



Client Learning Center

The website provides clients with a clear understanding of Schwab's technology, safety measures, and role as custodian

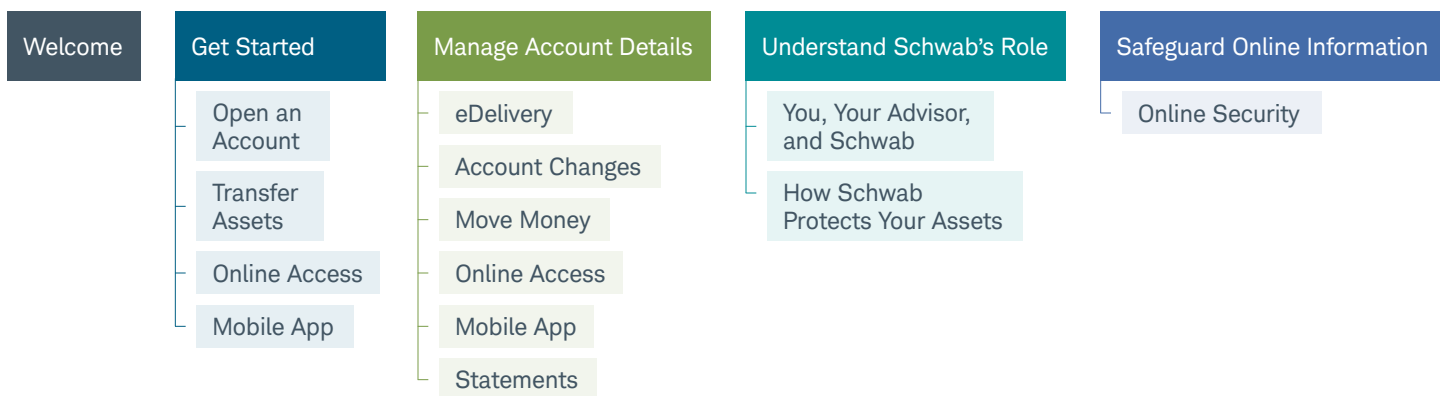


Give your clients a great welcome

The Client Learning Center (schwaballiance.com/learningcenter) presents an overview of Schwab's technology and resources in a simple, visual way. The site makes it easy for clients to learn how to use Schwab Alliance to access account information, approve requests initiated by you, or make simple account updates. It also provides important information about how Schwab safeguards client information and assets, as well as steps clients can take to guard against fraud.

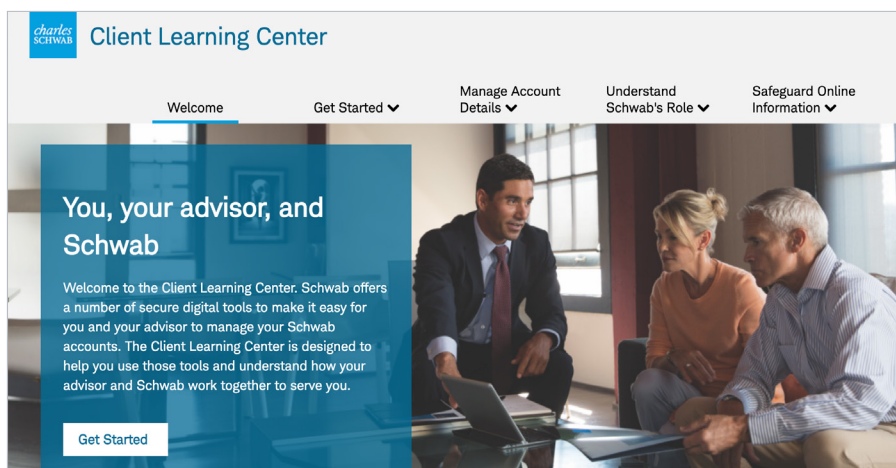
Getting to know the Client Learning Center

The site's navigation makes it easy to find the topics you and your clients are looking for—no login required. With your guidance and expertise, clients can easily access Schwab's digital tools and resources to make the most of their opportunities.



Welcome

The homepage helps clients understand the purpose of the site and how it can help them work with you to manage their Schwab account more efficiently and securely. It also highlights popular resources.



Get Started

For new and prospective clients, this page is the place to start. It simplifies key processes, such as opening an account, transferring assets, signing up for online access, and downloading the Schwab mobile app.

The screenshot shows the Charles Schwab Client Learning Center navigation bar with the 'Get Started' menu item selected. Below the navigation bar, there are links for 'Open an Account', 'Transfer Assets', 'Online Access', and 'Mobile App'. The main content area features the heading 'Get started' and a paragraph explaining that it's easy to get started with a new Schwab account, mentioning the role of an advisor and the availability of online access and the mobile app. To the right of the text is a photograph of three people (two men and one woman) sitting around a table, engaged in a conversation.

Manage Account Details

Once clients are enrolled, this is where they can learn how to update account details, work with you to move money, understand statements, and take care of other account activities.

The screenshot shows the Charles Schwab Client Learning Center navigation bar with the 'Manage Account Details' menu item selected. Below the navigation bar, there are links for 'eDelivery', 'Account Changes', 'Move Money', 'Online Access', 'Mobile App', and 'Statements'. The main content area features the heading 'Manage account details' and a paragraph explaining that clients can work with their advisor to make changes to their account or use the Schwab Alliance website. It also mentions electronic document delivery and mobile apps. To the right of the text is a photograph of a woman and a man sitting at a desk, looking at a laptop screen together.

Understand Schwab's Role

This page explains Schwab's role as custodian, including the policies and safeguards designed to protect your clients' data and assets.


The screenshot shows the Charles Schwab Client Learning Center navigation bar with the 'Understand Schwab's Role' menu item selected. Below the navigation bar, there are links for 'You, Your Advisor, and Schwab' and 'How Schwab protects your assets'. The main content area features the heading 'Understand Schwab's role' and a paragraph explaining that selecting an investment advisor is a significant decision and that Schwab acts as a custodian. To the right of the text is a photograph of two men in business attire sitting on a couch and talking.

Safeguard Online Information

Data and financial security is a concern for every client. Here, clients can learn about Schwab's rigorous data-protection measures as well as simple actions clients can take to protect their assets and accounts.

The screenshot shows the Charles Schwab Client Learning Center navigation bar with the 'Safeguard Online Information' menu item selected. Below the navigation bar, there is a link for 'Online Security'. The main content area features the heading 'Safeguard online information' and a paragraph explaining that Schwab works to keep personal and financial information safe through extensive security measures. To the right of the text is a photograph of a man in a red shirt and a woman in a yellow shirt looking at a tablet together.

Four opportunities to share the Client Learning Center

- **In-person meetings:** When clients have questions about policies or processes, pull up the site and use it as a conversation and support tool with clients.
- **Virtual meetings:** Whether you're on the phone or a video call, it's easy to share the link with clients so they can navigate to the site. There, you can show them how to find key information in just a few clicks.
- **Email:** You can link to any page of the site, or click the chain icon  on each workflow for a link that will take clients directly to it.
- **Bookmark it:** Encourage clients to bookmark the site so they can find answers to future queries or explore on their own.



Intended for investment advisors. For informational purposes only.

Schwab Alliance is a website of Schwab for the exclusive use of clients of advisors who custody with Schwab.

Requires a wireless signal or mobile connection. System availability and response times are subject to market conditions and your mobile connection limitations. Functionality may vary by operating system and/or device. The Schwab Mobile Deposit service is subject to certain eligibility requirements, limitations, and other conditions. Enrollment is not guaranteed, and standard hold policies apply.

Schwab does not provide legal, tax or compliance advice. Consult professionals in these fields to address your specific circumstance.

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