

## Transition communications for your clients

As we get closer to the transition of the TD Ameritrade Institutional (TDAI) business to Schwab Advisor Services (Schwab), we wanted to provide you with a preview of the transition communications that we will be sending to your clients. These communications will provide your clients with important details about the move to Schwab and their account, so we encourage you to let them know these are coming and what to expect.

### Key Information Packet

On or about August 1, 2023, your clients will receive a Key Information Packet that includes a [letter](#) and [insert](#). The Packet will be sent at the account level and, regardless of the client's communications preference, it will be sent via the U.S. Postal Service because it will be the official notification of their new eight-digit Schwab account number. In addition to the account number, the Packet will provide important details about the transition, key milestones, and what they can do to avoid disruptions in accessing their account after conversion. They will also be prompted to create a Schwab Alliance login ID and password, which they will need to access their account information after conversion. Finally, we assure them that their relationship with you is not changing, and Schwab's role is to support that relationship and safeguard their assets.

### Account Verification

Once the transition to Schwab is complete, we will send your clients an Account Verification notice for each account to confirm it was moved to Schwab. An [email](#) or [letter](#) will be sent according to the client's communication preference on or about September 5, 2023. The communication encourages your clients to review their account(s), confirm all information is correct, provides details on where to find their Account Agreement, and other disclosure documents, and reminds them to set up their Schwab Alliance credentials if they have not already done so.

Important note:

If your client updates the tax identification number on an account or makes certain account registration changes after the mailing list for the Key Information Packet is generated, we may need to issue a new Schwab account number. If this happens, they will receive a letter with a new eight-digit Schwab account number that replaces the account number that was sent in the Key Information Packet.

You can find more information about these communications on the [Institutional Information Hub](#) and at upcoming [Virtual Education Events](#).

If you have any questions, please reach out to your Service Team.