



Electronic approvals FAQs

Click on any of the boxes below to explore more detail, including answers to frequently asked questions, video quick links, and more.

Electronic approvals for wires

- Advisor experience
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Electronic approvals for forms

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Security

- Electronic approval of wires
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Own your tomorrow™

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Q. What is eAuthorization?

eAuthorization lets you initiate a wire on behalf of your client via [SchwabAdvisorCenter.com](https://www.schwabadvisorcenter.com). Your client can approve their wire electronically through the Schwab Mobile App or the Schwab Alliance website. eAuthorization eliminates the need for you to obtain a wet, or handwritten, signature on a Letter of Authorization for a wire request.

Q. What's the difference between eAuthorization and eSignature?

Both solutions are designed to reduce the use of paper and eliminate the need for physical signatures on forms. The eSignature solution streamlines the new account opening process by making it unnecessary to hand sign Account Applications for existing clients or new-to-Schwab clients. Electronic authorization for wires removes the need for a handwritten signature for a Wire LOA.

Q. Is eAuthorization secure?

Schwab takes security very seriously and has both technical and operational controls in place to help protect your information. We regularly review our controls with internal and industry experts to ensure their effectiveness—from requiring credentials for online account access to monitoring accounts for suspicious activity, to name a few. Schwab also has a Security Guarantee, which protects your client against loss by covering 100% of any losses in any of your Schwab accounts due to unauthorized activity. Please visit www.schwab.com/SchwabSafe to review the complete Security Guarantee and to learn more about Schwab's security practices.

Q. What types of wires are currently supported by eAuthorization?

Currently, electronic authorization is available for all one-time, third-party domestic wires from brokerage and individual retirement accounts.

In addition, a profile setup for a Standing Letter of Authorization (SLOA) for a wire can be approved with this method. eAuthorization of check and journal requests are targeted for 2015.

Q. What account registration types are not supported by eAuthorization for wires?

You cannot use electronic authorization to set up SLOAs for non-trust organizational accounts or educational savings accounts.

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Q. Will eAuthorization be available for MoneyLink set-ups?

No, not at this time. However, you can send out MoneyLink forms for electronic signature.

Q. Can I set up SLOA profiles for Checks or Journals using eAuthorization?

Not at this time. SLOA wire requests in either brokerage accounts or individual retirement accounts are supported. Schwab is currently working to expand eAuthorization compatibility on other Move Money transactions.

Q. When will Schwab expand eAuthorization to other Move Money transactions?

eAuthorization of check and journal requests are targeted for 2015.

Q. How do clients approve a wire request using eAuthorization?

Clients can approve these requests using either their mobile devices or the Schwab Alliance website. If clients have the Schwab Mobile App and have turned on Push Notifications, they will receive a notification on their device. In addition, they will receive an email notification instructing them to log on to the Schwab Mobile App or Schwab Alliance to review and approve the wire. Clients should to log in using their [SchwabAlliance.com](https://www.schwab.com) user name and password. Once authenticated, they can review the details of the wire request including amounts and destination, and will be asked to authorize the transaction.

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Q. How do advisors get set up to use eAuthorization?

Your Firm Security Administrator (FSA) will need to grant access to a function called “Access Electronic Authorization” to users within your firm, using the Security Administration tool on the Schwab Advisor Center website. Once access is granted, users can immediately use the eAuthorization feature when originating one-time, third-party wires.

Q. How much time will it take for my system administrator to set up eAuthorization?

Your FSA can complete the set-up process in a matter of minutes. If employees don't have access they should contact their FSA.

Q. Once my system administrator has set up access, is there anything else we need to do before we can start using the tool?

While eAuthorization is designed for ease of use, Schwab has also created tools to help your firm and clients become familiar with it. To get the most out of eAuthorization, take the following steps:

1. Review the Technology Scorecard at schwabadvisorcenter.com/scorecard to see what percentage of your clients have Schwab Alliance access and the percentage who have logged in to the website or the mobile app within the last 90 days. Since your clients must have Schwab Alliance website access in order to use the tool, the Technology Scorecard is a great place to check the percentage of your clients who have already signed up.
2. Check the Profiles tab on SAC.com to ensure all of your clients' email addresses are current, and invite your clients to enroll in Schwab Alliance by accessing the eDelivery page and selecting the Web Access option.
3. Because eAuthorization makes use of the telephone numbers associated with the client's account, be sure to ask your clients to update all phone numbers, including cell/mobile numbers, by contacting their Schwab Alliance service team.
4. Ensure that your clients have installed the latest version of the mobile app and are using the most current version of their device's operating system. Use the mobile guide so they'll be ready to receive wire authorizations.
5. Visit the Client Learning Center and walk your clients through all relevant support materials.

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Q. Beyond having access to eAuthorization, what other rights or roles do Advisors need?

Advisors will need disbursement authority on the account (i.e. WPFA role) in order to enter a wire on [SchwabAdvisorCenter.com](https://www.schwabadvisorcenter.com). If advisors don't have authority on the account, they will need their client to complete the Limited Power of Attorney form.

Q: Can non-discretionary Investment Advisors use eAuthorization for wires?

eAuthorization for wires is available for one-time, third-party wires, as well as IRA distributions and SLOA set ups that all require Withdrawal Power (WPFA) to create online.

Q. How does my client update his or her cell phone number so that they can use eAuthorization?

Clients must call the Schwab Alliance Service team at 1-800-515-2157 to update their cell phone on record. We are exploring an enhancement that would allow clients to update their cell number from the Profile section of [SchwabAlliance.com](https://www.schwaballiance.com).

Q. Why does my client appear as ineligible when I try to create a wire using electronic authorization?

For your client's security, accounts that have had recent changes to contact information are temporarily ineligible to use electronic authorization for wires. This measure is designed to reduce

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the risk of fraudulent transactions. In the event that your client is ineligible, you should use the wire form to complete the request.

While the temporary restriction is meant to protect your client, we realize this may be a frustrating experience. We are currently developing additional validation measures that will help us verify requests from clients who have made recent changes to their information.

Q. Can I choose more than one account holder to authorize a wire?

No, you will need to select one account holder from the list of available authorizers. The system will only display account holders who can authorize wire requests for that account. Note that, SLOA set ups require all account holders to approve the wire instructions.

Q. Does my firm still need to attest that we've verbally verified the wire to ensure its legitimacy?

Yes, advisors should always verbally verify wire requests with clients to ensure the legitimacy of transactions as a fraud prevention measure. In fact, advisors are required to provide attestation online when using the Move Money tool for wires. Once you have filled in the third-party wire details, you will be presented with attestation language similar to that currently used on the Wire Transfer Cover Letter. You must agree to the terms before verifying the request online. By doing this online, you will not be required to send the Wire Transfer Cover Letter to Schwab.

Q. Do I need to send in a paper LOA when using eAuthorization?

No, because eAuthorization is intended to replace the need to have your client sign a paper LOA authorizing the wire. By using [SchwabAlliance.com](https://www.schwaballiance.com) or the Schwab Mobile App, your client can authenticate themselves and approve the wire request electronically from their desktop, smartphone, or tablet.

Q. Are eAuthorization wires subject to the same cut-off times that apply when submitting a paper request?

Yes—just as with the paper forms, authorized wires must be received by 11:30 a.m. PT in order to be processed the same day.

Q. Is there a limit on the dollar amount I can wire using eAuthorization?

Wires sent via electronic authorization are subject to the same dollar limit (up to \$1M) that applies to all online wires.

Accessing a wire

- How does my client authenticate his or her identity when approving a wire?
- What happens if my client forgets his or her password for authentication?
- Is the automated phone call required every time my client approves an electronic wire?
- My client is not able to receive the call from Schwab at the phone number listed. How can he or she approve the wire?
- If my client who is using the Schwab Mobile App does not have push notifications and multi-tasking turned on, what happens?
- What happens if my client accidentally deletes the notification email?
- What happens if my client does not have access to any of the phone numbers listed when he or she receives the automated phone call?
- My client entered the wrong PIN number and failed the automated phone authentication. What should we do now?
- Can my clients initiate a wire directly without notifying their advisor?

Authorizing and approving a wire

- How long does my client have to authorize the wire?
- My client is overseas—does electronic authorization work internationally?
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- Can my client provide a verbal approval over the phone if he or she can't approve online?
- What are some events that might cancel a wire?
- How long does it take Schwab to process a third-party wire using eAuthorization?
- Are electronically authorized wires processed faster than wires requested with a traditional paper LOA?
- When setting up a profile for Standing Letters of Authorization (SLOAs), can one authorized account holder approve for an account with multiple owners?
- For profile set ups for Standing Letters of Authorization (SLOA), does only one authorized person need to approve the SLOA on an account with multiple owners?
- How do I know if my client has approved the electronic wire transfer?
- For IRA wire distributions, can my client adjust their tax withholding election prior to eAuthorizing the wire?

Q. How does my client authenticate his or her identity when approving a wire?

To authenticate, your client must log into the Schwab Alliance website or the Schwab Mobile app using their Schwab Alliance credentials. In some cases, a client may receive an automated phone call from Schwab during the approval process that will provide a four-digit access code, as an additional layer of security.

Q. What happens if my client forgets his or her password for authentication?

Your client can simply click the 'Forgot Your Password' link on Schwab Alliance to reset the password. To use this feature, your client must have a secret question and answer on record. Otherwise, he or she can call the Schwab Alliance Service Team for assistance.

Q. Is the automated phone call required every time my client approves an electronic wire?

The automated phone call will not be required for every transaction. The automated phone call is triggered by a combination of various security-related factors, and is only used when additional security measures are determined to be needed. If required, the client will be presented with a list of phone numbers on record to select to receive an automated phone call from Schwab. The phone call will provide the client with a four-digit access code to the client that he or she must enter in order to proceed with the electronic approval process.

Q. My client is not able to receive the call from Schwab at the phone number listed. How can he or she approve the wire?

Clients will have seven days from the date that the wire was initiated to approve the wire. If the wire is not approved within that period, it will be canceled. When the client is able to receive the automated phone call at one of the numbers listed, he or she can log in to SchwabAlliance.com to approve the wire. In the event that the client does not contact Schwab or is unable to be reached within seven days at the phone number listed, you should cancel the wire, re-enter the request, print out a paper LOA, and obtain your client's signature to complete the transaction.

Q. If my client who is using the Schwab Mobile App does not have push notifications and multi-tasking turned on, what happens?

If a client does not have push notifications turned on, he or she will still receive an email notification that a wire is pending their review. The client can then log in to either the Schwab Mobile app or the Schwab Alliance website to approve the wire.

In the event that an automated phone call is needed to further authenticate the wire request, multi-tasking will ensure that the phone call does not disrupt the Schwab Mobile App session. Multi-tasking can be turned on within the Settings menu of the Schwab Mobile app. Multi-tasking is turned on by default for versions 4.0 and higher of the Schwab Mobile App.

Q. What happens if my client accidentally deletes the notification email?

Your client can log in to Schwab Alliance and navigate to the Message Center or Schwab Mobile App and access the pending eAuthorization notification. It can be found on either the Message Center on Alliance or the Notifications Hub on the mobile app.

Q. What happens if my client does not have access to any of the phone numbers listed when he or she receives the automated phone call?

Your client has seven days to approve a pending eAuthorization request. He or she can either postpone approving the wire until the phone numbers are accessible, or ask you to resubmit the wire request for paper-based approval.

Q. My client entered the wrong PIN number and failed the automated phone authentication. What should we do now?

When your client fails authentication, the pending wire is canceled and the account is temporarily locked as a fraud prevention measure. Your client should call 1-888-999-4512 and speak to a Schwab representative. Once your client has been verbally authenticated, the account block will be cleared. Since the pending wire was canceled, you will be required to set up a new wire request for approval.

Q: Can my clients initiate a wire directly without notifying their advisor?

If your clients have the standard view or Trade & Transfer Consent View of Schwab Alliance, they can initiate wire requests without notifying their advisor. With Trade and Transfer Consent, your client will be reminded that they are acting in an advised account and should contact their Investment Advisor prior to submission; however, they are not prevented from initiating these transactions. If your client sends a money movement request for an advised account, you will be notified via a 'Client Initiated' alert on Schwab Advisor Center. If you wish to limit your clients' ability to initiate these sorts of requests, you can choose the Limited View option for your clients' Schwab Alliance experience. Limited View remove options for outbound money movement from your clients' view. You can change your client's accounts' views via the Profiles tab on Schwab Advisor Center.

Q. How long does my client have to authorize the wire?

Your client has seven days to authorize the wire. You will be alerted on day three if your client hasn't authorized. After seven days any unauthorized wire will be canceled, and you will receive an alert.

Q. My client is overseas—does electronic authorization work internationally?

Yes. Clients can use the Schwab Mobile App in most places covered by their mobile carrier. Note – electronic authorization is only available for domestic wires. Wires destined for overseas locations must be originated through a paper process.

Q. Can my client electronically authorize a foreign wire (one in which the funds are leaving the US)?

No, advisors cannot set up electronic approval for foreign wires at this time. For these, use the appropriate paper form.

Q. What are my client's options if some of the information in the wire setup is incorrect?

The client should decline the wire. Schwab will automatically notify the advisor via an alert on Schwab Advisor Center once the wire is declined, but the client should contact the advisor directly to set up a new wire with the correct details.

Q. Can client's spouse approve the wire?

No, the client who is designated by the advisor to electronically authorize the wire is the only individual who can approve it. If the required authorizer changes, the advisor should cancel the wire and resubmit with the appropriate approver selected.

Q. Can my client provide a verbal approval over the phone if he or she can't approve online?

No, at this time, Schwab is unable to accept a verbal authorization. Wires submitted using the eAuthorization process must be approved by logging into Schwab Alliance or the Schwab Mobile App.

Q. What are some events that might cancel a wire?

If your client fails our security procedures, the wire will be canceled. Additionally, clients will have the capability to cancel the wire themselves upon review. For all cancellations, the advisor will be notified via Schwab Advisor Center on the Alerts tab.

Q. How long does it take Schwab to process a third-party wire using eAuthorization?

If client approval is received prior to the wire cut-off time of 11:30 p.m. PT, it should be processed that same day.

Q. Are electronically authorized wires processed faster than wires requested with a traditional paper LOA?

eAuthorization offers a number of benefits to you and your clients, including a faster end-to-end process. Obtaining approval through Schwab Alliance or the Schwab Mobile App can be completed much more quickly than with traditional paper and fax channels. Additionally, because an eAuthorization leverages technology-based security controls instead of signature verification, Schwab is able to offer priority processing for eAuthorized wires over traditional paper LOAs.

Q. When setting up a profile for Standing Letters of Authorization (SLOAs), can one authorized account holder approve for an account with multiple owners?

No, every account holder must eAuthorize the SLOA setup request.

Q. How do I know if my client has approved the electronic wire transfer?

Once your client approves the wire, you will receive an alert on Schwab Advisor Center.

Q. For IRA wire distributions, can my client adjust the tax withholding election prior to eAuthorizing the wire?

No, if the client wants to adjust the tax withholding, the advisor should make these changes when initiating the IRA Distribution on Schwab Advisor Center. Note that written client authorization for tax withholding election changes is not required when your client approves the distribution electronically.

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Defining electronic approval of forms (eSignature)

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- Can I use eSignature to electronically sign a Wire LOA?
- Can international accounts be opened with an eSignature?

Forms eligible for electronic approval

- What forms will be supported for eSignature?
- Where can I find a list of all forms that are eligible for eSignature?
- Is the Wrap Fee Addendum eligible for eSignature?
- When does Schwab plan to make more forms available for electronic signature?
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- Can I add my own advisor forms in addition to Schwab forms for eSignature?
- Can I submit eSigned forms to Schwab using my own account with DocuSign?
- Are there any plans to increase the file size limit for documents that can be sent through the Service Requests tool?

Getting started

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- How long does it take to set up eSignature?
- How do I obtain access to the eSignature functionality on Schwab Advisor Center?
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- How can I obtain a list of my clients who are not enrolled in Schwab Alliance?
- Will my clients receive training from Schwab on using eSignature?
- Where can I find information about my clients' contact information?
- What if my client wants to use a different email address than the one on file?

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Creating envelopes and tagging forms

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- What happens if I add a form to my envelope that cannot be electronically signed?
- How much time do I have to complete the preparation of an envelope?
- I tried to create an eSignature envelope and received a message that the customer is temporarily ineligible for eSignature due to a recent change on their account. When will I be able to send the client an envelope?
- If there are multiple signers assigned to a form, in which order do the signers receive and sign the form(s)?
- If two signers have the same email address, how are they both notified when documents are ready for their electronic signature?
- Can I send a document to myself to sign electronically?
- Where can my client obtain a copy of the electronically signed documents for their records?
- How do I include a copy of my client's statement with a TOA form or a copy of a voided check with a MoneyLink form? Can my client upload a copy of these documents?
- Will I still be able to use Online Account Open or Laser App to reserve an account number and still have my client eSign the forms?

Status updates

- How will an advisor be notified that his or her client has received the electronic forms for signing?
- Can I be copied on the email notification that is sent to my client? Can I include a note or make changes to the email?
- If eSigned forms are sent to Schwab directly, how will an advisor know they have been sent/submitted?
- How can an advisor confirm the status of form processing once submitted to Schwab?
- How long does it take Schwab to process electronic forms using eSignature?
- Where can an advisor obtain a copy of the eSigned documents for their records?
- If my client makes changes to a form, will I be notified of the changes?
- My service team is not listed as one of the available teams to send service requests. How can teams be added?
- Is there status information available on the documents submitted through the Service Request tool? Can I be notified when documents are received?

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Q. What is eSignature?

eSignature is the ability to capture an individual's electronic signature on a document in lieu of a traditional handwritten signature. Schwab is partnering with DocuSign, a leader in the eSignature industry, to allow advisors to send and receive documents electronically to and from their clients for an eSignature.

Q. Can I only use eSignature with existing clients, or can I also use it with new-to-Schwab clients?

eSignature can be used for both existing clients and new-to-Schwab clients who don't yet have an account with Schwab. Advisors will be able to choose what type of client the signer is when setting up the electronic envelope on SchwabAdvisorCenter.com. Existing clients will use their Schwab Alliance or Schwab Mobile App credentials to authenticate themselves. New-to-Schwab clients will use DocuSign's Knowledge Based Authentication system to verify their identity.

Q. Can I use eSignature to electronically sign a Wire LOA?

The tool you use when electronically authorizing a wire is eAuthorization (see section above). At this time, the only Move Money form we can accept is the Schwab MoneyLink Electronic Funds Transfer form for identically registered accounts (e.g. John Doe Brokerage Account to John Doe Bank Account). We cannot accept any other Move Money form via the Electronic Signature for Forms system. Your clients can electronically approve wire requests for one-time, third-party wires through SchwabAlliance.com or the Schwab Mobile app. To leverage electronic approvals, advisors need to initiate the request using the Move Money tool on SchwabAdvisorCenter.com, select Electronic Authorization, and indicate which client should approve the wire.

Q: Can international accounts be opened with an eSignature?

No, due to the potential complexities in opening international accounts, these forms will not be eligible for eSignature.

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Q. What forms will be supported for eSignature?

Currently, many different forms are eligible for eSignature, including account applications, supplemental account documents such as options applications and transfer of account forms, and account maintenance forms such as beneficiary designation forms. Eligible forms on Schwab Advisor Center can be identified by the 'eSign' indicator on the Select pull-down menu on the Forms and Applications tab. Additionally, there is a list of eligible forms located in the Service Guide and on the dedicated Client Experience resource page.

Q. Where can I find a list of all forms that are eligible for eSignature?

A list of all eligible forms is available in the Service Guide on [SchwabAdvisorCenter.com](https://www.schwab.com/schwab-advisor-center).

Q: Is the Wrap Fee Addendum eligible for eSignature?

A majority of Schwab's Wrap Fee Addendum forms are available for eSignature. Contact your Service Team to find out if your addendum can be electronically signed.

Q. When does Schwab plan to make more forms available for electronic signature?

Schwab will continue to make more forms available over time. We will notify advisors of form additions through 'What's New' online communications and will continue to identify eligible forms with an 'eSign' Indicator on the Select pull-down menu on the Forms and Applications tab of Schwab Advisor Center.

Q. Can I add my own advisor forms in addition to Schwab forms for eSignature?

Currently, we are unable to support advisor forms through our eSignature solution. We recognize that this is a high priority, and we are working through design details to develop a solution for advisor forms. We hope to have this feature available in late 2014 or early 2015.

Q. Can I submit eSigned forms to Schwab using my own account with DocuSign?

No. Schwab built specific security measures and integration into our internal systems that are not in place with individual DocuSign accounts. Forms that were eSigned outside of the Schwab DocuSign tool will not be accepted for processing. Please always initiate eSignature from Schwab Advisor Center to ensure that eligible Schwab forms are accepted.

Q: Are there any plans to increase the file size limit for documents that can be sent through the Service Requests tool?

We are currently exploring the ability to expand the file size to accommodate more documents.

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Q. How do I get set up to use eSignature?

Your Firm Security Administrator (FSA) will need to grant access to you and any other employees who will be accessing the eSignature tool. Your FSA can access the security function called "Access eSignature" in Schwab Advisor Center. Then, your FSA can create a new User Security Group, or use an existing User Security Group and add the security functions to the group.

Q. How long does it take to set up eSignature?

The set-up process can be completed in a matter of minutes, but timing depends solely on the FSA managing access for your firm. Contact your FSA if you need access to eSignature.

Q. How do I obtain access to the eSignature functionality on Schwab Advisor Center?

Once your FSA has granted you access, you will see the Electronic Signatures box on the right-hand rail on the Forms and Applications tab. Clicking on the "Create a DocuSign Envelope" link will begin the process of sending forms to clients for their eSignature.

Q. Once I have access to eSignature, is there anything else I need to do before I can start using it with my clients?

While the eSignature tool is designed for ease of use, Schwab has also created many tools to help your firm and clients become familiar with it. To get the most out of the tool, take the following steps:

1. Review your Technology Scorecard at schwabadvisorcenter.com/scorecard to see how many of your clients have Schwab Alliance access. Since your clients must have Schwab Alliance website access in order to use the tool, the Technology Scorecard is a great place to check the percentage of your clients who have already signed up. .
2. Check the Profiles tab on SAC.com to ensure that all of your clients' email addresses are current.
3. Staying on the 'Profiles' tab, invite your clients to enroll in Schwab Alliance by accessing the eDelivery page and selecting the Web Access option.
4. Visit the [Client Learning Center](#) and walk your clients through all relevant support materials.

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Q: How can I obtain a list of my clients who are not enrolled in Schwab Alliance?

You can identify clients who are not enrolled in Schwab Alliance by accessing the Profiles page of [SchwabAdvisorCenter.com](https://www.schwabadvisorcenter.com) and setting the “Web Access” dropdown value to “no”.

Q: Will my clients receive training from Schwab on using eSignature?

There are number of resources you can share with your clients that will help you to educate them on using the eSignature tool. You can find these tools at the Client Learning Center website: http://content.schwab.com/learningcenter/get_started.html

Q: Where can I find information about my clients' contact information?

You can contact your service team for a list of your clients' contact information including email addresses and phone numbers. If, after reviewing the list, you find email addresses that should be updated, you can do so on the Profiles page of [SchwabAdvisorCenter.com](https://www.schwabadvisorcenter.com). For phone numbers, your clients must contact the Schwab Alliance team to provide an updated contact number.

Q: What if my client wants to use a different email address than the one on file?

Schwab needs to use the primary email address on file for your client. eSignature utilizes this email address, which is also used for other regulatory communications.

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Q. How do I access forms when using eSignature?

You can access forms on the “Forms and Applications” page of [SAC.com](https://www.sac.com). First, determine if a form is eligible for eSignature by selecting the drop-down menu on a particular form. The menu will include “eSign” if the form is eligible. Then, select the “Open PDF” option to complete a form and save to your desktop. Once saved, click on the “Create a DocuSign Envelope” link and attach forms to the envelope.

Q. What happens if I add a form to my envelope that cannot be electronically signed?

If you include an ineligible form and it is submitted to Schwab for processing, the appropriate service or operations team will contact you.

Q. How much time do I have to complete the preparation of an envelope?

Your session will automatically time out after two hours of inactivity. It is recommended that you prepare all necessary documentation to complete the envelope before beginning the process, as the system currently cannot save a copy of a draft envelope. After timing out, the envelope will be lost.

As a best practice, complete all forms first and save to your desktop prior to creating an envelope. Once saved, the documents can be uploaded to the DocuSign envelope using the “Add Files from Your Computer” option.

Q. I tried to create an eSignature envelope and received a message that the customer is temporarily ineligible for eSignature due to a recent change on their account. When will I be able to send the client an envelope?

For your client’s security, accounts that have had recent changes to contact information are temporarily ineligible to use eSignature. This is designed to reduce the risk of fraud. In the event that your client is temporarily ineligible, you should print the forms and obtain a handwritten signature to complete your transaction in a timely manner.

While the temporary restriction is meant to protect your client, we realize this may be a frustrating experience. We are currently developing additional security features that will enable clients who recently changed information to safely use eSignature by leveraging additional validation to ensure the request is being authorized by the client.

Q. If there are multiple signers assigned to a form, in which order do the signers receive and sign the form(s)?

The order that signers are notified of a document pending signature depends on the order in which you listed the signers on the envelope creation page. Signers will receive an email notification in sequential order after each signer has completed their signing.

Note for Organizational Accounts: For incorporated or non-incorporated entities the order of signers matters. For more information, refer to the online resource page (www.content.schwab.com/clientexperience) at the link titled “Acceptable Forms for Electronic Signature.”

> **Advisor experience**

Client experience

Home

Q. If two signers have the same email address, how are they both notified when documents are ready for their electronic signature?

The order that signers are notified of a document pending signature depends on the order in which you listed the signers on the envelope creation page. If the same email is used, two emails will be sent. The first signer will receive a notification email and once the signing is completed, the second signer will receive a notification email sent to the same email address.

In this case, please make your clients aware of who should sign first. Signers won't be able to sign in the wrong order. If the second signer opens and clicks through the notification email first, they will not be able to sign. The first signer must sign before the second can access and sign the envelope.

Q. Can I send a document to myself to sign electronically?

The system is designed to prevent advisors from sending envelopes to their own firm email address to minimize the risk of fraud. If you are opening an account for yourself, you must send the envelope to a personal email address to be able to eSign the document.

Q. Where can my client obtain a copy of the electronically signed documents for their records?

When your client completes eSigning, he or she is presented with the option to download and save a file or print a copy for their records. Alternatively, the client can click on the Review Documents link within the original email notification, where he or she can access the download or print options at the top of the menu bar.

Q: How do I include a copy of my client's statement with a TOA form or a copy of a voided check with a MoneyLink form? Can my client upload a copy of these documents?

Once you have saved a copy of your client's statement or voided check to your desktop, you can include the documents in the electronic envelope by clicking on the "Add Files from my Computer" button on the envelope set up page. Your clients will not be able to include a copy in the envelope.

Q: Will I still be able to use Online Account Open or Laser App to reserve an account number and still have my client eSign the forms?

Yes, you can save the forms that you have completed using either tool and place the forms in the electronic envelope for eSignature.

> **Advisor experience**

Client experience

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Q. How will an advisor be notified that his or her client has received the electronic forms for signing?

Advisors can access the Envelope Status link in the Electronic Signatures box on the Forms and Applications page. The status will show when the envelope has been sent, envelope completed, signer declined, envelope voided, envelope expired, or failed authentication. There is no status notification that indicates whether a client actually received or accessed the electronic envelope. Advisors will receive an alert when clients have declined to sign, failed authentication, completed signing, and when the advisor needs to review and submit the forms to Schwab.

Q. Can I be copied on the email notification that is sent to my client? Can I include a note or make changes to the email?

No, at this time we cannot customize email notifications. However, you can add a note to any document within the envelope by using the “notes” tag in the eSignature tool.

Q. If eSigned forms are sent to Schwab directly, how will an advisor know they have been sent/submitted?

The envelope status on [Schwab Advisor Center](#) on the right hand rail of the Forms and Applications page will show an event as Envelope Complete and Submitted by Signer.

Q. How can an advisor confirm the status of form processing once submitted to Schwab?

For New Accounts and TOA submissions, Advisors can use the online status tool on [Schwab Advisor Center](#). For status of other work types, the advisor can contact their Service Team.

Q. How long does it take Schwab to process electronic forms using eSignature?

It depends on the form and the type of job, but the processing time is generally the same as a paper form. Greater efficiencies are gained by the advisor and their client when signing and submitting the form electronically because Schwab receives the form more quickly than when using traditional mail or fax.

> Advisor experience

Client experience

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Q. Where can an advisor obtain a copy of the eSigned documents for their records?

The advisor can click on the Envelope Status link in the right hand rail of the Forms and Applications page on Schwab Advisor Center. There, the advisor will have the option to view the envelope contents and print a copy for their records.

Q. If my client makes changes to a form, will I be notified of the changes?

No. If you have elected to review the forms prior to submitting to Schwab, you will have an opportunity to review the forms. However, once all signers have completed their signing, you will not be able to edit any of the information.

Q. My service team is not listed as one of the teams to whom service requests can be sent. Can my team add this functionality?

Yes. Contact your service team to have the team added.

Q. Is there status information available on the documents submitted through the Service Request tool? Can I be notified when documents are received?

Schwab is seeking to enhance Service Request tracking to include access to submitted documents and to expand the capabilities of the Status function on Schwab Advisor Center so that you can track your submissions as they are processed by Schwab.

Verifying new clients' identity through Knowledge-Based Authentication (KBA)

- How hard will it be for clients to get through DocuSign's Knowledge-Based Authentication (KBA) questions? Will my clients have multiple chances if they make a mistake?
- What happens if clients don't answer any of the third-party identification questions correctly?
- If a signer fails the KBA process, when can they try to eSign a form again?

Reviewing and eSigning forms

- How long will eSignature envelopes remain active?
- My client cannot locate the original email sent from DocuSign to access the documents for electronic signature. What are their options?
- My client says he or she did not receive an email notification for electronic signature. What happened?
- Can my clients eSign from a mobile device?
- Can my client make changes to the information on the form?
- What if I have a new client who doesn't yet have Schwab Alliance access? How will they sign?
- Can my client sign on their Mac?
- Can international accounts be opened with an eSignature?
- When will my client be able to access a copy of the signed forms once the envelope is completed?

Signature Cards

- What is a signature card and when is one required?
- Why is a signature card needed?
- What is the benefit of having my client provide an electronic signature if they also have to provide a handwritten signature card to open an account?
- Is a signature card needed for each account?
- If I'm opening multiple accounts within the same envelope, does my client need to fill out multiple signature cards?
- If I'm opening a new account for a client that already has an account with Schwab, will they still need to provide a signature card?
- At what point in the eSignature process are clients prompted to complete a signature card?
- Where can my client obtain a copy of the signature card?
- How can advisors see if their client has a signature card on file with Schwab?
- Can the signature card be faxed to Schwab (vs. mailing an original copy)?
- May I submit the signature card on behalf of my clients as a convenience?
- What if a signature card is not returned to Schwab?

Q. How hard will it be for clients to get through DocuSign's Knowledge-Based Authentication (KBA) questions? Will my clients have multiple chances if they make a mistake?

KBA is based on personal information compiled from a variety of sources and can include questions about things such as previous residences and phone numbers. Clients will only have one chance to get through the process to access the envelope; however, if they answer one of the first three questions incorrectly, we will serve another question.

Q. What happens if clients don't answer any of the third-party identification questions correctly?

Clients who fail the KBA questions will receive a message that reads "You did not answer the ID Verification questions correctly, so you cannot access these documents."

The advisor will receive an alert indicating that their client failed authentication, and the client will receive an email. The electronic envelope cannot be completed and the advisor should print the form(s) for the client's handwritten signature.

Q. If a signer fails the KBA process, when can they try to eSign a form again?

The KBA process is only used for new-to-Schwab clients. For security purposes, once the signer fails authentication, your best option is to print the forms and obtain a handwritten signature to complete the new account opening process in a timely manner.

Once your client has opened their account, you should help them activate their SchwabAlliance.com login, which will enable them to eSign future documents. The best way to help your clients get started is to go to the Profiles tab on Schwab Advisor Center, and use the Web Access option on the eDelivery page to invite clients to sign up for Schwab Alliance.

Q. How long will eSignature envelopes remain active?

Clients have 60 days to eSign forms, and advisors have 180 days to view the envelope and submit to Schwab, if necessary. Envelopes will expire after this time and will need to be recreated.

Q. My client cannot locate the original email sent from DocuSign to access the documents for electronic signature. What are their options?

If the recipient is a current client, he or she can access the envelope directly through the Message Center on the Schwab Alliance website. Instruct your client to log on to SchwabAlliance.com and access the envelope from the Message Center.

If the recipient is a new client, he or she can only access the envelope via their email. Several reminder emails—including an email two days after the initial notification email—will be sent to the client. You can ask your client to wait for their reminder, or void the current envelope and resend the forms through a new envelope.

Q. My client says he or she did not receive an email notification for electronic signature. What happened?

First, ensure that the client's email address is correct. If correct, the client may need to check their junk email folder, or ensure that their inbox is not full. If the client is not receiving any emails, there could be a server issue that should be escalated to his or her service provider.

Q. Can my clients eSign from a mobile device?

Yes, your clients can eSign from their mobile device. It is not yet integrated with the Schwab mobile app, so your client needs to access the forms through the email notification. When accessing the notification email from their mobile device, the client clicks on the "Review Documents" button and a separate browser window will open prompting clients to log in to the SchwabAlliance.com website to review and eSign, instead of logging into the Schwab Mobile App.

Q: [Can my client make changes to the information on the form?](#)

Yes, if the format of the form contains fillable fields, your clients will be able to make changes to the document. If there is more than one signer, you can assign fields for a specific signer to add or edit information.

Q: [What if I have a new client who doesn't yet have Schwab Alliance access? How will they sign?](#)

If your client does not have Schwab Alliance access, upon clicking on the Review Documents button from the notification email, your client will be taken through the steps to enroll in Schwab Alliance prior to accessing the forms.

Q: [Can my client sign on their Mac?](#)

Yes, your client can sign using Mac and/or their iPad or iPhone with the Safari browser as long as they accept 3rd party cookies. If your client accesses their envelope and sees the SchwabAlliance.com website navigation but does not see the envelope contents, they should enable 3rd party cookies by choosing the following setting, Block Cookies: Never. Your client can find this setting through the following path: Safari > Preferences > Privacy > Block Cookies: Never.

Q: [Can international accounts be opened with an eSignature?](#)

No, not at this time.

Q: [When will my client be able to access a copy of the signed forms once the envelope is completed?](#)

Signed copies are readily available after signing.

Q. What is a signature card and when is one required?

A signature card captures the client's handwritten signature and is used when processing transaction requests that require signature verification. Schwab requests a signature card for all new-to-Schwab clients. New and existing clients who order Schwab One checks or Visa debit card must also submit a signature card before their checks or debit card can be issued.

Q. Why is a signature card needed?

Schwab requests a signature card for each new client opening an account in order to validate future transactions where a handwritten signature is required. If Schwab does not receive a signature card, the account will still be opened; however, Schwab will contact you and your client to verify transactions requiring signature verification until a signature card is received.

Schwab only requires a signature card for existing clients if Schwab One checks and Visa debit cards were ordered. Schwab cannot process orders for checks and Visa debit cards until we receive a signature card.

Q. What is the benefit of having my client provide an electronic signature if they also have to provide a handwritten signature card to open an account?

The benefits of electronic signatures are ease of use, speed, and security. By using the electronic approval for forms processing, your clients will be able to eSign documents anywhere, anytime, and can immediately submit forms to Schwab without the use of paper or faxes. Additionally, the new process provides a secure method for sending sensitive information to your clients. Signature cards will be utilized for those transactions in which a handwritten signature is submitted and verification is necessary.

Q. Is a signature card needed for each account?

No. If your client is opening multiple accounts, only one signature card will be requested for each account holder.

Q. If I'm opening multiple accounts within the same envelope, does my client need to fill out multiple signature cards?

No, only one signature card per envelope is needed.

Q. If I'm opening a new account for a client who already has an account with Schwab, will they still need to provide a signature card?

If a client already has an account with Schwab, we may already have a signature on file for the client to verify future transactions. If a new account is being opened with checks or Visa cards for an existing client, then a signature card will be required from each account holder before the checks or Visa cards are issued. As a best practice, Schwab recommends having a recent signature card on file to help expedite certain transaction requests requiring additional validation.

Q. At what point in the eSignature process are clients prompted to complete a signature card?

Clients are asked to complete a signature card after finishing the eSigning process for all new account applications. Clients can click on a link that will present the signature card and will be instructed to sign and return the signature card to Schwab.

Q. Where can my client obtain a copy of the signature card?

When your client has completed eSigning the forms, he or she will be presented with a confirmation acknowledgment page. A link to the signature card is on this page. The form is also available on the forms page of [SchwabAlliance.com](https://www.schwaballiance.com). A URL at the bottom of the original notification email can also be placed in a browser to access a copy.

Q. How can advisors see if their client has a signature card on file with Schwab?

Schwab currently does not have the ability to notify advisors if a signature card is on file. You can contact your service team to get this information.

Q. Can the signature card be faxed to Schwab (vs. mailing an original copy)?

Yes, clients can either fax or mail a copy of the signature card to Schwab. Both the fax number and mailing address are located on the signature card.

Q. May I submit the signature card on behalf of my clients as a convenience?

In an effort to protect your client and prevent unauthorized transactions, we request that your client fax the signature card directly to Schwab.

Q. What if a signature card is not returned to Schwab?

If a signature card is not received, Schwab may contact you and your client directly to validate any future transaction requests that have a handwritten signature. If Schwab does not have a signature card on file, delays may occur in some processes which require validation of the transaction with you and your client directly.

Security for electronic approval for wires

- Is eAuthorization secure?
- What controls do you have in place to prevent a fraudulently placed wire?
- What are some best practices for using mobile apps and keeping mobile devices secure?

Security for electronic approval for forms

- Is eSignature secure?
- Is the use of electronic signatures valid?
- How do you plan to authenticate the identity of my new and existing clients to ensure that the right party is electronically signing the form?
- Does Schwab have additional security measures to protect my client's information?

Q. Is eAuthorization secure?

Schwab takes security very seriously and has both technical and operational controls in place to help protect your information. We regularly review our controls with internal and industry experts to ensure their effectiveness—from requiring credentials for online account access to monitoring accounts for suspicious activity, to name a few. Schwab also has a Security Guarantee, which protects your client against loss by covering 100% of any losses in any of your Schwab accounts due to unauthorized activity. Please visit www.schwab.com/SchwabSafe to review the complete Security Guarantee and to learn more about Schwab's security practices.

Q. What controls do you have in place to prevent a fraudulently placed wire?

Wires are deemed high-risk transactions as the funds are leaving client accounts and there are limits to recovering funds. Schwab has both technical and operational controls that enable us to detect potentially fraudulent transactions. We regularly review our controls with internal and industry experts to ensure their effectiveness. Unfortunately, we cannot disclose those controls in order to guard against fraud. In the event of a potentially fraudulent transaction, we will conduct an investigation and apply the Schwab Guarantee as appropriate. Please visit www.schwab.com/SchwabSafe for more information.

Q. What are some best practices for using mobile apps and keeping mobile devices secure?

Protect your device: Simple security measures on your mobile device can increase your safety.

Keep your device up-to-date: Update your device's operating system regularly. Older operating systems, browsers, and software may be more vulnerable to attack. Make sure you use the latest version of your device's operating system and apps.

Consult your provider for details on which browser settings can help to protect your device. Below, you'll find some guidelines designed for users of iOS devices including iPhone® and iPad®.

- Make sure the Fraud Warning setting for your browser is turned ON to alert you of fraudulent sites.
- Turn ON "Block Pop-Ups" in the browser settings.
- Set up a Passcode Lock
- Set up an Auto-Lock
- Turn on Erase Data – This will erase all your data on your mobile device after 10 failed attempts. Lose your phone, not your sensitive data.

Don't store passwords on your device: In case someone manages to get your device, you do not want any stored passwords on your phone.

Wireless Best Practices: Use networks that you trust. Your information may be vulnerable when you log in to an unsecured wireless network, whether at home or in a public area. Some wireless networks in public areas reduce their security, making it easier for individuals to access and use these networks. Do not use a wireless network when you don't know or trust whoever is responsible for the network.

Q. Is eSignature secure?

In addition to partnering with DocuSign, a leader in providing eSignature capabilities, Schwab has also performed security due diligence on the integration of these capabilities and has tested these security controls. Advisors can only send out Schwab forms through DocuSign by accessing Schwab Advisor Center using their existing credentials. To ensure that non-public information is only available through the DocuSign platform, advisors' prospects and clients will not be allowed to access forms through email. In order to view the documents, the prospect or client will be required to first authenticate his or her identity. The authentication process is different for new-to-Schwab clients and existing client. For more details, refer to the other questions below about authentication.

It is Schwab's standard business practice to transmit sensitive information over Secure Socket Layer (SSL), which is the encrypted transport layer commonly used for sensitive internet traffic, denoted by HTTPS:// in the url. It is also our policy to ensure that our level of encryption stays at parity with accepted industry standards. More information can be found at: www.schwab.com/schwabsafe.

Q. Is the use of electronic signatures valid?

Yes. Your use of the DocuSign system through Schwab (when used properly in accordance with all applicable terms of use) is designed to comply with the federal E-SIGN Act (Electronic Signatures in Global and National Commerce Act), which generally authorizes the use of electronic signatures for contracts and other documents. The SEC has also generally authorized use of electronic signatures.

For more information, you can read DocuSign's white paper on the legality of electronic signatures [here](#).

You should also consult your own legal counsel and compliance officer about the use of electronic signatures.

Q. How do you plan to authenticate the identity of my new and existing clients to ensure that the right party is electronically signing the form?

For new clients who do not have a Schwab account, we leverage a capability called Knowledge-Based Authentication (KBA), provided through DocuSign. KBA requires your clients to answer questions based on personal information compiled from a variety of sources.

For clients with existing Schwab accounts, we will authenticate clients' identity using their Schwab Alliance credentials before they can review forms/applications and eSign them. Current clients must have online credentials for the Schwab Alliance website before they can electronically sign documents.

Q. Does Schwab have additional security measures to protect my client's information?

Schwab leverages several layers of online and operation controls including:

Targeted Use: Forms cannot be signed without an advisor first sending those to an end-client, and can only be sent via the Schwab Advisor Center platform.

Customer Verification: Forms submitted are still subject to all the same operational security measures and controls as any other form submitted to Schwab via online or offline channels.

Strong Encryption: Schwab employs the most advanced encryption available for all of its online platforms.

Scanning for Suspicious Behavior: We use various technical systems to monitor systems and behavior.

Business Review: In addition to the systemic controls, Schwab's operational and service teams review forms to ensure that the proper channels are being used for submission.

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