TDA-Schwab Update No. 2
Technology & Client Portal

As you are aware, Charles Schwab ("Schwab") completed its acquisition of TD Ameritrade ("TDA") in October 2020. **We have been advised that the transition of existing TDA accounts to the Schwab platform will occur over the Labor Day weekend 2023.**

As mentioned in our last update, we will continue to provide answers to frequently asked questions as we learn of them. Below you will find the questions and answers we previously provided, along with many new ones. We hope you find this helpful.

General

Will I need to repaper my clients?
No. Schwab will be using your client's existing paperwork at TDA, and clients will not have to complete new Schwab paperwork. Schwab will be notifying account holders directly about the transition 60 days prior and will include all necessary disclosures in this communication. We, of course, will provide advance notice of any communications going to your clients.

Will my client accounts automatically transfer to the Schwab platform?
Yes.

What account-related items will transfer?

- 10 years of history/documents will be converted
    - 4 years of account history will be viewable
    - 10 years of statements will be viewable
    - 7 years of tax documents will be viewable
    - 2 years of trade confirmations will be viewable
- Advisor Authorizations (Move Money/Trading)
- Most standing move money instructions used in the past three years preceding conversion
- Dividend reinvestment elections
- Cost Basis and Tax Information
- Margin and Options approval status
- Most beneficiary designations
- Paperless preferences (Clients will be directed to create new credentials/passwords.)
- Duplicate confirmation and statement instructions

Will my clients receive new checks and debit cards?
Yes. Your clients who have actively used payment features such as checks or debit cards in the past 24 months will receive new ones. Outstanding checks will continue to be processed for a period of time after the transition date.

Will my clients need to change their direct deposit and ACH instructions?
If instructions were initiated on the TDA platform, such instructions will be automatically transferred to the Schwab platform. This includes ACH transfers, wires and checks. If the instructions were set up on a third-party platform such as the client's bank, those instructions will have to be updated with the third party.

Will I have time to review the information Schwab is converting?
Yes. We anticipate you will have access to the Schwab platform weeks before the transition, so you can view key data, get to know the tools and learn to navigate the platform.

Will client account numbers change?
Yes.

Will clients receive multiple 1099s?
If reportable client activity occurs at both TDA and Schwab in 2023, separate 1099s will be issued for each.

Advisor/Rep Codes

Will the TD Advisor Code I use on paperwork change?
Yes. The three- or four-digit "Advisor Code" or codes you currently use at TD will change at transition. Schwab refers to these codes as "Master Accounts." Think of a Schwab Master Account as the same thing as a TD Advisor Code. Your newly assigned Schwab Master Account(s) will be eight digits. Just prior to transition, we will advise you of what your new Master Account(s) are. If you currently have multiple individual, joint and shared (with Adhesion) TD Advisor Codes assigned to you, you can expect a similar number of Schwab Master Accounts assigned to you at transition.

If I use the L6T advisor code which is used by many reps, will my accounts be moved to a code unique to me?
Yes. If you currently have accounts under TD Advisor Code "L6T" (a general Advisor Code assigned to multiple CFI reps), we will be working to convert these accounts to TD Advisor Codes unique to the specific advisor prior to transition. If this affects you, we will contact you separately when we begin this conversion process. At transition, your newly assigned TD Advisor code for these accounts will change again to a unique Schwab Master Account.

Will I be able to add my name to Schwab client statements?
Yes. Due to the current advisor code setup at TD, you have not had the ability to add your individual name to client statements. We are pleased to report that we expect you will have this capability once accounts move to the Schwab platform.

Front-End Technology

Will I continue to use Veo One to view, manage and trade my accounts?
No. Upon transition, you will be using Schwab's front-end platform, Schwab Advisor Center, for these tasks.

Will my Veo One data and preferences move over to Schwab Advisor Center?

Yes. Schwab will automatically transfer the majority of your client data and preferences over to Schwab Advisor Center.

How can I get familiar with Schwab Advisor Center prior to the transition?
We expect that you will have the ability to preview Schwab Advisor Center prior to transition so you can get used to the platform. Schwab will also be providing several training resources related to the platform. We will be communicating these along the way.

Can I continue to use Veo One after the transition?
No. That said, although you will be using Schwab Advisor Center only to manage your business after transition, we do expect that Veo One will be available to download any residual data for 90 days after the transition.

Will Schwab be incorporating any existing TD tools into Schwab Advisor Center?
Yes. Schwab will be fully integrating TD's **iRebal, thinkpipes** and **Model Market Center**, which will all be ready to use upon transition.

Will Schwab Advisor Center have the same capabilities as Veo One?
Upon initial review, Schwab Advisor Center has the same capabilities as Veo One and more. Some notable examples of features available on Schwab Advisor Center that are NOT available on Veo One include:

- A fully digital account-opening and -funding solution that guides you through the process. We are working with Schwab to make sure this can integrate with our approval processes.
- A more streamlined move money tool that makes it easy to set up standing instructions or process checks, transfers or wires and an eAuthorization feature that enables clients to securely approve those transactions with a few clicks on their computer or mobile device
- Robust fixed income trading tools
- Complimentary portfolio management features
- Extensive help features, including a Service Guide with how-to details for using the platform and in-the-moment guidance built into many areas of the platform

Client Portal

Will clients still navigate to AdvisorClient.com to view accounts?
No. The client portal offered by Schwab is called Schwab Alliance. Clients will navigate to SchwabAlliance.com.

Will my clients' communication preferences on AdvisorClient be automatically transferred to Schwab Alliance?
Yes.

Will Schwab Alliance have the same capabilities as AdvisorClient?
Schwab Alliance will have the same capabilities of AdvisorClient and more. Below is a brief summary:

AdvisorClient.com compared with SchwabAlliance.com

Key features	advisorclient.com	schwaballiance.com
View balances	✓	✓
View positions	✓	✓
View transactions	✓	✓
Update contact information	✓	✓
View required distributions	✓	✓
View statements and documents	✓	✓
Go paperless	✓	✓
Transfers and payments	✓	✓
Place trades	✓	✓
3 customized view types		✓
Customized advisor logo		✓
eApprovals		✓
One login for all account types		✓
Client-controlled view-only access		✓

Watch a Schwab Alliance video to learn more:

https://advisorservices.schwab.com/content/schwab-alliance-simple-fast-secure

Should you have any questions or require additional information at this time, please do not hesitate to reach out to our TDA/Schwab transition team at TDASchwab@cfiemail.com.