

## Schwab by Phone™ and TeleBroker®

Manage your investments quickly and easily with Schwab's automated phone services. Use voice or touch-tone commands to get quotes, place trades and more.

---

### Automated services give you instant access.

**With Schwab by Phone and TeleBroker, there's no waiting.**

**You can quickly:**

- Get real-time quotes on stocks, options, mutual funds, market indicators, watch lists and positions
  - Place, change, cancel and review trade orders
  - Save on commissions when you place trade orders through automated services rather than Schwab representatives
  - Review security positions and trade history
  - Review account balances and activity
  - Use MoneyLink to transfer funds between your Schwab account and another financial institution
  - Request a check
  - Change your PIN or password
  - Access either service with a single password (different from your Schwab.com password)
- 

### Take your choice.

#### **Schwab by Phone: 1-800-435-4000**

Want to check a stock as you drive to work? You can do it hands-free using Schwab by Phone. For example, just say a company name to get a real-time quote. Voice-recognition technology delivers a prompt reply.

- Accepts voice commands
  - Enables hands-free investing
  - No need to remember ticker symbols or codes—just say what you need
  - Switch to a live representative at any time
- 

#### **TeleBroker: 1-800-272-4922**

Want to buy a stock in a crowded waiting room? Do it with complete privacy by dialing TeleBroker and using touch-tone commands that can't be overheard.

- Touch-tone commands ensure privacy
  - Easy phone number to remember—1-800-2SCHWAB
  - Switch to a live representative at any time
- 

### Learn more.

Find helpful instructions for using each service on the following pages. For even more detailed information, including option trading steps, visit [www.schwab.com/callschwab](http://www.schwab.com/callschwab).

Touch-Tone	
<b>1</b>	<b>Trading and Order Confirmation</b>
	<ol style="list-style-type: none"> <li>Place a new trade</li> <li>Check a specific order</li> <li>Review order confirmations and open orders</li> </ol>
<b>2</b>	<b>Account Information</b>
	<ol style="list-style-type: none"> <li>Review account balances</li> <li>Review security positions</li> <li>Review checks and withdrawal activity</li> <li>Review deposits, dividends and interest activity</li> <li>Review trade history</li> </ol>
<b>3</b>	<b>Real-Time Quotes</b>
	<ol style="list-style-type: none"> <li>Quick (last price and net change)</li> <li>Extended (last price, net change, bid, ask, day high/low, volume, P/E ratio and 52-week high/low)</li> </ol> <p>Tip: Press 0# to hear quotes on your holdings</p>
<b>4</b>	<b>Transfer Money or Request a Check</b>
	<ol style="list-style-type: none"> <li>Request a check</li> <li>Use Schwab MoneyLink®</li> </ol>
<b>5</b>	<b>Switch Accounts</b>
	Enter another account number
<b>6</b>	<b>Change PIN or Create Watch Lists</b>
	<ol style="list-style-type: none"> <li>Change PIN or password</li> <li>Create or change watch lists</li> </ol>

Frequently Requested Indicators		
Index	Symbol	Keypad Input
Dow Jones Industrial Index	\$DJI	17, 31, 51, 43 #
NASDAQ Composite Index	\$COMPQ	17, 23, 63, 61, 71, 11 #
NASDAQ Volume	\$VOLQ	17, 83, 63, 53, 11 #
NYSE Volume	\$VOLU	17, 83, 63, 53, 82 #
S&P 500® Index	\$SPX	17, 73, 71, 92 #
Schwab 1000 Index®	\$SNX	17, 73, 62, 92 #

### Using TeleBroker

- Dial TeleBroker at 1-800-2SCHWAB (1-800-272-4922).
- Enter your login ID and password or your account number and PIN. We recommend having this information ready before you call.

### Entering Ticker Symbols

- Press the phone key where the letter appears.
- Press 1, 2 or 3 to identify the letter's position on the key.
- After entering the full ticker symbol, press #.

**Example:** To enter IBM, press 43, 22, 61 #.

A = 21	F = 33	K = 52	P = 71	U = 82	Z = 12*
B = 22	G = 41	L = 53	Q = 11*	V = 83	\$ = 17
C = 23	H = 42	M = 61	R = 72	W = 91	/ = 18
D = 31	I = 43	N = 62	S = 73	X = 92	. = 19
E = 32	J = 51	O = 63	T = 81	Y = 93	

\* Please note that "Q" and "Z" numbers are not in sequence because they are not shown on all phones.

### Shortcuts and Tips

- Press \*4 to hear the last prompt again.
- Press \*5 to cancel the last entry and start over.
- Press \*6 to return to the main menu.
- Press \*8 to end the call (or hang up).
- Press \*9 for automated help.
- Press \*0 to talk with a Schwab representative.

### Reach TeleBroker in Three Languages

Language	From Inside the U.S.	From Outside the U.S.
Mandarin	1-800-600-7088	+1-415-788-8857
Cantonese	1-800-872-4922	+1-415-788-3883
English	1-800-272-4922	+1-510-835-3257

Schwab by Phone™—Speech recognition service at 1-800-435-4000.

Speech Recognition Keywords	
Keywords	Result
“Quotes”	Get quotes
“Portfolio Quotes”	Get quotes on securities you hold
“Watch Lists”	Get quotes on securities from your watch lists
“Place a Trade”	Place a trade order
“Review Order”	Review all orders
“Change Order”	Modify an open order
“Cancel Order”	Cancel an open order
“Balances”	Review account balances
“Positions”	Review security positions
“Recent Activity”	Review recent debits, credits, trades
“Check Request”	Request a check to be sent to you from your account
“MoneyLink”	Use MoneyLink to transfer cash
“Main Menu”	Return to main menu
“Next”	Skip to the next item in a list
“Repeat”	Hear the last prompt again
“Cancel”	Cancel current request
“Help”	Get additional instructions
“Representative”	Talk to a Schwab representative
“Switch Accounts”	Switch to another account
Press *11	Pause system for 30 seconds
Press *22	Resume system before the 30 seconds are up
Press *55	Transfer to touch-tone from speech

### Using Schwab by Phone

1. Have your login ID and password or your account number and PIN\* ready before you call.
2. Dial 1-800-435-4000.
3. Tell us why you are calling. You can say things like “I want a quote” or “What’s my account balance?”
4. Use the speech recognition keywords to complete your task.
5. When getting quotes, say the full company name, or say “symbol” followed by the ticker symbol. For example, say “Cisco Systems” or “symbol CSCO.”

### Shortcuts and Tips

- The system works best when you use a telephone handset rather than a speakerphone.
- Follow the prompts and use keywords.
- Once you are familiar with the system, you can interrupt the prompts by saying what you want to do.
- If you get lost, say “Main Menu.”

\* If you haven’t already created a login ID, password or PIN, the system can help you set them up. Note: Your phone password is not your Schwab.com password.

Automated phone trading commissions per executed trade: Equity trades are \$17.95 for the first 1,000 shares, plus \$0.015 for each additional share for clients with less than \$1 million in household assets and less than 120 trades per year. Clients with household assets of \$1 million or more or who execute 120 or more trades per year pay a flat \$13.95 per trade. Transaction-fee mutual funds are \$49.95 per trade; option trades are \$13.95 per trade, plus \$0.75 per contract. Automated phone option trades are available only on TeleBroker® Schwab's touch-tone service.

To use Schwab MoneyLink® you must be enrolled. Enroll online at [www.schwab.com/moneylink](http://www.schwab.com/moneylink). Or call 1-800-435-4000 and say "Representative." Tolls are applicable.

Have your login ID and password ready when you call. The same password works on Schwab by Phone™ and TeleBroker. Your phone password is not your Schwab.com password. If you don't have a password, the system will help you create one. Access to electronic services may be limited or unavailable during periods of peak demand, market volatility, systems upgrades or maintenance, or for other reasons.

Charles Schwab & Co., Inc. is licensed under the following and related United States patents: 4,845,739; 5,255,309; 5,259,023; 5,347,633; 5,351,285; 5,365,575; 5,251,252; 5,359,645; 5,297,197; 5,561,707; 5,684,863; and others.

Cash balances and transactions may reflect cash held at an FDIC-insured bank as indicated on your account statements. Investment products and services offered by Charles Schwab & Co., Inc. (member SIPC) are not FDIC-insured, may lose value and are not bank-guaranteed.

 Printed on 30% post-consumer recycled paper.

©2008 Charles Schwab & Co., Inc. All rights reserved. Member SIPC. DTS 06539 (0000-0000) SLS22614-06 (12/08)