

# TeleBroker® and Schwab by Phone™

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.

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## Automated services give you instant access

With TeleBroker and Schwab by Phone, there's no waiting. You can quickly:

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

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## Take your choice

### TeleBroker: 1-800-272-4922 (1-800-2SCHWAB)

- Touch-tone commands ensure privacy.
- The phone number is easy to remember: 1-800-2SCHWAB.
- You can switch to a live representative by pressing \*0.

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

- Speech recognition service accepts voice commands.
- You can enjoy hands-free investing.
- There's no need to remember ticker symbols or codes—just say what you need.
- You can switch to a live representative by saying "Representative."

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## 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).

**TeleBroker®**—Access TeleBroker, our touch-tone service, at **1-800-2SCHWAB**.

### How to use TeleBroker

1. Have your login ID and password or your account number and PIN\* ready before you call. (The same password and PIN work for both TeleBroker and Schwab by Phone™)
2. Dial 1-800-272-4922 (1-800-2SCHWAB) for TeleBroker.
3. Start at the TeleBroker main menu and key in your request to access our full suite of touch-tone services.

### TeleBroker shortcuts and tips

**Press \*4** to hear the last prompts 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 simply hang up.

**Press \*9** for automated help.

**Press \*0** to talk with a Schwab representative.

### Reach TeleBroker in three languages

Language	From within 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

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

† The watchlists found in TeleBroker are not the same watchlists used on Schwab.com for requesting quotes.

### Touch-tone menus

#### Press **1** for trading and order confirmation.

1. Place a new trade.  
*Tip: Then, press 2# to place an option trade.*
2. Check a specific order.
3. Review order confirmations and open orders.

#### Press **2** for account information.

1. Review account balances.
2. Review security positions.
3. Review checks and withdrawal activity.
4. Review deposits, dividends, and interest activity.
5. Review trade history.

#### Press **3** for real-time quotes.

1. Quick stock, index, and mutual fund quotes.  
*Tip: Press 0# to hear quotes on your holdings; 1#, 2#, 3#, or 4# for watchlist quotes;† or 5# for the top five market indicator quotes.*
2. Extended stock, index, and mutual fund quotes.  
*Tip: Press 0# to hear quotes on your holdings; 1#, 2#, 3#, or 4# for watchlist quotes;† or 5# for the top five market indicator quotes.*
3. Quick option quotes.
4. Extended option quotes.

*Note: **Quick quotes** include last price and net change.*

***Extended quotes** include last price, net change, bid, ask, open, day high/low, volume, P/E ratio, and 52-week high/low.*

#### Press **4** to transfer money or request a check.

1. Request a check.
2. Use Schwab MoneyLink®

#### Press **5** to switch accounts.

Then enter another account number.

#### Press **6** to change your PIN or create watchlists.

1. Change PIN or password.
2. Create or change watchlists.†

#### Press **7** for market updates.

1. Market highlights.
2. Equity news.
3. Economic and international news.

### Entering ticker symbols

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

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

### Entering option symbols

1. Enter the underlying security symbol: Press the phone key where the letter appears, followed by 1, 2, or 3 to identify the letter's position on the key. Press # when finished entering the symbol letters.
2. Enter the expiration date as MM/DD/YY.
3. Enter 1 for call or 2 for put.
4. Enter the strike price in dollars and press #.
5. Enter the strike price in cents and press #.

**Example**—To enter a Microsoft option of January 18, 2014, call, \$30.00 strike price, press:

<b>61 73 33 81 #</b>	MSFT
<b>01 18 14</b>	January 18, 2014
<b>1</b>	Call
<b>30 #</b>	Strike price in dollars
<b>0 #</b>	Strike price in cents

Please have the expiration date information ready before you call TeleBroker. An options expiration calendar is available at [www.optionsclearing.com](http://www.optionsclearing.com).

### Converting ticker or option symbol letters to phone keypad numbers

A = 21	F = 33	K = 52	P = 71	U = 82	Z = 12 (see note)
B = 22	G = 41	L = 53	Q = 11 (see note)	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	

Note: Numbers for "Q" and "Z" are not in sequence, as these letters are not displayed on all phones.

### Frequently requested indicators

Index	Symbol	Keypad input
Dow Jones Industrial Index	\$DJI	17 31 51 43 #
NASDAQ Composite Index	\$COMPX	17 23 63 61 71 92 #
S&P 500® Index	\$SPX	17 73 71 92 #
Russell 2000® Index	\$RUT	17 72 82 81 #
NYSE Composite Index	\$NYA	17 62 93 21 #
S&P 100 Index	\$OEX	17 63 32 92 #
NYSE Volume	\$VOLU	17 83 63 53 82 #
NYSE Cumulative Tick	\$TICK	17 81 43 23 52 #
Philadelphia Gold/Silver Index	\$XAU	17 92 21 82 #
CBOE 10-Year Treasury Index	\$TNX	17 81 62 92 #

## Schwab by Phone™—Access Schwab by Phone, our speech recognition service, at 1-800-435-4000.

### How to use Schwab by Phone

1. Have your login ID and password or your account number and PIN\* ready before you call. (The same password and PIN work for both TeleBroker® and Schwab by Phone.)
2. Dial 1-800-435-4000 for Schwab by Phone.
3. Tell us why you are calling. You can say things such as, “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 the symbol—for example, “symbol CSCO.” You can also key in the equity or mutual fund ticker symbol with your phone keypad, just as you would in TeleBroker.

### Schwab by Phone shortcuts and tips

- If you get lost, say “main menu.”
- 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 haven't already created a login ID, password, or PIN, the system can help you set them up. Please remember, your phone password is not your Schwab.com password.

### Speech recognition keywords

Feature keywords	Result
“Quotes”	Get quotes.
“Portfolio quotes”	Get quotes on securities you hold.
“Watchlists”	Get quotes on securities from your watchlists.
“Market updates”	Get market news information.
“Market indicators”	Get quotes on the top five market indicators.
“Balances”	Review account balances.
“Positions”	Review security positions.
“Recent activity”	Review recent debits, credits, and trades.
“Place a trade”	Place a trade order.
“Review order”	Review all orders.
“Change order”	Modify an open order.
“Cancel order”	Cancel an open order.
“Check request”	Request a check to be sent to you from your account.
“MoneyLink”	Use MoneyLink to transfer cash.

### System keywords

System keywords	Result
“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.

### Keypad commands

Command	Result
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.

### Brokerage Products: Not FDIC-Insured ■ No Bank Guarantee ■ May Lose Value

Automated phone trading commissions per executed trade:

Equity and options trades are \$0 base commission plus a \$5 phone fee per trade. For options trades, a \$0.65 per-contract fee also applies. Transaction-fee mutual funds are up to \$49.95 per buy order and \$0 per sell order. Note: per-trade transaction fees do not exceed 8.5% of principal, up to \$49.95, and trades below \$100 in principal are exempt from the transaction fee.

Trades using the automated phone option are available only on TeleBroker®, Schwab's touch-tone service. To use Schwab MoneyLink®, you must be enrolled. Enroll online or call 1-800-435-4000 and say “Representative.” Tolls are applicable.

Access to electronic services may be limited or unavailable during periods of peak demand, market volatility, systems upgrades or maintenance, or for other reasons.

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