



**Faxable Help Desk Submission Form**  
Fax 262-241-4797

**Name:**

**Email Address:**

**Investment Account Manager Version Number** (See top line of the program's Home Page):

**Investment Account Manager User ID Number** (Help Menu | Product support):

**IAM Technical Support Expiration Date** (Help Menu | Product support):

**Operating System:**

**Please describe the nature of your question and or error condition:**

**If you received an error log, please include it here.** (Check Tools Menu | View Error Log.  
The error log should be printed out and attached to the submission):

***We diligently attempt to answer questions and resolve issues within 24-48 hours, so long as we can verify your registration and support policy. If you have not heard back from us, please call us at 262-241-3990, 7:30 am to 4:30 pm CST.***

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