

THIS IS A COPY OF SCHWAB'S INTRODUCTORY BROCHURE FOR SchwabAlliance.com.  
PLEASE SEEK SUPPORT FROM SCHWAB USING THE CONTACT INFORMATION GIVEN  
HEREIN.

# Schwab Signature Alliance®—a service designed to complement your relationship with your investment advisor.

Receive dedicated phone support plus secure  
online access to schwaballiance.com—a Web site  
designed exclusively for clients of independent  
investment advisors that custody at Schwab.

- Account history, positions and transactions
- A 10-year archive of account documents
- Portfolio performance with real-time balances
- Transfer and payment information
- Quotes and current market information

*charles* SCHWAB  
INSTITUTIONAL

## Account information at your fingertips

It's easy to access account information on schwaballiance.com. You'll need to obtain a schwaballiance.com login ID and password. To get started, choose one of three options that is most convenient for you:

- Ask your investment advisor to initiate on your behalf.
- Call Schwab Signature Alliance® at 800-515-2157.
- Register online at schwab.com/sa\_webactivate.

Click to begin the registration process.

Once you obtain your login ID and password, you can select your start page from the drop-down menu. This will be the page displayed after you log in each time.

The image shows two screenshots of the Charles Schwab Institutional website. The top screenshot is the 'Client Center Login' page, which includes a 'Login ID' field, a 'Password' field, a 'Start page' dropdown menu (set to 'Account Summary'), and a 'Login' button. A blue circle highlights the 'New User?' link. The bottom screenshot is the 'Login ID Setup' page, which includes an 'Authentication' section with a 'Security Measure' list. The list contains radio button options for various companies: WASTE MANAGEMENT INC DEL (WM), EARTHLINK INC (ELNK), REDHAT INC (RHAT), XLINK INC (XLNK), LOWGOLF PARTNERS INTERN (LLNI), ROYAL DUTCH SHELDER (RDC), DOW CHEMICAL COMPANY (DOW), EMERSON ELECTRIC CO (EMR), and VERISON INC (VRSN), along with a 'NONE OF THE ABOVE' option. 'CURRENT' and 'CONTINUE' buttons are at the bottom.

You will need a copy of a recent statement on hand, as our secure online registration process requires some account-specific details.

## Instant access to your account information

The **Account** tab features the details investors look for most often, including a 10-year archive of account statements, trade confirmations and tax reports.

The screenshot displays the Charles Schwab account interface. The top navigation bar includes 'Accounts', 'Trade', 'Research', 'Products', 'Specialty', and 'Service'. The main content area is divided into two sections:

- Balances (Real Time):** Shows account details for 'Joint Tenant 3088-XXXX'. The total account value is \$8,882.64, with a change of -\$62.55 (-0.59%). It lists cash balances, margin, and investment details.
- History:** Provides access to a 10-year archive of account statements, trade confirmations, and tax reports. A search filter is set for the date range 04/28/2008 to 07/24/2008, resulting in 3 documents found.

Annotations include:

- A blue box highlights the 'Export' button in the 'Balances' section with the text: "Download data into third-party software."
- A blue box highlights the 'History' section with the text: "Access a 10-year archive of account statements, trade confirmations and tax reports."
- Text at the bottom left states: "Get real-time balances, positions, performance and account history details."

## Trade order status and market information

The **Trade** tab provides access to the order status of trades your investment advisor has placed on your behalf. Although you also have the ability to place trades from this tab, please consult your investment advisor before using this feature. The **Research** tab provides market, equity and industry information and research from respected sources.

The top screenshot displays the Charles Schwab website's 'Order Status' page. At the top, there are navigation tabs for 'Accounts', 'Trade', 'Research', 'Products', 'Specialty', and 'Service'. Below these are sub-tabs for 'Stocks', 'Options', 'Mutual Funds', 'Bonds', 'CDS', 'Watchlist', and 'Order Status'. The 'Order Status' section includes a warning: 'Please consult your investment advisor before changing any pending trade orders.' Below this is a 'Show' dropdown menu set to 'All Orders' and a 'Fix' dropdown menu set to 'All Securities - 1 order(s)'. A callout box highlights the warning text, with an arrow pointing to the text 'Contact your investment advisor.' on the right.

The bottom screenshot displays the Charles Schwab website's 'Markets' page. At the top, there are navigation tabs for 'Accounts', 'Trade', 'Research', 'Products', 'Specialty', and 'Service'. Below these are sub-tabs for 'Markets', 'Stocks', 'Mutual Funds', and 'Bonds'. The 'Markets' section includes a 'Market News' section with a 'U.S. Markets are open.' status. Below this is a 'Breaking News' section with a 'Top Headlines' section. A callout box highlights the 'Markets' tab, with an arrow pointing to the text 'View real-time stock quotes and market research.' on the right.

## Frequently asked questions

### 1. How do I get a login ID and password for schwaballiance.com?

You have three options to obtain a login ID and password. Choose one of the following:

- Ask your investment advisor to initiate on your behalf.
- Call Schwab Signature Alliance at 800-515-2157.
- Register online at [www.schwaballiance.com](http://www.schwaballiance.com).

We recommend changing your password at least once every six months. For best practices on creating a login ID and password, go to [www.schwab.com/sa\\_protect](http://www.schwab.com/sa_protect).

### 2. Is there a fee for this service?

No. Schwab Signature Alliance is provided at no cost to clients of investment advisors working with Schwab Institutional\*.

### 3. Can I still call my investment advisor for information now available on schwaballiance.com?

Yes. Schwab Signature Alliance services are designed to complement, rather than replace, the services you get from your investment advisor. You can call your investment advisor any time you want assistance with your financial plans and goals. Your account information will always be online for your convenience.

### 4. What support does the Schwab Signature Alliance phone team offer and when?

The dedicated team can help with general information and online support, such as issuing a login ID and temporary password or resetting a password. They are available Monday through Friday, from 8:30 a.m. to 7:00 p.m. ET.

### 5. How do I know that my personal account information and transactions are secure?

Schwab takes precautions to ensure that your personal account information and transactions are protected and accessed only by authorized individuals. For more information, go to [www.schwab.com/sa\\_protect](http://www.schwab.com/sa_protect).

### 6. How do I update my personal information?

To view and update your personal information, including mailing and email address, go to the Service Tab/My Profile.

### 7. I'm interested in receiving my account documents online only. How do I go paperless?

Once you have a schwaballiance.com login ID and password, go directly to the Paperless Enrollment page at [www.schwab.com/sa\\_gopaperless](http://www.schwab.com/sa_gopaperless).

## For more information

If you have questions, contact your investment advisor or call Schwab Signature Alliance at 800-515-2157.

## Full financial picture

Get a clear snapshot of your accounts on the **Accounts Summary** tab. Here you'll find major indices, balances including daily changes, and a summary of individual holdings. You can also perform a number of account-related tasks.

Accounts Summary

Registered on: 08/28/2011

Brokerage Accounts	Value	Day Change	Activity	Next Steps
2284-XXXX Active Trader	\$5,295.01	▼ \$15.63	No Activity	<a href="#">Balances</a>   <a href="#">Positions</a>   <a href="#">Transactions History</a>
2851-XXXX Roth IRA	\$4,672.13	▼ \$176.55	No Activity	<a href="#">Balances</a>   <a href="#">Positions</a>   <a href="#">Transactions History</a>
2851-XXXX Primary Brokerage	\$4,000.07	▼ \$22.54	<a href="#">Order</a>	<a href="#">Balances</a>   <a href="#">Positions</a>   <a href="#">Transactions History</a>
2115-XXXX Managed	\$0.00	▲ \$0.00	No Activity	<a href="#">Balances</a>   <a href="#">Positions</a>   <a href="#">Transactions History</a>
3177-XXXX Domestic Int	-\$18.02	▲ \$0.00	No Activity	<a href="#">Balances</a>   <a href="#">Positions</a>   <a href="#">Transactions History</a>
7936-XXXX Employee	\$10,503.00	▼ \$126.14	No Activity	<a href="#">Balances</a>   <a href="#">Positions</a>   <a href="#">Transactions History</a>
7974-XXXX Alliance	\$0,892.36	▼ \$52.73	No Activity	<a href="#">Balances</a>   <a href="#">Positions</a>   <a href="#">Transactions History</a>
8363-XXXX Individual	\$0.00	▲ \$0.00	No Activity	<a href="#">Balances</a>   <a href="#">Positions</a>   <a href="#">Transactions History</a>
<b>Totals</b>	<b>\$34,258.33</b>	<b>▼ \$393.64</b>		<a href="#">All Balances</a>   <a href="#">All Positions</a>

As of 07/24/08 03:56 PM CST

Chassis Schwab Bank	Deposits	Balance Owed	Details	Next Steps
480-60708700   Investor Checking	\$0.00		Pending Transactions: Available Funds	\$0.00 \$0.00 <a href="#">Balances</a>   <a href="#">History</a>
680-60709012   Overdraft OCL		Not Available	Not Available	<a href="#">Balances</a>

View real-time day change at the account level.

Easy access to view detailed account information.

Compare your holdings in an aggregate view of your Schwab accounts.