)*

  Please ***fax*** form(s) to: 1-888-535-0120

  Or ***mail*** form(s) to: NH PDIP Client Services Group
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Harrisburg, PA 17108-1760

- Your documents/forms must be reviewed by your account representative, accepted by NH PDIP and have the representative's signed authorization before your account can be opened.

4. How do I sign up for Connect and gain access to our account(s) online?

- Complete and send the following form to the NH PDIP Client Services Group.

  Contact Record (New Connect Users Only)

  Permissions

  Please ***fax*** form to: 1-888-535-0120

5. Where can I send our audit confirmation?

- Forward all audit confirmations to the NH PDIP Client Services Group.

  Please ***fax*** confirmation to: 1-888-535-0120

  Or ***mail*** confirmation to: NH PDIP Client Services Group
P.O. Box 11760
Harrisburg, PA 17108-1760

6. How do I add or remove ACH/Wire instructions to/from our account(s)?

- Complete and send the following form(s) to the NH PDIP Client Services Group.

  ACH Setup Instructions

  Wire Setup Instructions

  Please ***fax*** form(s) to: 1-888-535-0120

7. How do I add/change/remove statement recipients?

- Complete and send the following form to the NH PDIP Client Services Group.

  Permissions

  Please ***fax*** form to: 1-888-535-0120

8. How do I update the people who are authorized on our account(s)?

- Complete and send the following form to the NH PDIP Client Services Group.

  Permissions

  Please ***fax*** form to: 1-888-535-0120

9. How do I *stop* receiving paper statements and *begin* receiving E-Statements and E-Confirms?

- You may select the Electronic Statement Delivery and/or the Electronic Confirm Delivery options under the Tools/Forms section of Connect. When you select to receive statements and/or confirmations electronically, you will receive an email notification of the monthly statement's or daily confirmation's availability on Connect. If Electronic Delivery is selected, no paper versions will be mailed. The statements and confirmations available on Connect are exactly the same as paper versions that would be mailed to recipients.

10. How do I find rate information?

- The Current Seven Day Yield can be found on the website www.nhpdip.com under the Current Rate link. The Monthly Distribution Yield can be found on your monthly statement. The Current Yield, as of the last day of a month, can also be found on your monthly statement. Please contact the NH PDIP Client Services Group at 1-844-464-7347 if you have any questions.

11. How do I contact my Account Representative?

- Call the NH PDIP Client Services Group at 1-844-464-7347 and they will help you get in touch with your account representative.

12. What time is the Client Services Group open to receive calls?

- A NH PDIP Client Services Group member is available to answer your phone call from 8:30 A.M. Eastern Time to 5:30 P.M. Eastern Time, Monday through Friday on every Pool Business Day.

13. What is the notification cutoff time for transaction requests?

- The notification cutoff time depends on the transaction type.

Wire *(Same-Day)*	2:00 P.M. Eastern Time	**Transfers** *(Same-Day)*	4:00 P.M. Eastern Time
ACH *(Next-Day)*	4:00 P.M. Eastern Time		

14. What is the difference between an ACH and a wire?

- A wire is a same-day method of moving immediately-available funds and supporting information between two financial institutions through the Federal Reserve Wire Network system (Fed Wire).
- An ACH is a method of moving funds and supporting information by batches among financial institutions using the Automated Clearing House (ACH) system. Transaction requests received by the originating bank are collected and processed in batches, usually overnight. Funds are generally available to a beneficiary the business day after the originating financial institution processes the ACH transaction.

15. Are the banking instructions different for an ACH and a wire?

- The banking instruction may be different depending on whether the transaction is an ACH or a wire. Please verify with the receiving bank to ensure the proper instructions are on file with the NH PDIP Client Services Group.