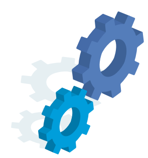
Digital Pledged Asset Line® application overview

The digital Pledged Asset Line (PAL) application process provides a seamless, simple, and intuitive experience. Advisor clients will no longer need to initiate an application over the phone with a support team member.

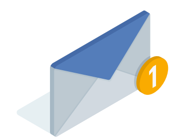
This guide covers key features of the new experience. For more information about PAL, visit the **Service Guide** on Schwab Advisor Center®.

Advisors will be able to access the digital application from Schwab Advisor Center to:

Create PAL estimates and proposals

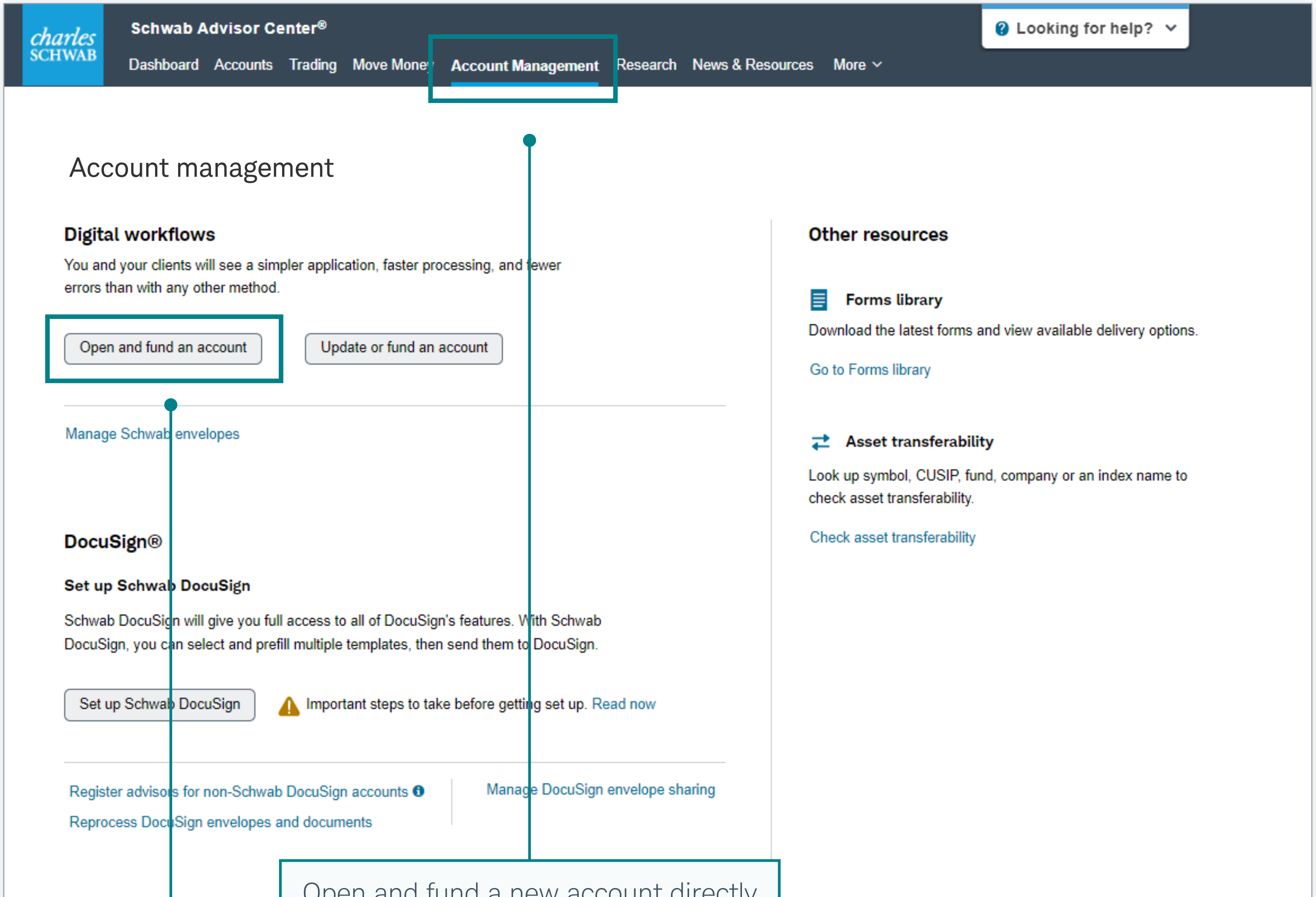


Utilize auto-populated data fields that will help reduce manual entry and not in good order (NIGO) issues



Initiate and send PAL applications to clients for authorization

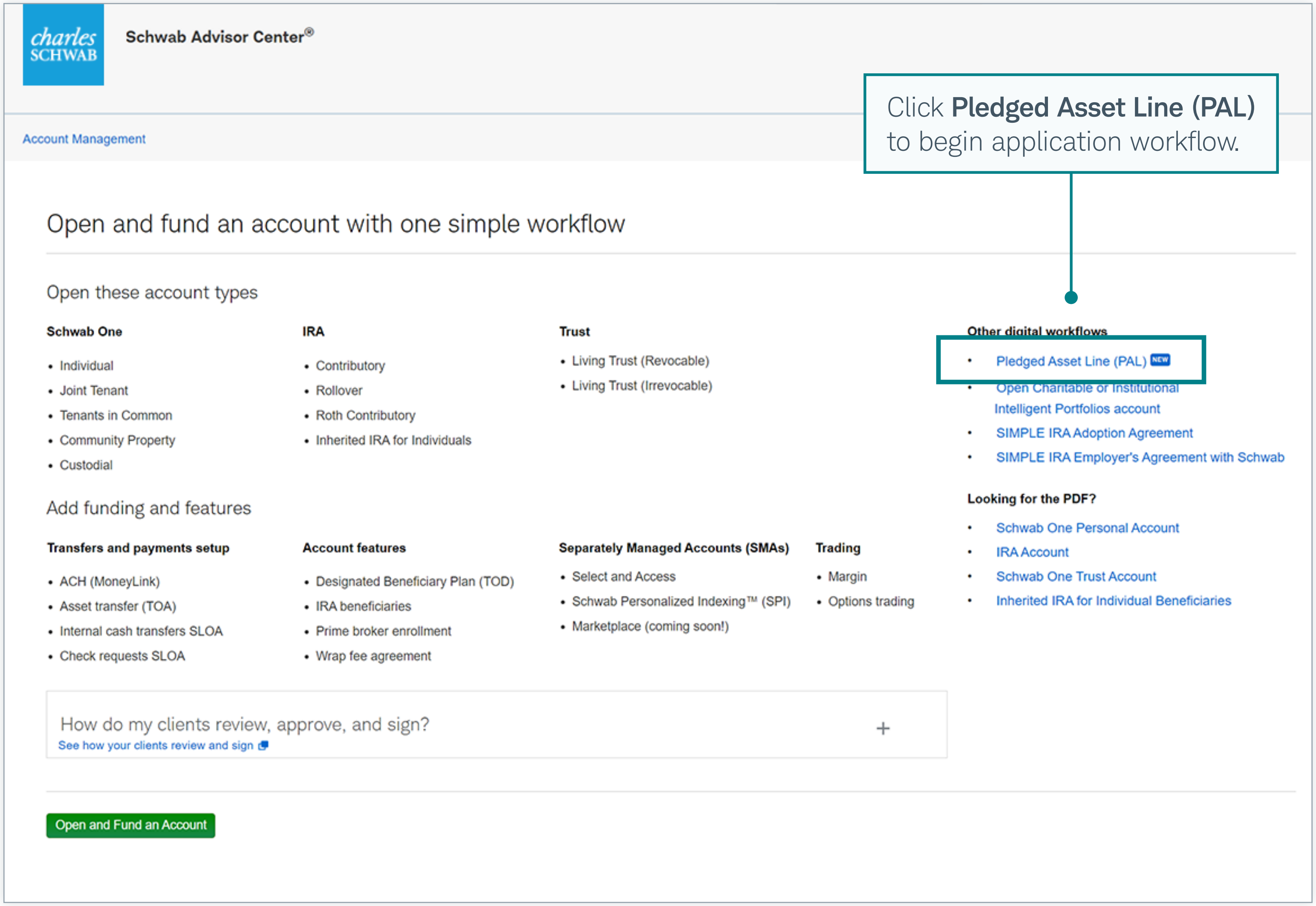
Utilize auto-populated data fields



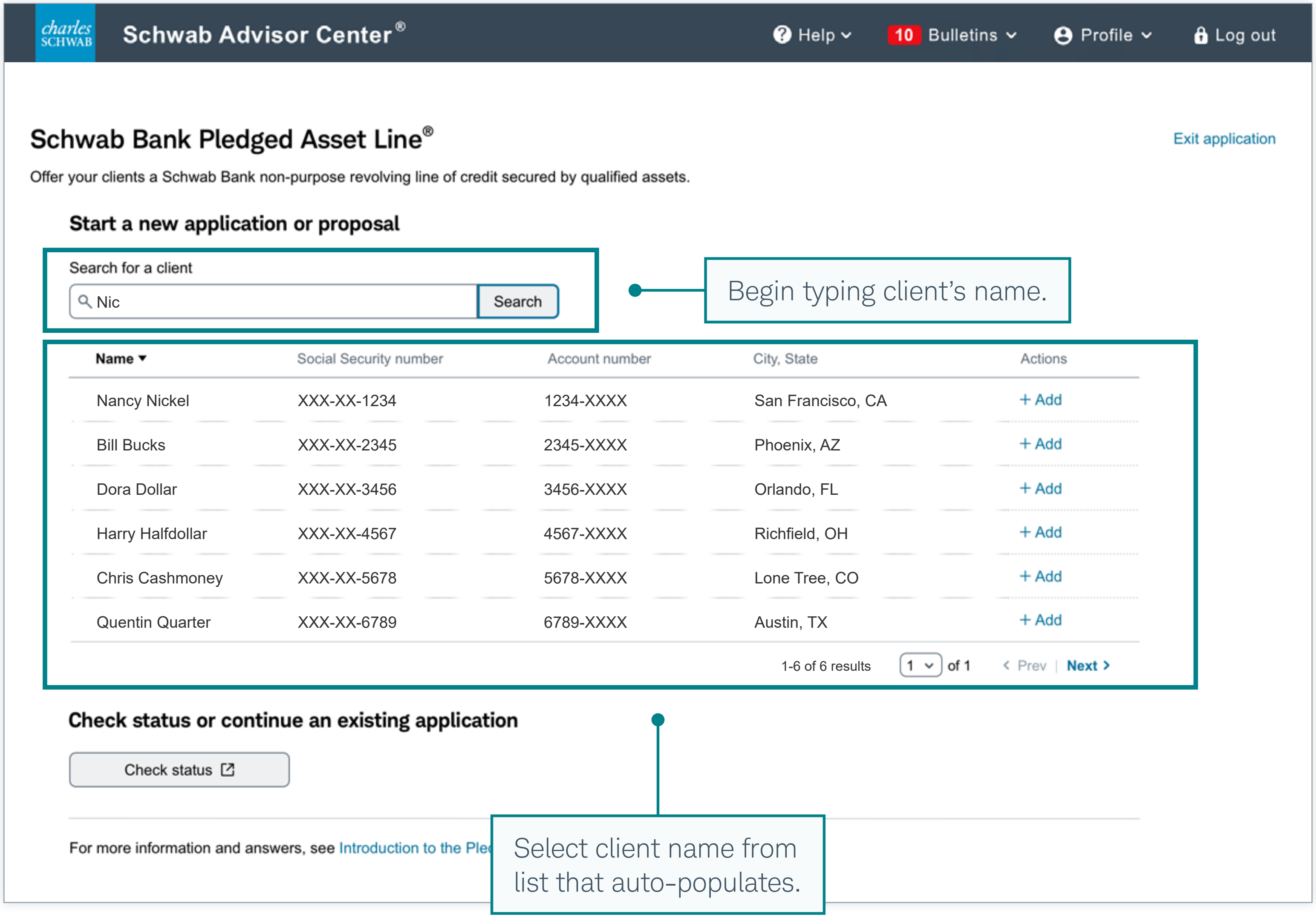
Open and fund a new account directly from the **Account Management** page on Schwab Advisor Center.

Screenshots are illustrative purposes only.

Utilize auto-populated data fields (continued)

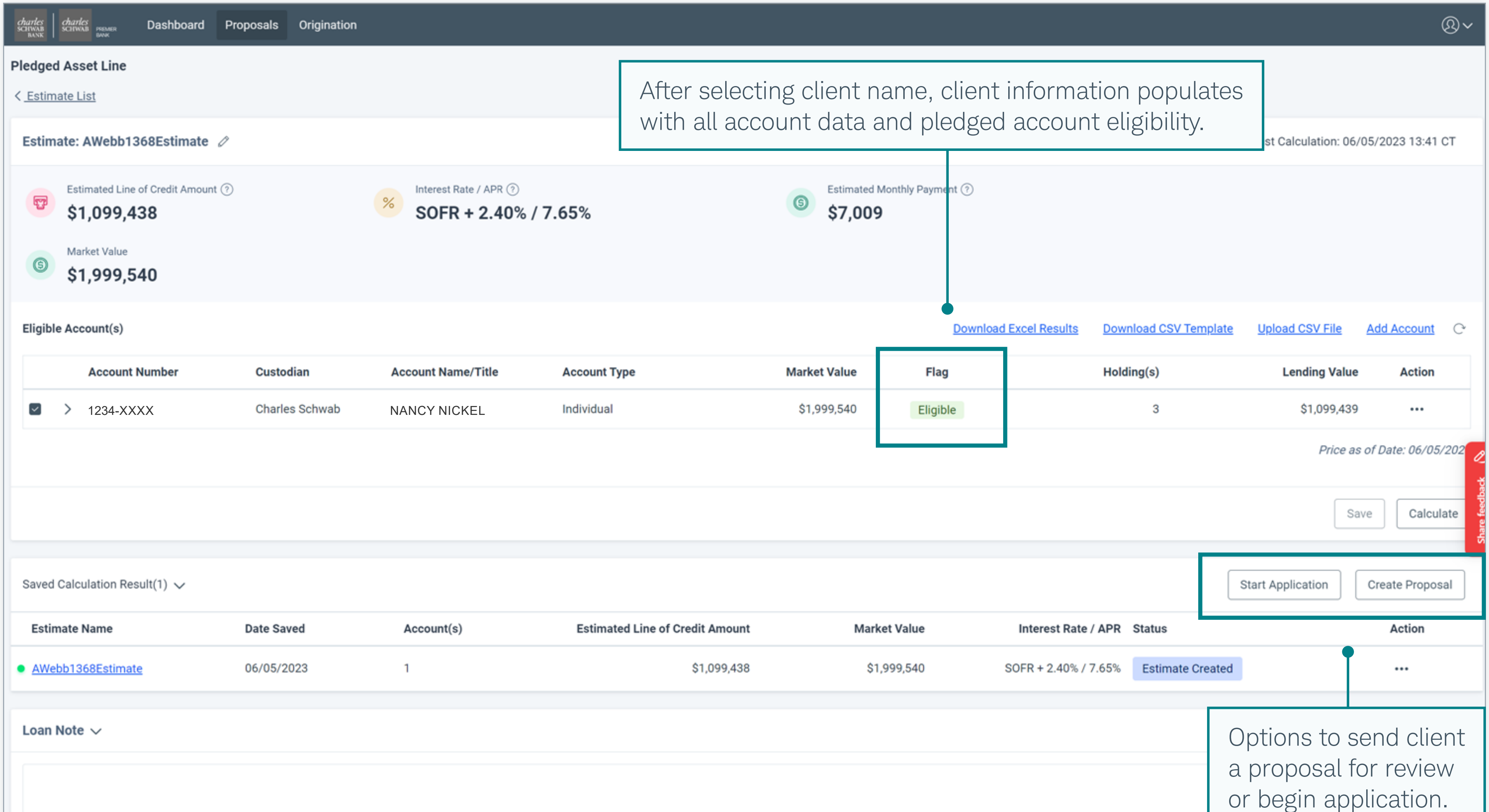


Utilize auto-populated data fields (continued)



Screenshots are illustrative purposes only.

Initiate and send PAL applications

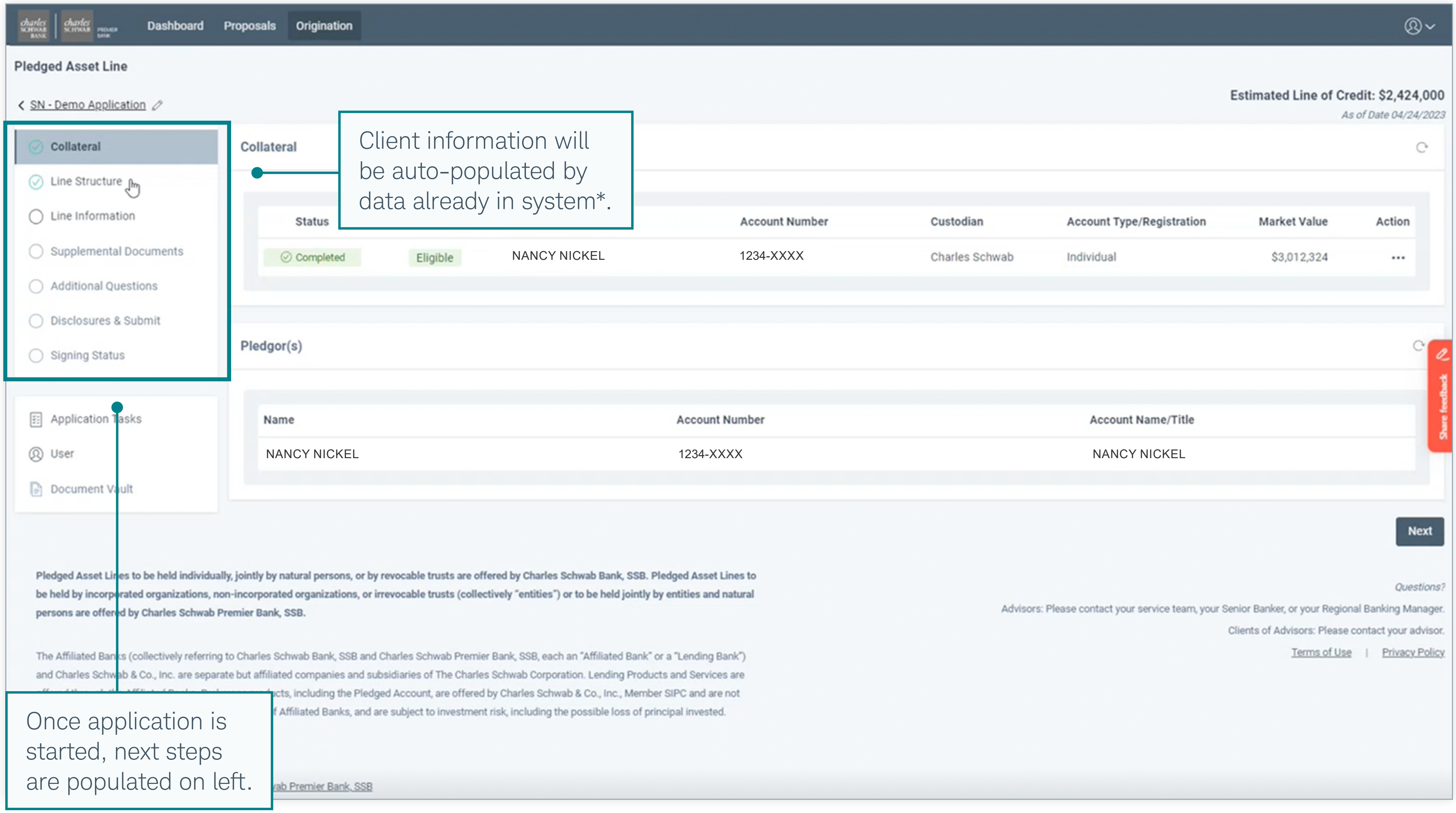


After selecting client name, client information populates with all account data and pledged account eligibility.

Options to send client a proposal for review or begin application.

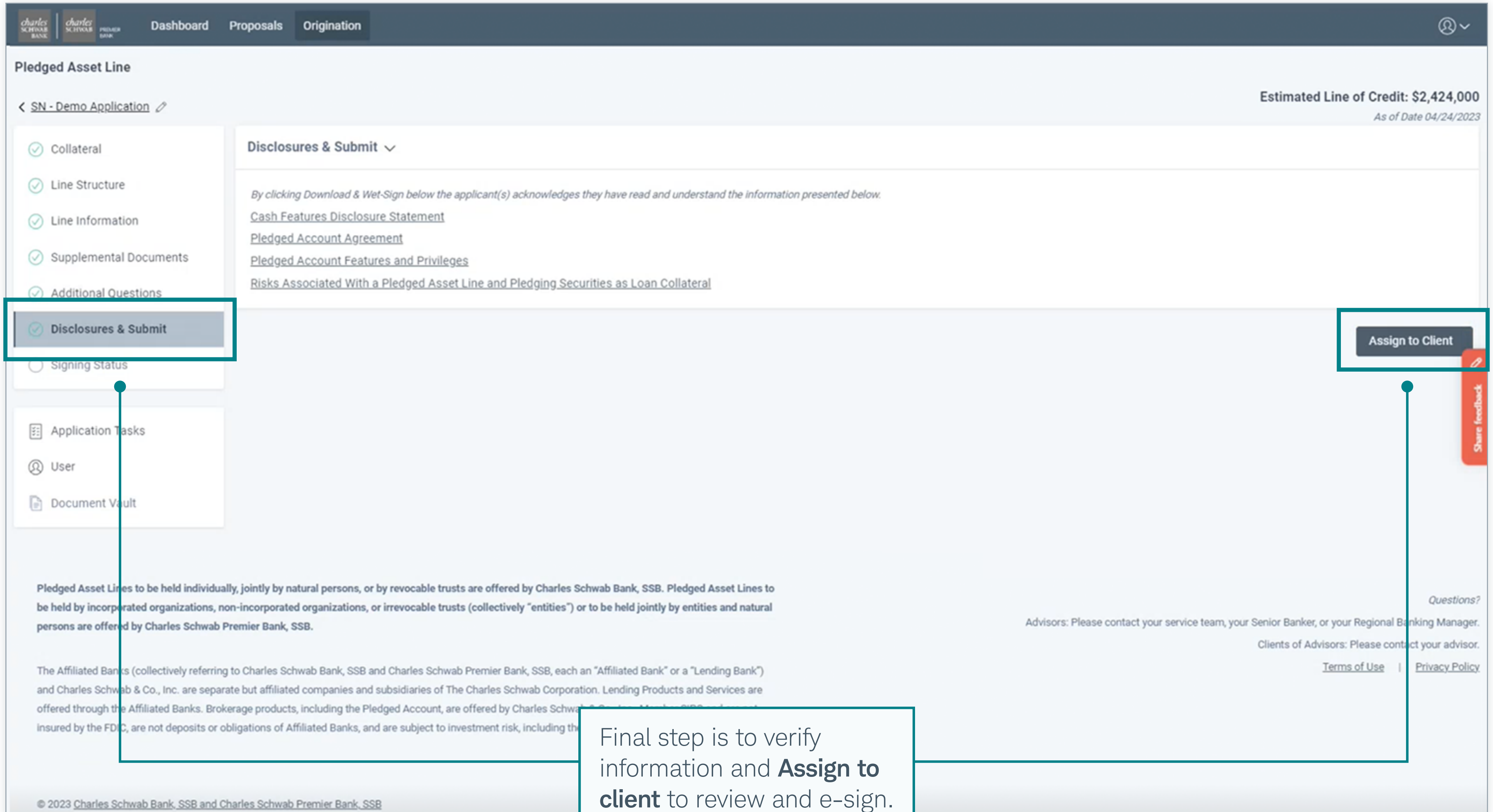
Screenshots are illustrative purposes only.

Initiate and send PAL applications (continued)



*In some instances, organizational or entity account data may require manual entry.

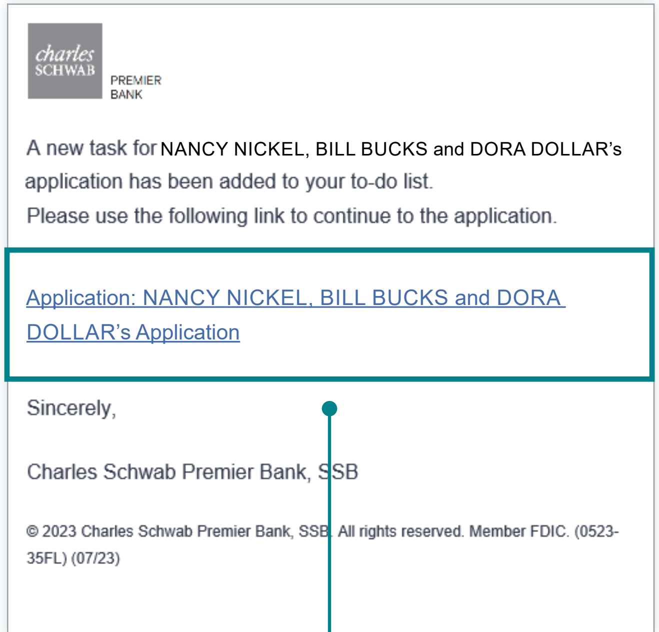
Initiate and send PAL applications (continued)

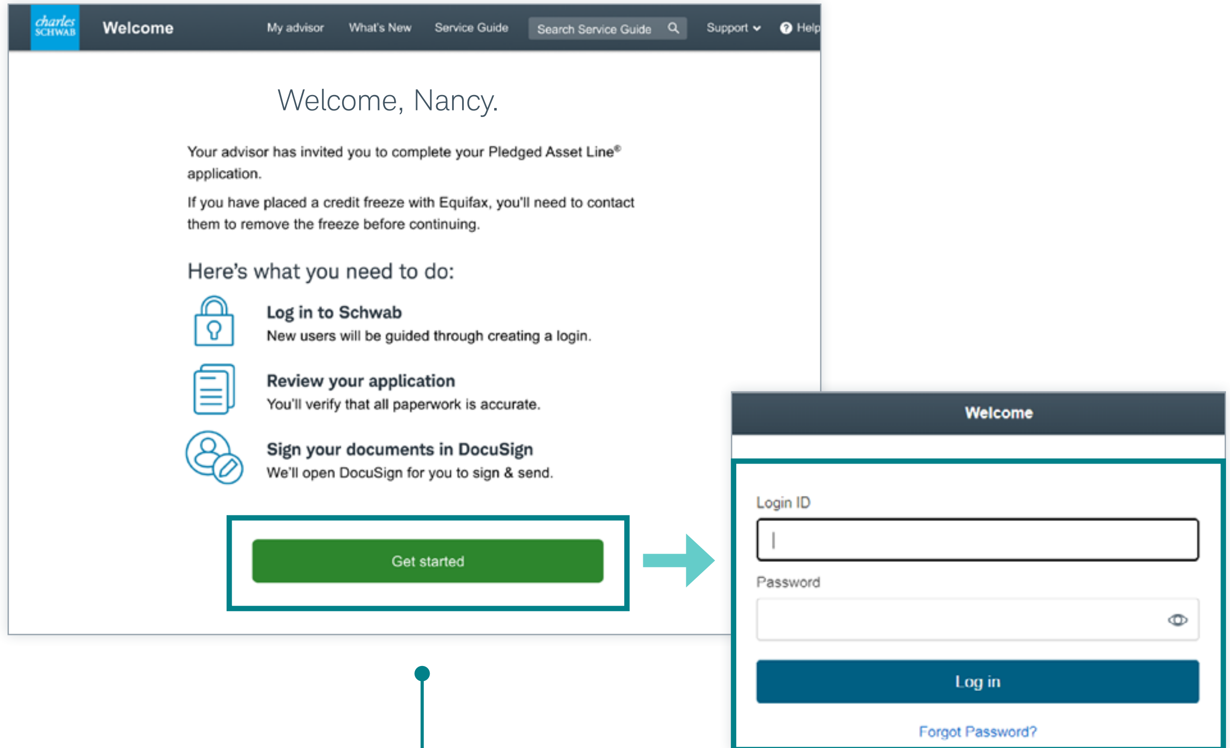


Final step is to verify information and **Assign to client** to review and e-sign.

Screenshots are illustrative purposes only.

Client signatures



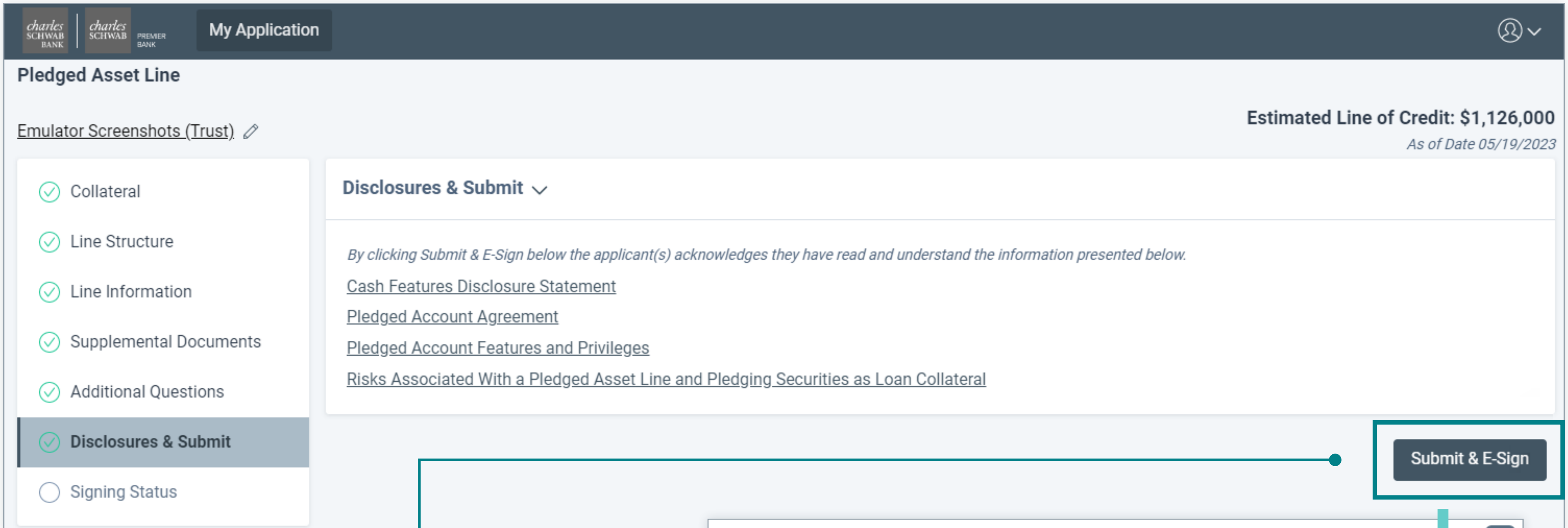


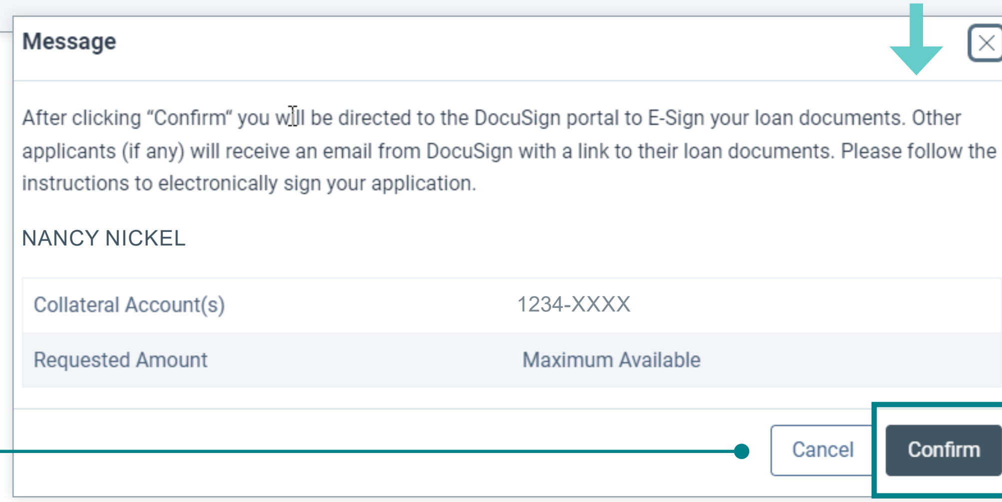
After the application has been assigned to the client(s), an email is sent inviting them to log-in and complete the application.

After clicking the link in the email, the client will be instructed to log-in using their schwab.com credentials.

Screenshots are illustrative purposes only.

Client signatures (continued)





After logging in, the client should review all data entered into the application for accuracy. If any required information was not completed before being assigned to the client, the client will need to complete it before they can move forward.

When ready, the client will click **Submit & E-Sign** to start the signing process*.

*If there are additional parties on the application who need to sign after the first party signs, they will receive an email directly from DocuSign when ready for their electronic signature.

FAQs

1. **How do I find an existing estimate or proposal for a client?**

   From the Dashboard, navigate to Proposals > Estimates or Proposals > Proposals and search by proposal name.

2. **How can I see the status of an application or view a completed application?**

   From Schwab Advisor Center, you can locate an application via the Charles Schwab Bank, SSB (“Schwab Bank”) and Charles Schwab Premier Bank, SSB (“Schwab Premier Bank”) Pledged Asset Line page. From the Dashboard, you can click the Application Name, if shown, or click the ‘More’ option in the Applications section. You can also navigate to the Origination page using the navigation bar at the top of the page. When searching for an application you can search by Application Name, Client Name, or Investment Account Number.

3. **What happens after my client signs the application?**

   After your client signs, the application will be automatically assigned to our underwriting team. You and your client will be notified of the application decision via email. Should we need any additional information, you or your client will be notified via email or by phone.

4. **What if some of my client’s information in the Schwab system is out-of-date?**

   To ensure any pre-filled information is correct, you (or your client) will first have to update their information through current procedures, such as updating on SchwabAlliance.com or by contacting your service team. Once that is done, you can refresh the PAL application to pull in the updated data.

5. **What if my client wants to cancel their PAL application?**

   - Navigate to PAL through Schwab Advisor Center
   - From the Dashboard, go to Origination > Applications
   - Search for the application
   - Actions > Cancel > Reason = “Withdrawn”

6. **What happens if my client has an outstanding margin balance?**

   Outstanding margin obligations must be paid in full. The PAL is a non-purpose line of credit and cannot be used to purchase securities or payoff margin debit balances and margin is not an eligible feature for the Pledged Account (“PAASB”).

7. **What if my client’s account has a MoneyLink Profile linked?**

   Because Pledged Accounts are limited-purpose brokerage accounts, the MoneyLink feature is not permitted. The MoneyLink feature needs to be deactivated prior to the application submission to avoid processing delays.

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

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