



San Diego Convention Center | San Diego, CA

Updated: 5/23/2024 Subject to Change

CONTACTS

Registration, Accommodations, or Travel Questions

Focus 2024 Travel Headquarters (Maritz Global Events)

Phone: 636-827-7158 or 866-412-1239

Email: LPLFinancialFocus@TravelHQ.com

Hours: Monday through Friday, 6:00 a.m. - 2:30 p.m. PT

Agenda or General Conference Questions

LPL Financial Conference Experiences

Email: Conferences@lplfinancial.com

Club Level Benefits or Qualifications

Advisors should contact their LPL Relationship Manager or LPLClubProgram@lplfinancial.com

CONFERENCE BENEFITS

- Do I qualify for any conference benefits?

- See benefit chart below for Independent Advisor Services (IAS) clients:

	Summit Qualifiers	Masters Qualifiers	Ascent Qualifiers
Focus			
Complimentary registration fee	•	•	•
Complimentary economy class airfare roundtrip transportation	•	•	•
Complimentary airport shuttle transfers	•	•	•
Complimentary hotel accommodations	• (3 nights)	• (3 nights)	• (2 nights)

- See benefit chart below for Institution Services (IS) clients:

	Summit Qualifiers	Ascent Qualifiers
Focus		
Complimentary registration fee	•	•
Complimentary economy class airfare roundtrip transportation	•	•

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Complimentary airport shuttle transfers	•	•
Complimentary hotel accommodations	• (3 nights)	• (2 nights)

- **I want to transfer my benefits to another advisor in my office or an office staff member. How do I do this?**

 - Visit the LPL Financial Exception Site by clicking here:
<https://content.travelhq.com/events/lpexception/#/advisorrequest>

- **Someone in my office is transferring conference benefits to me. When will those be applied?**

 - If you have already registered for Focus, the benefits will automatically be applied. No further action is required.
 - If you have not registered for Focus, the benefits will be applied to your current invitation & unique login ID within three (3) business days. You will not receive a new invitation/login ID.

- **I am supposed to be _____ club level but when I logged into the conference website, my benefits reflect otherwise.**

 - Please contact Conference Experiences: conferences@lplfinancial.com

- **Can I book my own hotel room and get reimbursed?**

 - If you qualified for hotel benefits, you must book your hotel room through Travel Headquarters (Maritz Global Events), as rooms have already been contracted. If you book a hotel on your own at another property, you will **not** be reimbursed. If you did not qualify for hotel benefits, we still encourage you to book your hotel through Travel Headquarters (Maritz Global Events) because we offer complimentary shuttle service between the airport and official Focus 2024 hotels on August 10, 11, and 14.

- **If I book my own airline/rail ticket, will I get reimbursed?**

 - If you qualified for travel benefits, 2024 Travel Policies require that you book your airfare/rail through Travel Headquarters (Maritz Global Events).
Reimbursements will not be issued for tickets booked outside of this policy.

- **Will my parking be reimbursed at the convention center and/or hotel?**

 - Daily parking at the convention center and/or one of the official hotels, will be reimbursed for qualifiers not using other travel benefits. Please reference the 2024 Travel Policies for more information on parking and mileage reimbursements.

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REGISTRATION INVITATIONS & LOGIN IDS

- **I'm an LPL advisor or office staff/admin and didn't receive a Focus 2024 invitation. Can I still attend?**
 - Of course! Please contact conferences@lplfinancial.com so we can resend your invitation.
- **Everyone in my office received a Focus 2024 invitation, but I didn't. What should I do?**
 - Please contact conferences@lplfinancial.com. We will send you an invitation.

REGISTRATION FEES

- **What is the cost to attend Focus 2024?**
 - The registration fee is \$440 if you take advantage of the early-bird rate, which will be available from the time registration opens until Thursday, June 6 at 11:59 p.m. PT. The registration fee increases to \$715 on Friday, June 7 (no exceptions).
- **I am only able to attend the conference for one day. What is the cost?**
 - LPL Financial only offers advisors and advisor staff full conference passes only; day passes are not available.
- **I missed the early-bird registration. Can you make an exception?**
 - The early-bird deadline is 11:59 p.m. PT on Thursday, June 6. The full conference fee of \$715 will be charged starting on Friday, June 7. There are no exceptions.
- **I was told by my recruiter that I would not have to pay a registration fee.**
 - Please contact Conference Experiences directly by emailing us at Conferences@lplfinancial.com.
- **I need to cancel. Do I have to pay the cancel fee?**
 - If you cancel after 11:59 p.m. PT on Friday, July 12, you will be charged a cancellation fee of \$300 plus any hotel and/or air cancellation fees.
 - If you have conference benefits that include airfare and tickets have been issued in your name, you will receive a 1099-MISC early next year for the value of the tickets.

GUESTS

- **I would like to bring a guest to Focus 2024. How much does this cost?**
 - Adult Guest Pass (Ages 18+) costs \$525 and includes the following:
 - Keynote Speaker & Welcome Reception on Sunday, August 11.

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- Breakfast and Lunch on Monday, August 12 and Tuesday, August 13.
 - Access to General Session & Expo on Monday, August 12 and Tuesday, August 13.
 - Final Night Concert on Tuesday, August 13.
 - Child Guest Pass (Ages 11-17) costs \$165 and includes the following:
 - Keynote Speaker & Welcome Reception on Sunday, August 11.
 - Breakfast and Lunch on Monday, August 12 and Tuesday, August 13.
 - Access to General Session & Expo on Monday, August 12 and Tuesday, August 13.
 - Final Night Concert on Tuesday, August 13.
 - Child Guest Pass (Ages 0-10) is complimentary and includes the following:
 - Keynote Speaker & Welcome Reception on Sunday, August 11.
 - Breakfast and Lunch on Monday, August 12 and Tuesday, August 13.
 - Access to General Session & Expo on Monday, August 12 and Tuesday, August 13.
 - Final Night Concert on Tuesday, August 13.
 - **Please note:** Adult Guests & Children are not allowed to attend breakout sessions.
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- **I want my guest to attend the evening events only. Can I buy a pass for just evening events?**
 - LPL is not offering evening event only passes for Focus 2024. If your guest(s) would like access to the evening events, a full guest or child pass must be purchased.
 - **I want my guest to attend the Final Night Concert only. Can I buy a pass just for that night?**
 - LPL is not offering Final Night Concert only passes for Focus 2024. If your guest(s) would like access to the Final Night Concert, a full guest or child pass must be purchased.
 - **I want my guest to attend sessions. How do I get them signed up?**
 - Breakout sessions (including pre-conference workshops) are open to full-conference attendees only. Your guest must register as an advisor or advisor staff and pay the full-conference fee.
 - Children are not permitted in breakout sessions.
 - Registered guest attendees who pay the \$525 guest fee are not permitted to attend breakout sessions (including pre-conference workshops); however, they are allowed to attend general sessions (including keynote addresses).
 - **I'm not sure if my guest will be joining me at this time. Can I add a guest later?**

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- You may purchase a guest pass later. You can use your confirmation number to make changes to your registration or you can email Travel Headquarters (Maritz Global Events) and they will be able to assist.
- **I want my guest to see the keynote speaker. How do I get them access?**
 - If you are bringing a guest who has already registered for a full-conference pass: No action is required. A name badge will be issued to your guest upon check-in at the Registration Desk located in the San Diego Convention Center, allowing access to the General Sessions Sunday, August 11 through Tuesday, August 13.
 - If you are bringing a guest who is not registered, you can register them for Focus at the registration desk for a fee of \$525 for adults and \$165 for children (ages 11-17). General Session only passes are not available.

HOTEL

- **What time can I check-in and check-out?**
 - Check-in/out times vary by each hotel, please contact Travel Headquarters at 866-412-1239 or LPLFinancialFocus@TravelHQ.com for accurate check-in/out times.
- **I want to extend my stay. How much will this cost me?**
 - Room rates vary by each hotel. Please contact Travel Headquarters at 866-412-1239 or LPLFinancialFocus@TravelHQ.com for accurate room rates.
 - Any special room type requests made for extensions (i.e., room upgrades) may affect the type of room that is reserved for you during the conference. You may be responsible for any variance in cost if the room type selected for your extension is more expensive than the room blocked during the conference.
 - Please work directly with Travel Headquarters (Maritz Global Events) for any extensions, so we can ensure your reservation is seamless and you are extended the group rate if available.
- **I am traveling with friends and/or family. How many people can stay in my room?**
 - The maximum number of guests per room is 4.
 - Rollaway beds and cribs are complimentary.
- **My plans have changed, and I need to cancel my hotel reservation. What is the hotel cancellation policy?**
 - If need to cancel your hotel reservation, including extensions and additional rooms, you must provide written notice of cancellation to Travel Headquarters 72 hours prior to check-in; otherwise, you may be charged a cancellation fee by the hotel equal to one night's room and tax.

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- If you do not arrive at the hotel on your scheduled arrival date and you do not provide notice to Travel Headquarters, your room may be cancelled and released by the hotel and accommodations may not be made available again. You will also be charged a cancellation fee by the hotel equal to one night's room and tax.

TRAVEL

- **My benefits include complimentary airfare. How do I book my flights?**
 - You must book your flights through Travel Headquarters (Maritz Global Events).
 - During the registration process, you will provide your preferred travel dates, major airport closest to your home, and seat preferences. Once your registration is complete, Travel Headquarters will begin making your flight arrangements.
- **I am bringing additional guests to Focus. How do I book their flights?**
 - You can book your additional guests' airfare through Travel Headquarters for a fee of \$65 per ticket, or you can book these flights on your own.
 - If choosing to book additional guest airline tickets through another source, please email Travel Headquarters their itineraries to ensure they are included on the group airport transfers on August 10, 11 or 14.
- **I completed my registration. When do I get my flight confirmation?**
 - You must approve the tentative flight itinerary emailed to you before your flight reservations are booked. Be sure to carefully review the itinerary prior to approving it and contact Travel Headquarters with any discrepancies or changes. If not approved within 24 hours, the air reservation will not be ticketed.
 - Airfares are subject to change without notice. Any airfares quoted cannot be guaranteed until you have approved your itinerary.
 - After you approve your itinerary, you will receive a final travel itinerary via email. Please print your final travel itinerary and retain copies for your records. You will need to take it with you to check in at the airport.
- **I need to change my flight. Does LPL pay for this?**
 - Any costs associated with ticket changes will be your responsibility. In addition to the ticket change costs, you will be charged a \$65 transaction fee.
- **I am not ready to book my flight yet. When is the deadline to do so?**
 - If you qualify for air benefits, the last day to book your flight is Friday, July 12.
- **Will LPL reimburse me for my checked bag?**
 - LPL Financial does not reimburse for checked luggage fees. We suggest including your name and mobile number on all bags, including carry-on luggage.
 - Please refer to LPL's 2024 Travel Policies for full details.
- **How can I upgrade my airline seats?**

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- If you qualify for air benefits, Travel Headquarters can issue your ticket in your requested fare class, if available. However, you are responsible for any costs above a standard economy class ticket.
- Or, Travel Headquarters can issue your ticket in economy class. You can contact the airline directly to request an upgrade with frequent flyer miles.
- **Does LPL provide transfers from the airport to the hotel?**
 - Complimentary group airport transfers will be provided for advisors and guests between San Diego International Airport (SAN) to all participating hotels on **Saturday, August 10, Sunday, August 11, and Wednesday, August 14 only.**
 - You are responsible for the cost of your airport transfers if you arrive or depart on dates other than those outlined above.

DRIVING & PARKING

- **I am driving to Focus. Can I be reimbursed?**
 - If you qualify for complimentary air benefits and choose to drive instead, you are eligible for mileage and parking reimbursement. If you don't qualify for air benefits, LPL Financial will not reimburse parking and/or mileage.
 - The mileage rate for 2024 is \$.67/mile and may not exceed 1,000 total miles or the cost of a roundtrip, economy airline ticket, whichever is less.
 - Parking receipts must be submitted with mileage reimbursement requests. LPL Financial will not reimburse overnight parking for a rental car if the qualifier uses an air benefit and then rents a car to drive to the hotel.
- **How do I submit for mileage & parking reimbursement?**
 - A link will be available at the registration desk in the San Diego Convention Center for you to submit your request for mileage & parking reimbursement.
 - The deadline to submit for reimbursement is Friday, September 6, 2024.
- **How much is parking?**
 - Parking rates vary from each hotel, please contact travel headquarters at: 636-827-7158 or 866-412-1239 or by email: LPLFinancialFocus@TravelHQ.com
To check hotel parking rates.

CONFERENCE CANCELLATION

- **I need to cancel. How do I do that?**
 - Cancellations must occur by 11:59 p.m. PT on Friday, July 12 to avoid cancellation fees. If you cancel after this date, you will be charged a cancellation fee of \$300, no exceptions. Conference cancellations must occur in writing to LPLFinancialFocus@TravelHQ.com.

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- If you have conference benefits that include airfare and tickets have been issued in your name, you will receive a 1099-MISC in early 2025 for the value of the ticket.
- No-show fee is applicable to all registrants, including qualifiers.
- **I cancelled my attendance to Focus. Do I still need to cancel my flight?**
 - Yes. If your airfare was booked through Travel Headquarters (Maritz Global Events), you must email Travel Headquarters to cancel your flight.
 - If your airfare was booked through Travel Headquarters and is not used for Focus 2024 due to conference cancellation, the value of your airfare will be reported as income on your 1099-MISC at the end of the year. The tickets will remain in you and your guest's name for future use. Instructions will be sent to attendees to utilize these credits in September of 2024.

ATTIRE, WEATHER, & TIMEZONE

- **What should I wear?**
 - Business casual is appropriate for all business sessions.
- **What is the weather like?**
 - Average temperatures for San Diego in August range from daytime highs in the high 70s to evening lows in the 60s. For up-to-date weather information shortly prior to your departure, please visit [weather.com](https://www.weather.com).
- **What time is it?**
 - San Diego will be operating at **Pacific Time (PT)** during Focus 2024. Therefore, the time difference will be as follows:

Charlotte	Austin	Denver	San Diego
12:00 PM	11:00 AM	10:00 AM	9:00 AM

RULES & REGULATIONS

- **FINRA Regulation**
 - LPL Financial is required to report to FINRA that Focus 2024 is a working meeting and an established program. Hotel and air benefits are to be used within the conference dates only. If LPL Financial provides benefits outside of these parameters, it potentially puts the program at risk.
- **IRS Reporting Requirements**
 - In accordance with IRS reporting requirements, all non-business-related benefits provided by LPL for the benefit of our financial clients are required to be reported as income to them on their 1099-MISC forms. Examples of non-business-related

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benefits include airfare, transfers, and meals provided by LPL to spouses, guests, or children who have no business purpose in attending a conference.

- If an airline ticket booked through Travel Headquarters is not used by a qualifier due to registration cancellation, the value of the ticket will be reported as income on their 1099-MISC at the end of the year.
- LPL covers room and tax only for designated nights within official program dates. If benefit nights are applied before or after official program dates, the qualifier is subject to having the value of those benefit nights reported as income on their 1099-MISC at the end of the year.