Frequently Asked Questions

1. How do we open an initial account in CAMP?

- Review the CAMP Program Guide/Information Statement and Declaration of Trust.
- Complete and send the following forms/documents to your CAMP representative.

  New Investor/Participant Application

  IRS Form W-9

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

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

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

2. How do we open an additional account in CAMP?

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

  Account Application

  Contact Record (New Contacts Only)

  Permissions

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

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

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

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

- Have the Trustee complete and send the following forms/documents to your CAMP representative.

  Trusteed Account Application

  Contact Record (New Contacts Only)

  Permissions

  Trustee Verification - Schedule A

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

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

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

- Your documents/forms must be reviewed by your CAMP representative, accepted by CAMP 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 CAMP 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 CAMP Client Services Group.

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

  Or ***mail*** confirmation to: CAMP 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 CAMP 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 CAMP 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 CAMP Client Services Group.

  Permissions

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

9. How do I find rate information?

- The Current Seven Day Yield can be found on the website www.camponline.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 Client Services Group at 1-800-729-7665 if you have any questions.

10. How do I contact my CAMP Representative?

- Call the CAMP Client Services Group at 1-800-729-7665 and they will help you get in touch with your CAMP representative.

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

- A CAMP Client Services Group member is available to answer your phone call from 5:30 A.M. Pacific to 2:30 P.M. Pacific, Monday through Friday on every Program business day.

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

- The notification cutoff time depends on the transaction type.

Wire *(Same-Day)*	11:00 A.M. Pacific	**Transfers** *(Same-Day)*	2:00 P.M. Pacific
ACH *(Next-Day)*	1:00 P.M. Pacific		

13. 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.

14. 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 CAMP Client Services Group.