

# Advisor conversion checklist

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# Setting up your team on Schwab's platform

Action	Important information
<b>FSA performs initial firm setup</b>	<ul style="list-style-type: none"><li>Your designated firm security administrator (FSA) creates Schwab credentials, sets up user security access, and invites other firm members to log in and create their credentials.</li></ul>
	<p><b>Take action prior to conversion</b></p> <ul style="list-style-type: none"><li>The individual designated as your FSA will be invited to initiate the transition to Schwab Advisor Center. We have provided the <a href="#">FSA Guide</a> to help with the process.</li><li><b>If your firm only has TD Ameritrade accounts</b>, the FSA will need to invite each user to create their Schwab Advisor Center credentials and assign access to master accounts and security permissions.</li><li><b>If your firm has both TD Ameritrade and Schwab accounts</b>, the FSA will need to link a user to their existing Schwab Advisor Center login ID using a linking function in Security Center and assign access to the new master accounts. Using the linking function will ensure that you do not end up with two login IDs for a user.</li></ul>

Action	Important information
<b>FSA replicates Veo One® account groups as Schwab Advisor Center custom groups</b>	<ul style="list-style-type: none"><li>The FSA can use custom groups to re-create Veo One account groupings on Schwab's platform.</li></ul>
	<p><b>Take action as you get closer to the conversion or after</b></p> <ul style="list-style-type: none"><li>The FSA can access the Account Group cross-reference file, available in the Security Center on Schwab Advisor Center, to create new custom groups and assign permissions and users based on the account groups your firm used in Veo One. For more information, search the <a href="#">FSA Guide</a> by pressing Ctrl + F and typing "Creating Custom Groups."</li><li>The cross-reference file will be provided closer to conversion weekend for the FSA to import the account groups your firm wants to replicate at Schwab. <b>Note:</b> The file will be available approximately August 22, 2023, and will be refreshed September 5, 2023. The FSA can choose to set up account groups in Schwab Advisor Center ahead of conversion and maintain them in both Schwab Advisor Center and Veo One during the two weeks leading up to conversion weekend, or the FSA can set them up using the final file after the conversion.</li></ul>

# Setting up your team on Schwab's platform (continued)


Action	Important information
<b>iRebal<sup>®</sup>, Model Market Center<sup>™</sup>, and thinkpipes<sup>®</sup> user access</b>	<ul style="list-style-type: none"><li>■ All TD Ameritrade iRebal environments will be transferred to Schwab Advisor Center with all of their models and settings intact.</li><li>■ Model Market Center will be available when the conversion is complete.</li></ul> <p><b>Take action prior to conversion</b></p> <ul style="list-style-type: none"><li>■ Current TD Ameritrade iRebal and thinkpipes users will need security permissions enabled by the FSA to access these platforms. If your FSA assigned individual user permissions using the Veo One User Transition tab in Security Center, the iRebal and thinkpipes permissions were pre-checked based on the set-up at TD Ameritrade. The FSA should review these settings and confirm the access that is pre-checked. The FSA should provide users with the new Schwab thinkpipes download links for their respective operating system. To access the download links, go to the <a href="#">FSA Conversion Guide</a>, press Ctrl+F, and type “thinkpipes.”</li></ul> <p><b>Do not log in to the Schwab thinkpipes application until Tuesday, September 5, 2023</b> to ensure your TD Ameritrade Institutional thinkpipes conversion, including layout and preferences, happens successfully.</p> <ul style="list-style-type: none"><li>■ If your firm assigns permissions through user security groups, this setting is not pre-checked and you must create or update an existing user security group and the iRebal or thinkpipes security functions. For details on assigning permissions and security groups, see the <a href="#">FSA Guide</a>, press Ctrl+F and search “adding iRebal and thinkpipes.”</li><li>■ Advisors logging into Model Market Center for the first time will have to attest to the User Agreement. Advisors' sundry accounts will be converted to management fee accounts. Advisors using paid models (with a strategist fee) should confirm the correct management fee account by viewing the managed fee authorization form under the Agreements button.</li><li>■ Refer to the <a href="#">iRebal Conversion Guide</a> to learn about how your set-up will transition and the steps you need to take.</li></ul>

# Setting up your team on Schwab's platform (continued)


Action	Important information
<b>Ensure that all users have logged in and completed Schwab Advisor Center training</b>	<ul style="list-style-type: none"><li>▪ All users must successfully log into the platform and learn how to use it before conversion weekend.</li></ul> <p><b>Take action prior to conversion</b></p> <ul style="list-style-type: none"><li>▪ Because Veo One cannot be used to conduct any business after conversion weekend, it is vital that all of your firm's staff have established their user credentials and reviewed all Schwab Advisor Center training materials prior to that date. Use the Schwab Advisor Center <a href="#">User Setup Guide</a> to review the steps that users should follow.</li><li>▪ In addition to creating credentials, ensure that all users have done the following:<ul style="list-style-type: none"><li>– Confirmed that they can view the new master account(s) they should have access to in Schwab Advisor Center. If a user cannot view their new master account(s), they should speak with their FSA to enable access.</li><li>– Enabled two-factor authentication, which is required to access Schwab Advisor Center.</li><li>– Downloaded and installed the Schwab Advisor Center mobile app from your devices' marketplace. <b>Note:</b> The FSA should enable mobile access when configuring user permissions.</li></ul></li><li>▪ Use the <a href="#">Education Action Plan</a> to plan your essential training for Schwab Advisor Center.</li></ul>


# Setting up your team on Schwab's platform (continued)

Action	Important information
<b>RIAConnect® user access</b>	<ul style="list-style-type: none"><li>Whether you are an existing user or would like to join <a href="#">RIAConnect</a>, your FSA will need to ensure that each user has the appropriate permissions enabled.</li><li>Users from the same firm that share one firm ID will be linked under one firm profile but will maintain separate personal profiles.</li></ul>
	<p><b>Take action prior to conversion</b></p> <ul style="list-style-type: none"><li>All FSAs will automatically be granted access to RIAConnect on Schwab Advisor Center.</li><li>All non-FSA users will need to be enabled by the FSA during the process of configuring security permissions. The FSA can assign either of the two permissions:<ul style="list-style-type: none"><li>Full access</li><li>Talent-only access</li></ul></li><li>If you are an existing user and want to ensure you have access to your same profile, you will need to convert your profile by launching RIAConnect from Schwab Advisor Center and completing a onetime re-authentication by entering your email and following the prompts to verify your email.</li><li>Once you complete the conversion steps, your existing profile will be linked to your Schwab Advisor Center user ID and you will be able to log in by using single sign-on authentication.</li><li>You can convert your RIAConnect profile anytime during the Schwab Advisor Center preview period, however, once you convert your profile through Schwab Advisor Center, you will be unable to log in through Veo One.</li></ul>



Action	Important information
<b>Test-drive Schwab Advisor Center</b>	<ul style="list-style-type: none"><li>Take advantage of preview period access to get familiar with the platform's key sections and functions.</li></ul>
	<p><b>Take action prior to conversion</b></p> <ul style="list-style-type: none"><li>A few weeks prior to conversion, your firm will have access to the Schwab Advisor Center platform, so you can get acclimated to the way it works and where key functionality is located.</li><li><b>If your firm is new to Schwab</b>, your access will be "view only;" that is, you will not be able to transact or perform many functions until the conversion is complete.</li><li><b>For firms with accounts on Schwab's platforms</b>, the new masters created for the transition will be "view only," and you will not be able to transact using the new masters until the conversion is complete.</li><li>To make the most of the preview period, be sure to sign up for one of the <a href="#">Schwab Advisor Center: Make the most of your early access training sessions</a> or watch the replay by visiting <a href="#">RIA EdCenter™</a> .</li></ul>

# Schwab Advisor Center setup and preferences

Action	Important information
<b>Take a digital onboarding tour</b>	<ul style="list-style-type: none"><li>▪ Digital onboarding is the fastest, easiest, and most secure option when opening accounts for new and existing clients. Fund accounts and add other features like advisor documents in one envelope, which your client can approve with a few taps on their device or clicks on their desktops.</li><li>▪ You will save time and reduce errors over other submission options by over 80% with a guided workflow that autofills and validates client information—it even lets clients add and edit their own information and documents that you may not have on hand.</li></ul>
	<b>Take action prior to conversion</b>
	<ul style="list-style-type: none"><li>▪ Learn all about Schwab's streamlined workflow for onboarding clients and opening accounts.</li><li>▪ We encourage your firm to review our <a href="#">digital onboarding training materials</a>  so that you are ready to use the tool as soon as conversion is complete.</li></ul>


Action	Take action prior to conversion
<b>Set up a Schwab DocuSign® account (optional)</b>	<b>Set up a Schwab DocuSign account</b> <ul style="list-style-type: none"><li>▪ If you plan to use the Schwab DocuSign—once you have access to the Schwab Advisor Center platform, go to the DocuSign section of the Account Management page to set up your DocuSign credentials. Remember to shut off any password saving apps prior to creating your credentials.</li><li>▪ When you create your Schwab DocuSign credentials, please follow the step-by-step process in the <a href="#">DocuSign Guide</a> .</li><li>▪ It is recommended that you select a unique password for your new Schwab DocuSign account. In the event you use the same password as TD Ameritrade, you will be prompted to choose between the two DocuSign accounts when you log into the DocuSign console with your username and password.</li><li>▪ You may begin using your Schwab DocuSign account for your new master accounts created for conversion starting September 5, 2023.</li></ul>

# Schwab Advisor Center setup and preferences (continued)

Action	Take action prior to conversion
<b>Set up a Schwab DocuSign® account (optional)</b> (continued)	<p data-bbox="449 337 1012 367"><b>Historical DocuSign documents and templates</b></p> <ul data-bbox="449 383 1965 602" style="list-style-type: none"><li data-bbox="449 383 1965 448">■ Any DocuSign envelopes you created in Veo One must be completed or voided before conversion, as you will have read-only access after your data has migrated to Schwab Advisor Center. Post-conversion you will also have read-only access in Veo One.</li><li data-bbox="449 464 1965 529">■ Your historical DocuSign documents will not convert from your TD Ameritrade account to your new Schwab DocuSign account. You should download any documents if you want to save them.</li><li data-bbox="449 545 1965 602">■ If you have a custom template in your TD Ameritrade DocuSign account, please save and upload it to your Schwab DocuSign account prior to conversion.</li></ul> <p data-bbox="449 630 1818 659"><b>Differences from TD Ameritrade features: Account Wizard, pre-assigned account numbers, and co-mingled forms</b></p> <ul data-bbox="449 675 1923 1089" style="list-style-type: none"><li data-bbox="449 675 1923 773">■ There is no Account Wizard within Schwab Advisor Center integrated with DocuSign. Schwab's DocuSign workflow starting within Schwab Advisor Center for new account opening pre-fills data for existing users/accounts only. For a wizard-like experience, consider using Schwab Advisor Center's digital onboarding tool.</li><li data-bbox="449 789 1923 919">■ If you were using pre-assigned account numbers at TD Ameritrade, they will no longer be valid for new accounts at Schwab. If this is a feature your firm used at TD Ameritrade, post-conversion, Schwab's digital onboarding workflow allows advisors to create a single envelope and include such forms as TOA or ACH standing instructions and does not require you to add an account number. The account number will be added at the time of account open.</li><li data-bbox="449 935 1923 1000">■ Schwab does allow you to co-mingle your Advisor forms along with the Schwab forms in the same envelope however, as a best practice, you should create two separate envelopes when there are more Advisor forms than Schwab forms.</li><li data-bbox="449 1016 1923 1049">■ Review our <a href="#">DocuSign training materials</a>  to learn more about using DocuSign at Schwab.</li><li data-bbox="449 1065 1923 1089">■ Review our <a href="#">digital onboarding training materials</a>  to learn more about using these features at Schwab.</li></ul> <p data-bbox="449 1117 655 1146"><b>Important notes:</b></p> <ul data-bbox="449 1162 1955 1471" style="list-style-type: none"><li data-bbox="449 1162 1955 1357">■ Clients will need to verify their identity prior to eSigning. The fastest and most secure way for your clients to be verified is by logging into Schwab Alliance to approve a transaction. If a client does not have credentials, they can set credentials up at the time of approving a transaction. An alternative way to verify your clients' identity is using text-based (SMS) and knowledge-based authentication (KBA) combined. If you select SMS along with KBA, your client will need to answer questions based on publicly available information and enter a code that is received via text message. This is a change from the current TD Ameritrade policy of allowing either SMS or KBA only.</li><li data-bbox="449 1373 1955 1471">■ If you use your own DocuSign account at TD Ameritrade, you can continue to use your own DocuSign account with Schwab however, you must register for the Advisor Own DocuSign (AODS) program. For additional information, email <a href="mailto:advisorsowndocusign@schwab.com">advisorsowndocusign@schwab.com</a>.</li></ul>



# Schwab Advisor Center setup and preferences (continued)

Action	Take action prior to conversion
<b>Set up a Schwab Laser App® account</b>	<ul style="list-style-type: none"><li>▪ If your firm uses Laser App, you should now be able to view Schwab forms in your TD Ameritrade Laser App Anywhere account. If you also use DocuSign, you can save the forms and then upload them into your new Schwab DocuSign account and send them to your clients for approval.</li></ul>

Action	Important information
<b>Set up your alerts</b>	<ul style="list-style-type: none"><li>▪ Alerts are proactive communications about your clients' accounts.</li></ul> <p><b>Take action prior to conversion</b></p> <ul style="list-style-type: none"><li>▪ You can use the <b>Alerts</b> tab to set up notifications that keep you informed about your clients' accounts. To learn more about Alerts, consult the <a href="#">guide</a> .</li><li>▪ To optimize the tool and ensure that you receive the most important information quickly, use the customization tools to tailor your alerts, elevating those that are most relevant to your day-to-day work.</li><li>▪ <b>Important Note:</b> From now through the transition, you may see some alerts for your new TD Ameritrade accounts in Schwab Advisor Center. You do not need to take action on these alerts prior to the transition for your converting TD Ameritrade accounts.</li></ul>



# Schwab Advisor Center, management fees, and move money


Action	Important information
<b>Management fees</b>	<ul style="list-style-type: none"><li>Only users that have been granted permission by their firms FSA can submit management fees in Schwab Advisor Center.</li><li><b>Note:</b> If you are currently using a checkbook with your sundry account, please ensure that all checks have cleared by September 1. Checks written on sundry accounts will not continue to clear after conversion. If you have outstanding checks from this account type, please make alternative payment arrangements.</li></ul>
	<b>Take action before or after conversion</b> <ul style="list-style-type: none"><li>To understand how Schwab's system works, review our <a href="#">management fee accounts training materials</a> .</li><li>If you have a sundry account at TD Ameritrade, Schwab created a new management fee account for your firm and linked your new master accounts that were created for your TD Ameritrade business.</li><li>Schwab Advisor Center allows fees to be billed for accounts linked to a master account associated with the management fee account.</li><li>This means if you have an existing Schwab management fee account and a new management fee account was created for your TD Ameritrade accounts, you will need to submit billing separately—one for your existing business at Schwab and one for your converted TD Ameritrade business. If your firm has multiple management fee accounts and you want to consolidate your accounts after the conversion, Schwab will provide additional communication on how and when we can begin accepting new requests.</li><li>If you have existing outgoing standing instructions for your sundry account, we will convert your instructions to your new Schwab management fee account. Inbound instructions are not eligible on Schwab management fee accounts as they are pass through accounts.</li><li>If you do not have outgoing standing instructions on your sundry account, we recommend you add one set of outgoing standing instructions to your sundry account. Accounts with no instructions on file will have any funds in the account disbursed by check to the address on record for our management fee account sometime after transition to Schwab.</li><li>If your firm has multiple instructions, your firm should update to one set of instructions prior to the transition. Schwab can only have one set of outgoing standing instructions and if there are multiple instructions on file, Schwab will disburse funds by check to the address on record for your management fee account.</li><li><b>Best practice:</b> Use an existing corporate brokerage account or open a new one for your firm under your rep code. Update your sundry account to have an outgoing standing instruction to this corporate brokerage account as the sole instruction. When the accounts convert to Schwab, you can use this corporate account just like you would your sundry account and trade error account. Management fees will be sent from your management fee account directly to your corporate account using the standing instruction on file. Review the <a href="#">management fee accounts training materials</a>  to learn how to set up disbursement instructions.</li></ul>

**IMPORTANT ACTION FOR DUAL\* FIRMS DURING EARLY ACCESS (prior to September 5, 2023):** Your new master and management fee accounts that were created as part of the TD Ameritrade conversion are now displayed for **view only purposes** within the **Management Fee** tab. It is important that when you bill on your existing Schwab accounts that you select the master account and associated management fee account to which your existing Schwab accounts are linked. If you select the new master and management fee accounts that were created for your TD Ameritrade business and attempt to use them to bill for your existing Schwab accounts, the submission will be rejected.

\*Dual firms have accounts with Schwab and TD Ameritrade.

# Schwab Advisor Center, management fees, and move money (continued)

Action	Important information
<b>Historical contributions and distributions for retirement accounts</b>	<ul style="list-style-type: none"> <li>IRA contribution and distribution data in Schwab Advisor Center will reflect only post-conversion transactions.</li> </ul>
	<p><b>Take action after conversion</b></p> <ul style="list-style-type: none"> <li>Pre-conversion contributions and distributions for client accounts made at TD Ameritrade will not be reflected in a client's year-to-date information on Schwab statements, Schwab Alliance, the Schwab mobile app, or Schwab Advisor Center. You can, however, access the data on Veo One post-conversion to help you complete calculations and manage contribution and distribution limits. Veo One will remain accessible in a view only mode for a period of time into early 2024.</li> <li>To download and print Veo One contribution/distribution information, go to: <b>Menu &gt; Consolidated View &gt; RMDS</b></li> <li>On Schwab Alliance and the Schwab mobile app where contribution/distribution information is featured, clients will see reminders to refer to their final statements. We will also provide reminders to advisors on Schwab Advisor Center.</li> <li>All post-conversion contributions and distributions on Schwab Advisor Center will be tracked.</li> <li>For more details, search the <a href="#">Transition Planning Guide</a> by pressing Ctrl + F and typing "historical contribution and distribution information."</li> </ul>

Action	Important information
<b>Review converted money movement instructions</b>	<ul style="list-style-type: none"> <li>Schwab will automatically convert most money movement instructions.</li> </ul>
	<p><b>Take action after conversion</b></p> <ul style="list-style-type: none"> <li>Review the <a href="#">Transition Planning Guide</a> to ensure that you are familiar with future date, recurring, and standing authorization instructions that will automatically transfer from your firm's Veo One settings. For more details, search the <a href="#">Transition Planning Guide</a> by pressing Ctrl + F and typing "move money."</li> <li>After the conversion (September 5, 2023), you can see your clients SLOA and recurring move money transactions on the <b>Move Money</b> tab in Schwab Advisor Center. When client approval is required for money movement transactions that do not have standing instructions or for which your firm does not have prior authorization, we recommend that you encourage clients to create Schwab Alliance credentials. This is the fastest way for clients to approve their transactions when necessary, using our secure eAuthorization tools.</li> <li>Review the <a href="#">Move Money Guide</a>  to learn more.</li> </ul>


# Schwab Advisor Center, management fees, and move money (continued)

Action	Important information
<b>Review ACH profiles</b>	<ul style="list-style-type: none"><li data-bbox="449 334 1955 574">Schwab differentiates between first- and third-party ACH transactions while TD Ameritrade did not. Schwab will convert ACH profiles with a third-party indicator unless we are able to systematically identify the profile as a first party. First-party profiles have a matching number of account holders and matching tax payer IDs on both account registrations whereas third-party profiles do not. This may result in some profiles having a third-party indicator that are, in fact, first-party profiles. This will not cause any issues with using the profile, nor will it require additional client authorizations on the transactions. It will result in a third-party distribution letter being sent to your client when the profile is used. The letter will simply recap the transaction details and does not request any client action.</li></ul> <p data-bbox="449 597 758 626"><b>Take action after conversion</b></p> <ul style="list-style-type: none"><li data-bbox="449 656 1986 721">Move Money profiles will be visible in Schwab Advisor Center after conversion. If you would like to update the profile designation, please contact your Service Team.</li></ul>

# Tax withholding elections

Action	Important information
<b>Tax withholding elections (TWEs)</b>	<ul style="list-style-type: none"><li>▪ TWEs set to a dollar amount or accounts that have more than one recurring or future dated instruction with varying TWEs will be reset to state and federal default minimums for the client's physical address of record at Schwab.</li><li>▪ More information on how TWEs will transition can be found in the <a href="#">Transition Planning Guide</a>.</li></ul> <p><b>Take action after conversion</b></p> <p><b>At TD Ameritrade:</b></p> <ul style="list-style-type: none"><li>▪ Advisors with accounts where TWEs are set to a dollar amount can update these elections to a percentage amount by August 25, 2023.</li><li>▪ Advisors who have more than one set of instructions established for a single account should ensure that the elections are aligned by August 25, 2023.</li></ul> <p><b>At Schwab:</b></p> <ul style="list-style-type: none"><li>▪ Once the account transitions to Schwab, Advisors with the appropriate authority can increase tax withholding above state and federal minimums without a client signature up to 100% withholding. Advisors can adjust these withholdings any time they set up a transaction on Schwab Advisor Center.</li><li>▪ If an advisor reduces the TWE below state or federal minimums, their transaction request will prompt client authorization, which can be recorded through Schwab's eAuthorization capability.</li></ul> <p><b>Resources</b></p> <ul style="list-style-type: none"><li>▪ <a href="#">How to request a retirement distribution</a></li><li>▪ <a href="#">Introduction to Tax Reporting</a></li></ul>

# Account maintenance



Action	Important information
<b>Deceased accounts</b>	<ul style="list-style-type: none"><li>▪ If you have any deceased clients at the time of conversion, Schwab will create a deceased SL master account and move the deceased client's account under that SL master account. If a deceased master account was created for your firm during conversion, you will see this master in your firm's cross-reference files. For more information, view Schwab's policy on deceased accounts in the <a href="#">Service Guide</a> .</li><li>▪ For more information about master accounts, please visit the <a href="#">Transition Planning Guide</a> and click the Rep codes and master accounts link from the Topic index or press Ctrl + F to search for master accounts.</li><li>▪ You can also review our <a href="#">Guide to understanding master accounts</a>.</li></ul>

Action	Important information
<b>Custodial accounts that have reached the age of termination</b>	<ul style="list-style-type: none"><li>▪ If you have any custodial accounts that have reached the age of termination, the account will transition to Schwab as a restricted custodial account (restriction code 62) which prohibits trading until the beneficiary assumes ownership.</li><li>▪ About 30 days after conversion, the account will be converted to an individual account in the beneficiary's name. Schwab will notify the beneficiary and the advisor will no longer be able to see this account under the custodian's name or their master account.</li></ul>
	<b>Take action prior to the conversion</b>
	<ul style="list-style-type: none"><li>▪ The last date for the beneficiary to assume ownership of the account is 14 days prior to the transition to Schwab. If the beneficiary calls after this date, you should instruct the client to wait and make changes after the account transitions to Schwab.</li></ul>


# Account maintenance (continued)

Action	Important information
<b>SIMPLE IRA Accounts</b>	<ul style="list-style-type: none"><li>▪ Schwab is requesting that advisors work with their clients to complete Schwab’s SIMPLE IRA Prototype Plan Document and the SIMPLE IRA Employer Agreement for all SIMPLE IRA plans after conversion. Schwab creates separate roles for the employee/participant and the employer/owner of SIMPLE IRA plans by creating a SIMPLE master account, also known as a Group Plan for each SIMPLE IRA plan. The SIMPLE master account enables contributions via ACH and internal transfer (journal) into the plan and will allow advisors to add participants to existing plans.</li><li>▪ <b>Note:</b> Completing the SIMPLE IRA paperwork is not required and employers can continue to make deposits to converted SIMPLE IRAs via check or direct deposit. However, in order to prevent future delays in adding new participant accounts and to enable ACH payments and internal transfers into these accounts and other benefits, please work with your clients to complete and return the requested paperwork.</li><li>▪ Learn more about <a href="#">SIMPLE IRAs</a> and how to open a <a href="#">SIMPLE IRA</a>.</li></ul>
	<b>Take action</b> <ul style="list-style-type: none"><li>▪ Select and complete these forms from the Schwab Advisor Center forms library.<ul style="list-style-type: none"><li>– <a href="#">SIMPLE IRA Adoption Agreement</a></li><li>– <a href="#">SIMPLE IRA Employer’s Agreement with Schwab</a></li></ul></li><li>▪ Include all SIMPLE IRA account numbers that need to be linked together using the <a href="#">Contribution Transmittal Form</a>. Include a note at the top of the form indicating <b>TD Ameritrade SIMPLE Plan</b>. (Advisors should not send contributions with this form when establishing the SIMPLE master account. This form can be used for contributions once the master/group account has been established.)</li></ul>

# Trading setup and preferences

Action	Important information
<b>Alerts (trading)</b>	<ul style="list-style-type: none"> <li>Use the <b>Alerts</b> tab to customize your trading notifications.</li> </ul>
	<p><b>Take action prior to or after conversion</b></p> <ul style="list-style-type: none"> <li>Your trading alerts (active and historical) will not transfer from Veo One. Once conversion is complete, use the <b>Alerts</b> tab on Schwab Advisor Center to review your alerts, which will automatically generate for any new trades placed on the platform. See the <a href="#">Alerts section</a> of this checklist for details.</li> </ul>
Action	Take action after the conversion
<b>Block trading in your master account</b>	<ul style="list-style-type: none"> <li>At Schwab you can place block trades across multiple accounts directly in your client account or in your master account.</li> <li>You will be able to accomplish all trading and trade error-related functions using a master account.</li> <li>If you have multiple master accounts, place one block trade in your main master account and allocate across all client accounts.</li> <li>When logging into iRebal or thinkpipes for the first time, your master account will be pre-populated similarly to the way your block trade account was on Veo One.</li> <li>If you have access to numerous master accounts, when prompted in iRebal or thinkpipes you will need to choose which master account to use.</li> <li>Learn more about <a href="#">Trading</a>  on Schwab Advisor Center and download the <a href="#">Trading Basics Guide</a> .</li> </ul>
Action	Take action after the conversion
<b>Cost basis</b>	<ul style="list-style-type: none"> <li>Access your realized gain/loss history via a link on Schwab Advisor Center that connects you to GainsKeeper without the need for an additional sign-on.</li> <li>Click the <b>Realized Gain (Loss)</b> sub-tab on the <b>Cost Basis</b> tab, then the <b>View Historical GainsKeeper transaction</b> link. Review the <a href="#">GainsKeeper Guide</a> to learn more about how to access GainsKeeper for realized gain and loss.</li> </ul>


# Trading setup and preferences (continued)

Action	Important information
<b>Cost basis settings</b>	<ul style="list-style-type: none"> <li>In most cases, the default lot selection method and the average cost election for mutual funds will convert to match the prior TD Ameritrade account settings.</li> <li>If you have one default lot selection method for all security classes (stocks, bonds, options) at TD Ameritrade, it will carry over to Schwab automatically.</li> <li>If you have multiple default lot selection methods for different security classes at TD Ameritrade, the default will be set to First In First Out (FIFO) upon account conversion. At Schwab you can select a single cost basis default that will apply to all securities in each account. You will not be able to set different defaults based on the type of security class. Post-conversion you will be able to change the default lot selection method to one that Schwab accommodates.</li> <li>If you have mutual funds set to average cost basis, that setting will convert to Schwab.</li> <li>If you plan to change your default settings, the best practice is to update your settings to one default lot selection method for all security classes on Veo One prior to Friday, August 18, 2023, which is the last day to make updates to your client accounts prior to conversion. To review and update your cost basis settings on Veo One, go to the Set Up and Admin menu, select Preferences and then Cost Basis. From there you can review your Tax Lot ID settings at either the rep code level or the account level.</li> </ul>
	<p><b>Take action prior to or after the transition</b></p> <ul style="list-style-type: none"> <li>After conversion, we recommend that you review these settings before you commence trading on Schwab's platform.</li> <li>To view your default lot selection settings, navigate to the <b>Cost Basis</b> tab and select <b>Subscription Status</b> to view these settings for all master accounts and sub-accounts you have access to.</li> </ul> <p><b>Note:</b> You can always change the cost basis at a transaction level prior to completing any trade.</p> <ul style="list-style-type: none"> <li>After the transition, you may customize reporting by visiting the <a href="#">Service Guide</a> .</li> <li>For additional information about how your cost basis will convert at Schwab, search the <a href="#">Transition Planning Guide</a> by pressing Ctrl + F and typing "cost basis."</li> </ul>

Action	Important information
<b>Cost basis service levels</b>	<ul style="list-style-type: none"> <li>Become familiar with the process for common cost basis updates and service level differences from TD Ameritrade. You may need to allow a few extra days for the following changes: cost basis edits, lot specification, a versus purchase (VSP), transfer of assets, date of death step-up.</li> <li>For additional information about how your cost basis will convert at Schwab, search the <a href="#">Transition Planning Guide</a> by pressing Ctrl + F and typing "cost basis."</li> </ul>



# Trading setup and preferences (continued)

Action	Important information
<b>Dividend reinvestment plan (DRIP)</b>	<ul style="list-style-type: none"> <li>The dividend reinvestment settings of clients enrolled in DRIPs for eligible stocks held at TD Ameritrade will carry over to Schwab.</li> </ul>
	<p><b>Take action after the conversion</b></p> <ul style="list-style-type: none"> <li>New positions established will not automatically be opted in for dividend reinvestment at Schwab. To enroll future eligible positions in DRIPs, select the <b>Reinvest</b> option under <b>Equity Dividend Default</b> on the <b>Trading Preferences</b> at the time of purchase. Visit the <a href="#">Service Guide</a>  to learn more.</li> <li>For more information, search <a href="#">Transition Planning Guide</a> by pressing Ctrl + F and typing “corporate actions.”</li> <li><b>Note:</b> Dividend reinvestments are not available at Schwab for American Depositary Receipt (ADR) securities. Dividends on ADR securities will be distributed as cash.</li> </ul>

Action	Important information
<b>Dividends received in the month of your transition</b>	<ul style="list-style-type: none"> <li>If the dividend record date is prior to your transition and the dividend payment is made after your transition, the dividend will be paid in cash to your former TD Ameritrade account and swept overnight to the new Schwab account via the daily cash residual process. The cash <b>will not</b> be reinvested per dividend instructions on file at TD Ameritrade.</li> <li>If the dividend record date is after your transition, the dividend payment will be made to your new Schwab account and will follow your reinvestment instructions.</li> </ul>

Action	Take action prior to the conversion
<b>FIX configuration</b>	<ul style="list-style-type: none"> <li>To ensure that your Financial Information eXchange (FIX) transactions process properly, confirm that your Schwab master account has been set up by your Order Management System (OMS) and Order Routing Network (ORN) providers, replacing your TD Ameritrade block account. This master account number has already been provided to your OMS/ORN providers.</li> <li>Please ensure you know which account is being used and if any changes are needed, contact your Schwab/TD Ameritrade trading contacts via the Schwab FIX support hotline at <b>877-994-8200</b> or email <a href="mailto:AST&amp;OFIXSupport@schwab.com">AST&amp;OFIXSupport@schwab.com</a>.</li> </ul>

Action	Take action after the conversion
<b>Open orders (equity and options)</b>	<ul style="list-style-type: none"> <li>All equity and option orders your firm has open on any TD Ameritrade Institutional platform will be canceled upon conversion. <b>Note:</b> This may not apply to accounts that your clients may have open on TD Ameritrade’s retail platform.</li> <li>If a client wants an open order post-conversion, you can resubmit canceled orders on Schwab’s platform.</li> </ul>

# Trading setup and preferences (continued)

<b>Action</b>	<b>Important information</b>
<b>Open orders (mutual funds)</b>	<ul style="list-style-type: none"> <li>All open orders that have not been confirmed or settled for market close on the Friday before the conversion will be transferred and posted to your firm's Schwab account with the applicable trade date net asset value.</li> </ul>
<b>Action</b>	<b>Important information</b>
<b>Prime Broker/Trade Away</b>	<ul style="list-style-type: none"> <li>If you currently use Prime Broker or Trade Away or are planning on using these offers, watch our <a href="#">webcast replay</a> to learn about important steps your firm will need to take.</li> </ul>
<b>Action</b>	<b>Take action prior to conversion</b>
<b>Trade allocations/errors (reconcile)</b>	<ul style="list-style-type: none"> <li>Complete all trade allocations and reconcile all trade errors prior to close of business on the Friday before your clients' assets transfer.</li> </ul>
<b>Action</b>	<b>Important information</b>
<b>Trading history (download)</b>	<ul style="list-style-type: none"> <li>Schwab will maintain six months of trading history on the platform, starting with the first day post-conversion.</li> </ul>
	<b>Take action prior to conversion</b>
	<ul style="list-style-type: none"> <li>Prior to conversion, your firm should save all trading alerts and order history on Veo One as this information will not convert to Schwab.</li> </ul>
<b>Action</b>	<b>Take action after the conversion</b>
<b>Schwab Advisor Center trading preferences</b>	<ul style="list-style-type: none"> <li>Review your Schwab Advisor Center trading preferences settings by navigating to: <b>Trading &gt; Order Entry &gt; Trading Preferences</b> &gt; select the appropriate updates. For more information, consult the <a href="#">Service Guide</a> and review step-by-step instructions in the Schwab Advisor Center <a href="#">Trading Basics Guide</a>.</li> </ul>

# Trading setup and preferences (continued)

Action	Important information
<b>Trade reports (quarterly)</b>	<ul style="list-style-type: none"> <li>You will continue receiving any quarterly trade confirmation reports you received from TD Ameritrade.</li> </ul>
	<p><b>Take action after the conversion</b></p> <ul style="list-style-type: none"> <li>Your firm will receive an email notification when the reports are available, as opposed to the alerts you received on Veo One.</li> </ul>




Action	Important information
<b>Watchlists</b>	<ul style="list-style-type: none"> <li>Your trading watchlists will automatically convert from TD Ameritrade to Schwab.</li> </ul>
	<p><b>Take action prior to or after the conversion</b></p> <ul style="list-style-type: none"> <li>Once you can see your watchlists on Schwab Advisor Center, any changes you make to your Veo One watchlists will not carry over into Schwab Advisor Center. You will need to manually enter them into Schwab Advisor Center if you want to keep your watchlists in sync.</li> </ul>

Action	Important information
<b>SL/BT masters for new account paperwork (firms working with a Money Manager, TAMP, or Outsource Agent)</b>	<ul style="list-style-type: none"> <li>If you use Separate Account Exchange, ensure you have the BT master accounts of the money managers you work with. This information is required to open new account paperwork for Managed Account Marketplace®.</li> <li>If you work with a Turnkey Asset Management Provider (TAMP), ensure you have the SL master account of that TAMP. This information is required to open new account paperwork with the TAMP.</li> <li>If you want to hire an Outsource Agent, ensure you have the SL master account of that Outsource Agent. This information is required for you to designate additional Outsource Agents.</li> </ul>
	<p><b>Take action prior to or after the conversion</b></p> <ul style="list-style-type: none"> <li>Contact your third party provider to obtain the SL or BT master account you should include on your new account paperwork for Managed Account Marketplace or if you are opening an account with a TAMP.</li> <li>Your FSA may be able to locate this account number using the Schwab Data Security Tool later in July. However a best practice is to confirm the number with the provider directly.</li> <li>See the <a href="#">Schwab Managed Account platforms guide</a> to learn more about opening managed accounts.</li> </ul>

# Integrations with third-party providers

Action	Important information
<p><b>Review your current third-party integrations and ensure that those providers have integrations with Schwab Advisor Center</b></p> <p>Schwab offers 235+ integrations with third-party providers</p>	<ul style="list-style-type: none"><li>▪ After account conversion, your third-party technology integrations with Veo One will no longer work.</li><li>▪ Consult the <a href="#">Integration Matrix</a> to confirm that your provider is participating in Schwab's integration program or speak directly with your third-party provider.</li></ul> <p><b>Take action prior to conversion</b></p> <ul style="list-style-type: none"><li>▪ If your firm uses any third-party technologies that leverage data integration, contact each provider. While most providers will complete the required conversion actions, you should speak with your provider directly to discuss if there are actions you need to take.</li><li>▪ Confirm that as part of the conversion process, your provider will use the cross-reference files provided by Schwab to convert TD Ameritrade account numbers to Schwab account numbers.</li><li>▪ To ensure that your data flows work normally once you have moved to Schwab's platform, work with your third-party provider to complete any required configuration steps prior to conversion.</li></ul>
Action	Important information
<p><b>Activate your API (real-time) integration</b></p>	<ul style="list-style-type: none"><li>▪ Using application programming interface (API) integrations lets real-time data flow between Schwab Advisor Center and your third-party technology.</li><li>▪ TD Ameritrade handled activation of these integrations with third parties via an approved release of information form. All Schwab API integrations are instead activated from within your third-party technology platform.</li></ul> <p><b>Take action prior to conversion</b></p> <ul style="list-style-type: none"><li>▪ Contact each provider for whom you wish to activate API integration with Schwab for specific activation instructions.</li><li>▪ Once your users have access to Schwab Advisor Center and the third-party platforms' Schwab integrations are available, each user will enroll in data sharing within the individual technology platform(s) by entering their Schwab Advisor Center credentials.</li><li>▪ The user will also read through and acknowledge the Terms and Conditions to complete the enrollment workflow. Generally, this information is available in the integration section of your third-party provider's platform.</li></ul>




# Integrations with third-party providers (continued)

Action	Important information
<p><b>Access your cross-reference files</b></p>	<p>Schwab has created files that help map key Veo One data to Schwab's platform:</p> <ul style="list-style-type: none"> <li>■ Available June 21, 2023                             <ul style="list-style-type: none"> <li>– Master account mapping</li> <li>– User profile mapping</li> <li>– Schwab security permissions mapping</li> </ul> </li> <hr/> <li>■ Available July 18, 2023                             <ul style="list-style-type: none"> <li>– Client sub-account mapping</li> </ul> </li> <hr/> <li>■ Available August 22, 2023                             <ul style="list-style-type: none"> <li>– Veo One Groups reference mapping</li> </ul> </li> <hr/> <li>■ Available September 5, 2023                             <ul style="list-style-type: none"> <li>– Security ticker mapping</li> </ul> </li> </ul>
	<p><b>Take action prior to conversion, as mapping files become available</b></p> <ul style="list-style-type: none"> <li>■ You will use these files to map information from your firm's TD Ameritrade accounts to your new Schwab accounts. For details about these files and how to use them, see the <a href="#">FSA Guide</a>.</li> <li>■ Your firm's technology providers will also receive cross-reference files for accounts you have granted access to so that they can update the information in their systems. While most providers will complete these required conversion actions, you should speak with your provider directly to discuss if there are any actions you need to take.</li> <li>■ You can access these files in several ways:                             <ul style="list-style-type: none"> <li>– Your FSA can download the files from the Veo One User Transition tab in the Security Center on Schwab Advisor Center. Details on accessing and using the files are found in the <a href="#">FSA Guide</a>. You can use Schwab Data Delivery® or an SFTP connection to download a file with the title format. Select the file named <b>CRSyyyymmdd.MXR</b>. It will automatically download if you choose the <b>Download all new files</b> option. To learn more about Schwab Data Delivery, visit the <a href="#">Service Guide</a>  and the <a href="#">Schwab Data Delivery Guide</a> .</li> <li>– If you manage your technology in-house, your firm may use the security ticker mapping file, available on the <a href="#">Technical Support page</a>  on Schwab Advisor Center. There are several securities that will undergo a symbol change when accounts get converted. These symbols should be converted at the same time as the account numbers. This mapping file will help you convert those symbol changes. The final version of this file will be made available closer to conversion weekend.</li> </ul> </li> <li>■ To open these files, you may use a free app called <a href="#">Notepad++</a> to read MXR files.</li> </ul>

## Integrations with third-party providers (continued)

Action	Important information
<b>Configure your trading integrations</b>	<ul style="list-style-type: none"><li data-bbox="449 332 1961 435">■ If you currently use TD Ameritrade FIX to submit trades and intend to use FIX trading on Schwab's platform, additional FIX updates will be required by your third-party OMS and ORN providers. Schwab is working with your OMS and ORN providers to establish a new FIX connection on the Schwab platform for all current TD Ameritrade FIX connections as part of conversion.</li></ul> <p data-bbox="449 459 785 487"><b>Take action prior to conversion</b></p> <ul style="list-style-type: none"><li data-bbox="449 511 1919 581">■ Confirm your new Schwab master account has been set up by your OMS and ORN providers, replacing your TD Ameritrade block account number. This master account has already been provided to your OMS/ORN providers.</li><li data-bbox="449 597 1898 695">■ Please ensure you know which account is being used by your third-party providers and if any changes are needed, please contact your Schwab/TD Ameritrade trading contacts via the Schwab FIX support hotline at <b>877-994-8200</b> or email <a href="mailto:AST&amp;OFIXSupport@schwab.com">AST&amp;OFIXSupport@schwab.com</a>.</li></ul>

# Integrations with third-party providers (continued)

Action		
<p><b>Set up your daily file integration</b></p>	<p><b>Process daily data files through your outsource technology provider</b></p>	<p><b>Manually download daily data files</b></p>
<p>Schwab provides daily close-of-business positions, balances, cost basis, account information, and other data that can be seamlessly uploaded into a variety of technology systems</p>	<p><b>Take action prior to conversion</b></p> <ul style="list-style-type: none"> <li>■ If you rely on an outsourced portfolio management system or other technology platform for daily data feeds, your provider should update your firm's Schwab account numbers automatically, along with any security ticker symbols that require re-mapping. Schwab will provide vendors with the cross-reference files they can use to make these updates.</li> <li>■ <b>We recommend that you contact your technology provider in advance of the conversion to confirm that they will complete this project prior to conversion and if there are any actions you need to take.</b></li> </ul>	<p><b>Take action prior to conversion. Refer to timeline in the Direct Integrators <a href="#">Conversion Guide</a>.</b></p> <ul style="list-style-type: none"> <li>■ If you currently download TD Ameritrade data files manually, you should update your database to the new Schwab account numbers to ensure that you will be able to process data using the Schwab file format post-conversion.</li> <li>■ To assist you with the conversion of account numbers, download the cross-reference files from Schwab Advisor Center. Review the <a href="#">FSA Guide</a> for instructions.</li> <li>■ You will also need to update your technology systems so that they are able to process the Schwab Core B/D and cost basis daily files. Refer to the <a href="#">Conversion Guide: For direct integrators</a> for TD Ameritrade-to-Schwab core broker dealer data file mapping.</li> <li>■ Schwab Data Delivery is the app you will use to manually access daily data files. You can download the latest version from the <a href="#">Technical Support page</a>  on Schwab Advisor Center. Once your systems have been updated to process Schwab core data files and cost basis files, you can set up the app to download those files automatically at close of business. Learn more in the <a href="#">Service Guide</a>  and the <a href="#">Schwab Data Delivery Guide</a> .</li> <li>■ For firms that manage their technology in-house, refer to the Data File Conversion Timeline in the <a href="#">Conversion Guide: For direct integrators</a> for recommended timelines and processes for applying your mapping files.</li> </ul> <p><b>Note: To facilitate any technology changes you may wish to make in the future, we recommend that you download and archive all of your firm's historic Veo One daily data files prior to conversion, as these files will not be available on the Schwab platform post conversion.</b></p>

# Integrations with third-party providers (continued)


Action	Important information
<p><b>Prepare for residual activity</b></p> <p>Residual balances are for limited transactions that occur post-conversion (e.g., cash dividend, accrual funds, and other corporate actions)</p>	<p>Even after your firm and clients can no longer transact on Veo One, certain residual transactions will continue to post for up to 90 days post-conversion. Examples of residual transactions include trailing dividends and accrued interest, most of which will have their resulting cash or positions swept on a schedule from TD Ameritrade into the Schwab account. You will be able to see these transactions and their corresponding sweeps in Schwab Advisor Center. However, neither of these will show up in the Schwab data files.</p> <p>Refer to the following schedule on timing for residual sweeps and reconciliation:</p> <ul style="list-style-type: none"><li>▪ Cash positions will sweep <b>daily</b> and reconciliation will take an extra day.</li><li>▪ Securities positions will sweep <b>weekly</b> and reconciliation will take up to 7 days.</li></ul> <p>Because of this lag, these transactions have the potential to create temporary reconciliation discrepancies on the Schwab side. Your firm and/or the technology providers that you work with need to be aware of this potential discrepancy and be prepared to manage your firm's data reconciliation process accordingly. View a <a href="#">comprehensive list of transaction types</a> and how they will be reflected in your Schwab data files.</p>
	<p><b>Take action after conversion</b></p> <ul style="list-style-type: none"><li>▪ <b>All firms:</b><ul style="list-style-type: none"><li>– All firms should check Veo One for residual transactions on a regular basis for 90 days post-conversion. There can potentially be periods of up to 7 days where your accounts will not reconcile if residuals are not accounted for.</li><li>– You have the option to download this information from Veo One on a daily basis or in increments of up to 30 days at a time. To do so, go to the <b>Account Management</b> tab &gt; select <b>File Downloads</b>.</li><li>– Advisors whose systems' custodial data is reconciled daily should also download and reconcile TD Ameritrade residual data <b>daily</b>.</li><li>– Advisors whose systems' custodial data is reconciled less often than daily can likely just download the TD Ameritrade residual data <b>weekly</b>.</li></ul></li><li>▪ <b>For firms who download and reconcile custodial data in-house (as opposed to outsourcing):</b><ul style="list-style-type: none"><li>– Please be aware that TD Ameritrade account numbers will change from nine digits to eight digits upon conversion to Schwab. Since residual transactions in Veo One will be listed under their original nine-digit TD Ameritrade account number, you should use the cross-reference file to manually add them to their new Schwab account record in your firm's database. You are strongly encouraged to contact your third-party accounting system's provider to determine the best transition process for your firm.</li></ul></li></ul>




## Integrations with third-party providers (continued)

Action	Take action after conversion
<b>Add personal details (SSN/TIN/DOB) to your Schwab core data files</b>	<ul style="list-style-type: none"><li>■ Some third-party providers require Social Security numbers (SSNs), taxpayer identification numbers (TINs), and dates of birth (DOBs) to enable data feeds for processing. We have provided this information to the following vendors directly so you do not need to request this information on their behalf:<ul style="list-style-type: none"><li>– Orion Advisor Technology®</li><li>– Investnet®</li><li>– Investnet   Tamarac®</li><li>– Investnet   Tamarac Portfolio Services</li><li>– Morningstar Office<sup>SM</sup></li><li>– Advyzon® (Sapphire Software Services)</li><li>– Pershing X (formerly known as Albridge)</li><li>– CircleBlack, Inc.</li><li>– Jacomo</li></ul></li><li>■ If your vendor requires this information and is not listed above, please contact Schwab Advisor Platform Support at <b>800-647-5465</b> and request that the relevant personal details be added to the Schwab ACC portfolio file, as Schwab's files do not provide this information by default. You should request this file after September 5, 2023, so you have a complete file for your vendor.</li></ul>

# Client statements, trade confirmations, and Schwab Alliance


Action	Take action after the conversion
<b>Bundling (statements)</b>	<ul style="list-style-type: none"> <li>▪ Schwab will automatically bundle your clients' statements for matching account owners with identical taxpayer IDs and the same statement format. If your clients were previously enrolled in any other statement bundling to streamline your paper statements, you will need to re-enroll them post-conversion. Learn more about statement bundling in the <a href="#">Service Guide</a> .</li> <li>▪ A more secure way for clients to receive and streamline statements is to enroll in eDelivery. The preferences of all clients currently enrolled in paperless document delivery at TD Ameritrade will carry over to Schwab. Clients who receive one or more paper documents can enroll in Schwab's eDelivery pre-conversion on AdvisorClient.com. They should log in, go to <b>My Profile</b>, and select <b>Communications Preferences</b>. From there, they can make changes to their account(s).</li> </ul>

Action	Important information
<b>Client Portal Credential Setup (Schwab Alliance)</b>	<ul style="list-style-type: none"> <li>▪ Encourage your clients to set up their Schwab Alliance credentials so that they can access information and eApprove forms and transactions.</li> </ul>
	Take action prior to the conversion
	<ul style="list-style-type: none"> <li>▪ If clients already have AdvisorClient.com credentials, a month prior to the transition they will be prompted to create new Schwab Alliance credentials when they log into AdvisorClient.com.</li> <li>▪ In the meantime, encourage any clients who do not yet have AdvisorClient.com credentials to create them, as it will make the transition process more seamless.</li> </ul>

Action	Take action after the conversion
<b>Client Portal Client View (Schwab Alliance)</b>	<ul style="list-style-type: none"> <li>▪ Schwab Alliance enables you to customize your clients' views. These are similar but not identical to the options available for AdvisorClient.com. Schwab will automatically map your Veo One view choices to the closest Schwab Alliance equivalent, but post-conversion you can review those options in the <b>Web view</b> column on the <b>Profiles</b> tab. For details about client view options and how to modify them after conversion (September 5, 2023), consult the <a href="#">Service Guide</a> .</li> <li>▪ For more information on how client views will transfer from AdvisorClient.com to Schwab Alliance, search the <a href="#">Transition Planning Guide</a> by pressing Ctrl + F and typing "View options."</li> </ul>

# Client statements, trade confirmations, and Schwab Alliance (continued)

Action	Important information
<b>Dual statements</b>	<ul style="list-style-type: none"> <li>For the first statement cycle post-conversion, clients will receive a statement from both TD Ameritrade and Schwab.</li> <li>For at least one and possibly more statement cycles, clients will receive both TD Ameritrade and Schwab statements.</li> <li>If any dividend or reinvestment payment activity continues on a client's TD Ameritrade accounts beyond the first statement cycle, they will continue receiving dual statements in subsequent months.</li> <li>For more details, search the <a href="#">Transition Planning Guide</a> by pressing Ctrl + F and typing "Client Statements and Reports."</li> </ul>

Action	Important information
<b>Issuer communications</b>	<ul style="list-style-type: none"> <li>All proxy voting, corporate action, and interim mailing preferences will convert to similar settings on Schwab's platform.</li> </ul>
	<p><b>Take action after conversion</b></p> <ul style="list-style-type: none"> <li>You can review these settings by going to the <b>Profiles</b> tab, selecting a specific account, and checking the setting for each communication type.</li> <li>For any accounts that are part of the Managed Accounts Marketplace®—previously known as Separate Account Exchange—reorganization authority settings will default to the money manager or TAMP, with a copy to the client. If you wish to administer these settings for the account, submit a <a href="#">Managed Accounts Issuer Communications and Release of Information Form</a> . The interim mail settings for these accounts will by default send to your firm and your clients.</li> <li>Proxy voting for Self-Directed Plan Services accounts transitioning to Personal Choice Retirement Accounts will default to participants.</li> <li>For more details, search the <a href="#">Transition Planning Guide</a> by pressing Ctrl + F and typing "Corporate Actions."</li> </ul>

# Client statements, trade confirmations, and Schwab Alliance (continued)

Action	Important information
<b>Tax statements</b>	<ul style="list-style-type: none"><li>■ Clients should expect to receive one set of tax documents from TD Ameritrade and one set from Schwab in early 2024, for tax year 2023 reporting.</li><li>■ Your clients that have retirement accounts may receive Form 1099R and/or Form 5498 reporting from both TD Ameritrade Institutional and Schwab, depending on when they made contributions and distributions.</li><li>■ For more details, search the <a href="#">Transition Planning Guide</a> by pressing Ctrl + F and typing “Client Statements and Reports.”</li></ul>


Action	Important information
<b>Trade confirmations</b>	<ul style="list-style-type: none"><li>■ For transactions placed the day before conversion weekend, clients will receive only paper confirmations.</li><li>■ Regardless of your preferences, trades placed on the Friday before conversion will not generate electronic confirmations.</li><li>■ At Schwab, solicited and discretionary tags are applied to the trade confirmation through the lens of the broker-dealer. Discretionary status from the advisor’s perspective can be documented on the trade ticket and may be printed/exported from your trading blotter on Schwab Advisor Center. Solicited status is not available on the trade ticket.</li></ul>

Action	Important information
<b>Closed account statements</b>	<ul style="list-style-type: none"><li>■ Closed account statements can be requested through your Service Team or your client can request closed account statements through the Schwab Alliance team.</li></ul>
	<b>Take action prior to conversion</b>
	<ul style="list-style-type: none"><li>■ We recommend that you download all available closed accounts statements from Veo One prior to conversion. To download statements from Veo One go to: Account Management &gt; File Download &gt; Select dates, individual rep codes or all rep codes, and the file type. You can also set up a scheduled job to send you the files going forward.</li><li>■ For more details, search the <a href="#">Transition Planning Guide</a> by pressing Ctrl + F and typing “Client Statements and Reports.”</li></ul>

# Client communications

Action	Important information
<p><b>Transition center available on AdvisorClient.com</b></p>	<ul style="list-style-type: none"> <li>AdvisorClient.com will prompt your clients to transition to Schwab Alliance approximately 70 days before conversion.</li> <li>Your clients will begin seeing personalized messages on AdvisorClient.com, informing them of the upcoming conversion and reminding them to set up their new credentials on Schwab Alliance once that <b>option is available</b>.</li> <li>For more details, search the <b>Transition Planning Guide</b> by pressing Ctrl + F and typing “Client platform transition experience.”</li> </ul>
Action	Important information
<p><b>Consent to Transfer Your Account to Schwab letter</b></p>	<ul style="list-style-type: none"> <li>For all new accounts that you open at TD Ameritrade, provide clients with a Consent to Transition letter regarding the conversion.</li> </ul> <p><b>Take action prior to conversion</b></p> <ul style="list-style-type: none"> <li>From May 19 to August 18, 2023, a signed Consent to Transfer letter will be required to open a new account on the TD Ameritrade Institutional platform.</li> <li>For a comprehensive list of FAQs, search the <b>Transition Planning Guide</b> by pressing Ctrl + F and typing “Consent to transfer.”</li> </ul>
Action	Important information
<p><b>Account transition notice</b> 60 days prior to transition</p>	<ul style="list-style-type: none"> <li>Your clients will receive notice of the conversion for each account 60 days before it occurs.</li> <li><b>Note:</b> This is a negative consent notification, meaning clients are not required to sign or perform any other action for their accounts to be transferred.</li> </ul> <p><b>Take action prior to conversion</b></p> <ul style="list-style-type: none"> <li>Although no further action is required from your clients in advance of the conversion, your firm may wish to proactively communicate with clients to ensure that they are prepared for the changeover.</li> </ul>

# Client communications (continued)

Action	Take action prior to conversion
<p><b>Client credential experience opens up</b></p> <p>1 month prior to transition</p>	<ul style="list-style-type: none"> <li>▪ A notification on AdvisorClient.com one month before the conversion will inform clients when to create their Schwab Alliance credentials. A best practice is to reinforce with additional advisor communication to establish credentials early.</li> <li>▪ To learn more, search the <a href="#">Transition Planning Guide</a> by pressing Ctrl + F and typing “Client platform transition experience.”</li> <li>▪ Encourage clients to set up their credentials early, so they have access to their information and tools, including eAuthorization on the first day after the transition. eAuthorization is the fastest way for a client to approve transactions through Schwab Alliance. With one tap, clients can approve their transactions quickly and safely. Note that when a transaction needs to be authenticated, clients may complete this through eAuthorization (with one tap) or they must approve using a two-step process which includes KBA and SMS.</li> <li>▪ To learn more about Schwab Alliance, refer to the <a href="#">Schwab Alliance Support Guide</a> .</li> </ul>

Action	Important information
<p><b>Key information package</b></p> <p>2 to 4 weeks prior to transition</p>	<ul style="list-style-type: none"> <li>▪ Your clients will receive a package with all of their important account information two to four weeks pre-conversion.</li> <li>▪ The package will include their new account numbers, instructions for setting up Schwab Alliance credentials, and other steps to take to prepare for conversion.</li> <li>▪ In the Key information letter, clients will be informed that they need to update direct deposits or recurring payments set up at other third parties with their new Schwab account number. If your firm would like to pull a report in Veo One to identify client accounts with passive deposits/payments (instructions set up with the third party), detailed steps can be found in the <a href="#">Transition Planning Guide</a> by pressing Ctrl + F and typing “passive transactions”.</li> <li>▪ A copy of the communications can be located <a href="#">here</a> a few weeks prior to being mailed to your clients.</li> </ul>

Action	Important information
<p><b>Account verification letter</b></p> <p>After transition</p>	<ul style="list-style-type: none"> <li>▪ This letter will be issued for every account opened after your clients’ assets transition to Schwab.</li> <li>▪ Clients will receive a standard account verification letter for each of their accounts, which will include pertinent account information, account agreements, and disclosure documents, as well as information about accessing their accounts through Schwab Alliance.</li> <li>▪ A copy of the communications can be located <a href="#">here</a> a few weeks prior to being mailed to your clients.</li> </ul>

# Key dates

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As we get closer to the conversion, we will need to begin to wind down certain transactions to ensure they are completed prior to transferring your accounts to Schwab. Your clients will experience very little interruption in their ability to transact at TD Ameritrade prior to the conversion. When cut off dates are required for certain transactions, they will be notified within the timeline available in AdvisorClient.com, and your team will see notifications throughout Veo One. For details about key dates, search the [Transition Planning Guide](#) by pressing Ctrl + F and typing “key dates.”

# TD Ameritrade Institutional residual transactions overview

**Residual transactions** cover a variety of situations where transactions continue to hit TD Ameritrade Institutional (TDAI) accounts after the accounts convert to the Schwab platform. These transactions will be provided to you via Veo One transaction files for up to 90 days post-conversion.






Because of this lag, these transactions have the potential to create temporary reconciliation discrepancies on the Schwab side. Your firm and/or the technology providers that you work with need to be aware of this potential discrepancy and be prepared to manage your firm’s data reconciliation process accordingly.

It is recommended that these residual transactions be posted directly to the new Schwab account rather than its old TD Ameritrade counterpart (by leveraging the account cross-reference files) because **overnight sweeps and/or transfers will be suppressed** and therefore not available in the Schwab data files (even though they will appear on Schwab Advisor Center).

	TD Ameritrade	Schwab	Advisor/Vendor
<b>Residuals approach</b>	<ul style="list-style-type: none"> <li>TDAI will process all residual transactions as normal post-conversion (September 5, 2023, and after)</li> <li>TDAI transaction files will be created based on those transactions</li> <li>These files will be available through existing TDAI channels: Veo One, SFTP, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Schwab <b>data files</b> will suppress the TDAI journal transfers post-conversion (September 6, 2023, and after)</li> <li>Schwab <b>internal systems</b> will reflect a corresponding cash journal into the Schwab account rather than the posted TDAI transaction</li> <li>Impact to Schwab <b>Balance and Position files</b> to be reflected the next business day for cash-based transactions, and up to 7 days for share-based transactions (which are updated once per week), thereby resolving any reconciliation discrepancy</li> </ul>	<ul style="list-style-type: none"> <li>Advisors and vendors will need files from both Schwab and TDAI post-conversion</li> <li>TDAI statement and confirmation files will be available on Veo One</li> </ul>



# Residual transaction types and processing

Category	Description of the activity type and example	Impact to Schwab data files
<p><b>Corporate actions</b></p> 	<ul style="list-style-type: none"> <li>▪ <b>Cash dividend:</b> Dividend paid for an equity security with record date before the account was converted</li> <li>▪ <b>Other delayed, mandatory corporate actions:</b> Spinoff, stock split, etc. occurring after account conversion but recorded before account conversion</li> </ul>	<ul style="list-style-type: none"> <li>▪ Daily Balance file will not reflect the cash transaction until after the funds are posted in Schwab internal systems</li> <li>▪ Daily Positions file will not reflect the asset transfer until after the assets are transferred into Schwab internal systems</li> </ul>
<p><b>Mutual funds</b></p> 	<ul style="list-style-type: none"> <li>▪ <b>Accrual funds:</b> Bond fund that accrues interest throughout the month. At the end of the month, accrued portion is paid through conversion date to client's TDAI account.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Daily Balance file will not reflect the cash transaction until after the funds are posted in Schwab internal systems</li> <li>▪ Daily Balance or Positions file will not reflect the results of the dividend until after the dividend is posted in Schwab internal systems</li> </ul>
<p><b>Trading</b></p> 	<ul style="list-style-type: none"> <li>▪ <b>Trade corrections (Option, Equity, Foreign, FI):</b> Client trades for 100 shares but only intended 10; calls to get trade corrected</li> </ul>	<ul style="list-style-type: none"> <li>▪ Trade corrections will be reflected in the Balance or Position files the same day the corrections are applied</li> </ul>
<p><b>Cash related</b></p> 	<ul style="list-style-type: none"> <li>▪ <b>Wires IN:</b> Client mistakenly sends wire to TDAI</li> <li>▪ <b>External ACH IN:</b> Client Social Security deposit sent to TDAI</li> <li>▪ <b>External ACH OUT:</b> Client credit card bill drawn from TDAI</li> <li>▪ <b>Physical mail in check deposits:</b> Client mails check to TDAI for deposit or delivers to a TDAI branch</li> </ul>	<ul style="list-style-type: none"> <li>▪ Daily Balance file will not reflect the cash transaction until after the funds are posted in Schwab internal systems</li> </ul>
<p><b>Transfer</b></p> 	<ul style="list-style-type: none"> <li>▪ <b>In-progress transfer:</b> Client transfer in request to TDAI has not yet finished processing prior to conversion</li> </ul>	<ul style="list-style-type: none"> <li>▪ Daily Positions file will not reflect the asset transfer until after the assets are transferred in Schwab internal systems</li> </ul>

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