

What is Multi-Factor Authentication?

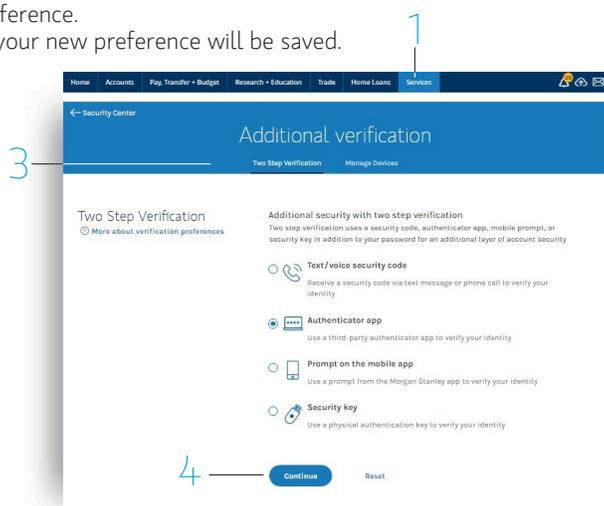
Multi-Factor Authentication (MFA) allows you to add additional verification—beyond your username and password—to confirm your identity and protect access to your accounts. MFA helps safeguard your accounts in the event that your username and password are compromised.

Morgan Stanley offers several different forms of MFA, such as device registration, authenticator apps, security keys, one-time security codes, voice ID and push notifications. We also offer fingerprint/face ID scan for Morgan Stanley Mobile App users.

Setting up Multi-Factor Authentication

SET MFA TWO-STEP PREFERENCES

1. From Morgan Stanley Online, navigate to the “Services” tab on the homepage and select “Security Center”
2. Navigate to “Two step verification” and click **Edit**.
3. In the “Two Step Verification” tab, there will be four options:
 - a. **Text/voice security code (default)**: sends a one-time passcode to your phone.
 - b. **Authenticator app**: Retrieve a code from a third party authenticator app.
 - c. **Prompt on mobile app**: sends a notification to your Morgan Stanley App.
 - d. **Security key**: use a physical authentication key to verify your identity.
4. Select your preference and click **Continue**.
5. You will receive a notification; click on the notification to verify your two-step verification preference.
6. Once verified, your new preference will be saved.



MFA leverages the following authentication factors to confirm your identity:



SOMETHING THAT YOU KNOW

—like a password, your mother’s maiden name or the make and model of your first car.



SOMETHING THAT YOU HAVE

—like a trusted device that only you have access to, such as your mobile phone or computer.



SOMETHING THAT YOU ARE

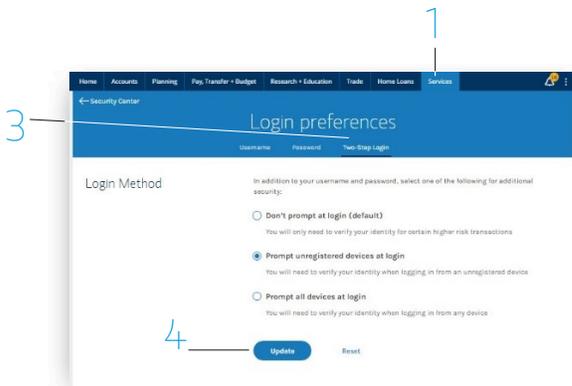
—like your fingerprint or a retinal scan. This is called biometric authentication.

MFA is the gold standard, where you leverage more than one authentication factor to confirm your identity.

Setting Your Multi-Factor Authentication Preferences

Enable MFA at Every Login

1. From Morgan Stanley Online, navigate to the "Services" tab on the homepage and select "Security Center."
2. Navigate to "Two step login" and click **Edit**.
3. In the "Two step login" tab, there will be three options:
 - a. **Don't prompt at login (default):** you will only be required to use MFA for certain transactions.
 - b. **Prompt unregistered devices at login:** you will be required to use MFA when logging in from an unregistered device.
 - c. **Prompt all devices at login:** you will be required to use MFA at every login.
4. Select option "b" or "c" and click the "Update" button.



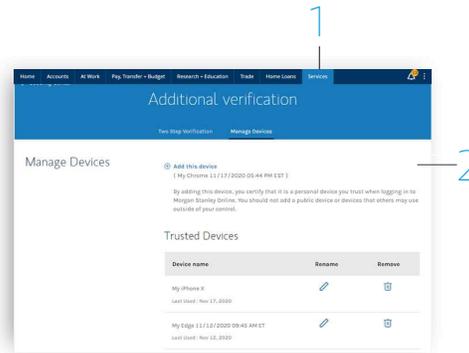
Registering a Device

ON MORGAN STANLEY ONLINE

1. Log in and navigate to "Security Center."
2. Click "Edit" Next to "Device Registration."
3. Select "Add this device."

ON THE MORGAN STANLEY MOBILE APP

1. Log in and navigate to "Security Center."
2. Click "Edit" then "Device Registration."
3. Select "Add this device."



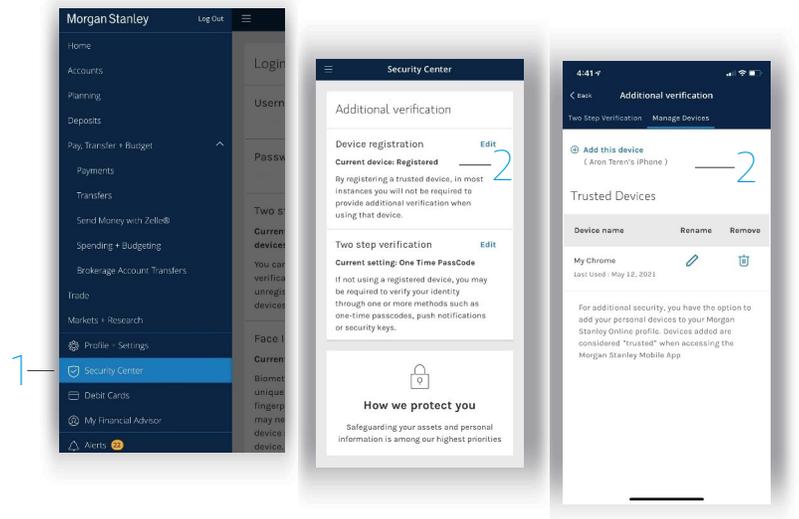
Subsequent Logins

USING A REGISTERED DEVICE

Log in as you normally would using your username and password and proceed to homepage.

USING AN UNREGISTERED DEVICE

1. Log in using your username and password.
2. Verify your identity by two-step authentication and choose whether or not to register that device.
3. A notification will be sent that an unregistered device was used to access the account.
4. A notification will be sent that a device has been registered, if you choose to do so.



Note: It will be necessary to verify your identity when you log in to Morgan Stanley Online or the Morgan Stanley Mobile App from an unregistered device. When you add a registered device to your Morgan Stanley Online profile, in most instances you will not be required to complete this additional verification step.



AUTHENTICATOR APP
An authenticator app is a form of MFA available for Morgan Stanley Online that provides a secure code from an app on your device to verify your identity.

Enabling authenticator apps provides a stronger, easy to use, and cost-free form of MFA.



VOICE ID
Like a fingerprint, VoiceID is a biometrics-based authentication that confirms your identity when you contact the Morgan Stanley Service Center.

To enroll in Voice ID, contact the Morgan Stanley Service Center at 800-869-3326.

Users must also have the Morgan Stanley Mobile App to set Multi-Factor Authentication two-step preferences. To be eligible to receive Push Notifications, you must log in to the Morgan Stanley Mobile App on an Android or Apple device at least once within the last six months and opt to receive Push Notifications. The Morgan Stanley Mobile App is currently available for iPhone® and iPad® from the App Store and Android™ on Google Play™. Standard messaging and data rates from your provider may apply.