

Support Staff Breakout Session Quick Guide

Empower Your Team at ConnectED: Support Staff Track

At the heart of every successful business is a strong support team. **The Support Staff Track at ConnectED is designed to help those supporting Osaic financial professionals enhance their skills, expand their knowledge, and grow professionally.** Along the way, attendees will connect with peers, exchange ideas and best practices, and build valuable relationships within the Osaic community.

In Person or Virtual. You Decide.

Whether you're joining us in Atlanta or participating remotely, ConnectED offers flexible access designed to fit your needs. A curated selection of **eight expert-led breakout sessions will be livestreamed for support staff**, serving as a helpful guide, not a prescribed track. Attendees are encouraged to build an agenda that aligns with their role, interests, and professional goals, creating a personalized learning experience from anywhere.

Sessions Built for Your Success

Explore topics most relevant to your role through eight livestreamed breakout sessions, plus 23 additional opportunities, including interactive **Tech Room sessions, compliance and firm element training, and other targeted breakouts.** In total, ConnectED offers **31 sessions** designed to support the growth, development, and success of support staff.

Important: Breakout session registration opens **September 16**. Conference **registration is required before you can build your agenda** and reserve your spot in breakout sessions.

Livestreamed Breakout Sessions

AI Basics: Simplifying Your First Steps with AI

Artificial Intelligence is everywhere, but you don't need to be a technologist to start using it. This session is designed for beginners and those who are curious but haven't yet taken the plunge. We'll break down what AI is and isn't in plain language, walk through practical, everyday use cases, and demonstrate how AI tools can help save time, improve productivity, and enhance client interactions. Attendees will leave with a clear understanding of where to start, what to try first, and how to confidently begin incorporating AI into their daily workflow.

Speakers: *Chris Penney, Mike Palumbo*

Navigating High Impact Client Transactions

Complex transactions require precision, and the right approach makes all the difference. In this interactive session, learn how to confidently manage advanced client requests, including POA requests, purchasing and funding alternative investments, 1035 exchanges, and transfers.

Speaker: *Natalie Bayne*

Connected, Not Complicated: Unlocking Your Digital Advantage

Your tools shouldn't slow you down. They should power you forward. Explore how to create a truly connected digital experience across your third-party technology stack. Learn how to integrate approved tools and AI to simplify workflows, enhance collaboration, and unlock new levels of productivity. This session will help you turn scattered systems into a streamlined digital ecosystem that works for you.

Speakers: *Eric Baumgardner, Michael Whitlark, Mike Palumbo*

Moments That Matter: Delivering Excellence When It Counts Most

Some moments define the entire client experience. Whether navigating life events, complex transitions, or sensitive situations, this session equips you with the tools and approaches to respond with both precision and care. Learn how to apply structured processes, leverage available resources, and manage workflows efficiently so you can deliver exceptional service when it matters most.

Speaker: *Nicole Brunner*

Advisory Excellence: Best Practices for Supporting Investment Advisory Business

As advisory business continues to grow, so does the opportunity for support staff to elevate their impact. This roundtable focuses on investment advisory processes and best practices, including workflow management, client communication, and operational support strategies. Share insights with peers on what's working, where challenges exist, and how to create a more consistent, efficient, and high-quality advisory experience.

Speaker: *Sara Graham*

Risk to Resilience: Staying Ahead in a Changing Landscape

Move beyond reactive compliance and into confident control. This session demystifies the everyday tools that keep your practice protected, including ASP, TRP/TRS, handling a successful audit, and third-party technology oversight, including AI compliance, so you can anticipate issues before they surface. Through real-world scenarios, you'll learn how to strengthen documentation, streamline responses, and build a more resilient operation that stands up to scrutiny without slowing you down.

Speakers: *Andrew Marvel, Kip Carevic*

Streamlining Account Servicing: From Submission to Solution

Learn how top-performing teams reduce delays, minimize rework, and keep business moving through smarter account servicing workflows. This session combines practical instruction on money movement, journals, standing instructions, wire requests, RMD processing, beneficiary distributions, and account maintenance with proven strategies for reducing NIGOs, improving submission quality, and leveraging tools such as eQuipt and Support Center more effectively. Through real-world scenarios and interactive exercises, attendees will learn how to identify workflow bottlenecks, streamline approvals, and create a more efficient service experience for clients and advisors.

Speakers: *Eli Rossiter, Natalie Bayne*

eQuipt Evolution: Faster, Smarter, More Connected

See how eQuipt continues to evolve to simplify account opening and ongoing servicing. With deeper integrations, streamlined workflows, and improved automation, eQuipt is helping reduce NIGOs, accelerate processing, and create a more connected experience across your tools.

What You'll Learn:

- New features and enhancements in eQuipt, as well as those in the works
- How integrations improve efficiency and reduce manual work
- Best practices for faster, more accurate submissions

Format:

- Workflow walkthrough
- Integration highlights
- Practical tips and shortcuts

Speakers: *Tom Ocheltree, Yumiko Kato*