



FAQ – Marketing Suite Website Billing Transition

GENERAL OVERVIEW:

Effective January 1st, 2025, Equitable Home Office is transitioning website maintenance billing costs back to website owners.

Equitable Home Office covered website maintenance fees and migration costs for former Broadridge website owners during the initial transition period. However, with the migration work now complete, ongoing website maintenance costs will be passed back to website owners, as [previously communicated](#) in FB 23-135.

Frequently Asked Questions

How can I update my credit card information?

Look for an email from FMG on 10/8 that will contain a unique secure link to add your payment information. **Note:** That link is only valid for 5 days. If it expires, you'll need to [reach out directly to FMG](#) who will be able to resend a new secure link for your credit card information.

Do I have to use the same credit card for both my website and greeting cards purchases?

Yes, FMG only maintains a single credit card on file for all one-time & monthly ongoing charges related to your account.

I have multiple websites – do I need to provide a credit card for each account?

Yes, you will need to provide credit card information for each website you maintain.

I have multiple domains being managed by FMG – does this impact my monthly cost?

Yes, your first managed domain is covered in your \$49/month fee. However, for each additional domain on your account being managed by FMG, there is a \$25/annual fee (approx. \$2/month per domain).

I am interested in redesigning my current website – is there a cost to this? How can I kick off this process?

If you are interested in completely redesigning your website's look and feel, we'd recommend [filling out this form](#) to contact the FMG team. During your initial call, you can discuss your goals around your website redesign and FMG can help provide you a better idea of potential costs.

If you are looking to make smaller changes (swap out images, update copy, etc.) this can likely be done within your current website package. The [FMG knowledge base](#) is a great resource for making updates to your website directly.



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Frequently Asked Questions Cont.

I don't want to continue maintaining my website, what do I do now?

If you no longer wish to have an FMG website, please reach out to advisormartech@equitable.com and we will help support the decommission of your website.

**Please note, as of Jan 1, 2025, all website owners are responsible for cancelling their website to ensure auto-billing

What happens if I do not update my credit card information right away?

If you do not provide a payment method prior to the transition date – FMG will follow up with you directly via email and phone to collect payment information. **Failure to provide payment in a timely manner will result in your website being temporarily turned off until all outstanding balances have been paid.**

To avoid any potential downtime with your website, we highly recommend taking action well in advance of the transition date.

Am I only being charged for the website functionality? Or am I now paying directly for all the features within Marketing Suite?

This direct billing transition is specifically for your website(s). Access to the other features of Marketing Suite will continue to be covered under the Advisor Workplace Program Digital Essentials Agreement.