



TRUST BANK

Retirement Business Services

A Message from Client Services

Due to the unprecedented storms and power outages impacting our employees based in Texas, you may experience longer than normal response times.

While we have moved critical functions to other sites to reduce the impact to clients, you may experience delays in the processing of incoming checks as a result of disruptions to USPS postal, FedEx and UPS delivery this week. We are also closely monitoring potential delays to outgoing wires and new account setup requests.

For critical contribution processing items, please work with clients to utilize self-service and electronic resources available on the Schwab Retirement Center (SRC), including [ACH and Wire Contribution Instructions](#), to reduce the need for physical mail so your requests can be processed as efficiently as possible. We anticipate deposits of incoming checks that have been delayed due to delivery disruptions will resume next week. Your conversion analyst will work with you to prioritize time sensitive new account setup requests.

We appreciate your patience and understanding as we strive to keep our employees safe while continuing to provide excellent client service.

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