

Institutional Investor Day

May 22, 2024

charles
SCHWAB

CORPORATION

Introduction

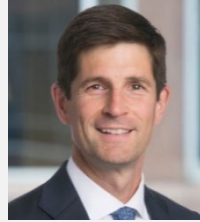
Jeff Edwards

Managing Director, Head of Investor Relations

Presenters



Walt Bettinger
Co-Chairman of the
Board and Chief
Executive Officer



Rick Wurster
President



Joe Martinetto
Managing Director,
Chief Operating
Officer



Bernie Clark
Managing Director,
Head of Advisor
Services



Jonathan Craig
Managing Director,
Head of Investor
Services and Marketing



James Kostulias
Managing Director,
Head of Trading
Services



Lisa Hunt
Managing Director,
Head of International
Services



Stacy Hammond
Managing Director,
Chief Marketing Officer



Neesha Hathi
Managing Director,
Head of Wealth and
Advice Solutions



Peter Crawford
Managing Director,
Chief Financial Officer

Agenda

- | | |
|---|---|
| 1 | Walt Bettinger , Long-term Strategic Overview |
| 2 | Rick Wurster , Sustainable Growth Model |
| 3 | Joe Martinetto , Ameritrade Integration Review |

*Combined Q&A
following Ameritrade
Integration Review*

15 Minute Break at 9:40 a.m.

- | | |
|---|---|
| 4 | Bernie Clark , Advisor Services |
| 5 | Jonathan Craig , Retail Investor |
| 6 | James Kostulias , Trader |
| 7 | Lisa Hunt , International Services |

*Combined Q&A
following International
Services*

60 Minute Break at 11:50 a.m.

- | | |
|----|---|
| 8 | Stacy Hammond , Client Acquisition and Marketing |
| 9 | Neesha Hathi , Wealth and Advice Solutions |
| 10 | Peter Crawford , Financial Perspectives |

Forward Looking Statements

This presentation contains “forward-looking statements” within the meaning of Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934. Forward-looking statements include statements that refer to goals, priorities, expectations, trends, projections, or other characterizations of future events or circumstances, and are identified by words such as “believe,” “estimate,” “anticipate,” “expect,” “intend,” “plan,” “may,” “could,” “would,” “will,” “continue,” “build,” “enhance,” “grow,” “expand,” and other similar expressions.

These forward-looking statements relate to: the company’s strategy and approach; positioning; success with clients; business momentum; growth in the client base, client accounts, and assets; organic growth; growth in fee based solutions; growth in revenues, earnings, and profits; the integration of Ameritrade, including transition related attrition, remaining integration related work, expense and revenue synergies, and the opportunity and benefits of the combined platform; client and industry trends; competitive advantages; scale and efficiency; ROCA and EOCA; pricing and value proposition; market share; opportunities; strategic priorities; service levels and client experience; investments in platform, operations and infrastructure; enhancing and expanding offers and solutions for clients and RIAs; marketing efficiency; operating leverage; diversified revenue sources; all-weather business and financial model; expense management; balance sheet management; credit risk; transactional sweep cash; asset and liability alignment; liquidity sources; utilization and repayment of supplemental funding; investment portfolio; reinvestment yields; capital management framework and Tier 1 Leverage Ratio; net interest margin; capital return, dividends and share repurchases; mathematical illustrations and related assumptions, including macro, business and client behavioral factors; NNA growth rate; profit margin; long term growth and earnings potential; and stockholder value.

These forward-looking statements reflect management’s beliefs, expectations and objectives as of today and are subject to risks and uncertainties that could cause actual results to differ materially. Important factors that may cause such differences are discussed in the company’s Annual Report on Form 10-K and Quarterly Reports on Form 10-Q, which have been filed with the Securities and Exchange Commission and are available on the company’s website (<https://www.aboutschwab.com/financial-reports>) and the Securities and Exchange Commission’s website (www.sec.gov). Such factors include: the risk that expected expense and revenue synergies and other benefits from the Ameritrade acquisition may not be fully realized or may take longer to realize, and integration expense may be higher than expected; the company’s ability to attract and retain clients and RIAs and grow those relationships and associated client assets; investor engagement and interest in the company’s products and services; the company’s ability to monetize client assets; competitor actions and competitive pressures on pricing; the company’s ability to support client activity levels; the level and mix of client trading activity; client asset levels and cash balances; general economic and market conditions, including interest rates, equity valuations and volatility, and changes in monetary and fiscal policy; client sensitivity to interest rates; balance sheet positioning relative to changes in interest rates; loan growth; interest earning asset mix and growth; securities lending; margin balances; the migration of bank deposit account balances; capital and liquidity needs and management; the company’s ability to manage expenses; capital expenditures; adverse developments in litigation or regulatory matters and any charges associated with such matters; tax matters and changes in income tax rates; new or increased regulatory fees and assessments, including FDIC assessments; changes in laws and regulatory requirements and expectations, including capital and liquidity requirements; effectiveness of the company’s financial and operational controls; risks associated with cybersecurity threats, unauthorized access and data security; and the risk of disruption or failure of critical operational systems.

The information in this presentation speaks only as of May 22, 2024 (or such earlier date as may be specified herein). The company makes no commitment to update any forward-looking statements.

Institutional Investor Day

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CORPORATION

Long-term Strategic Overview

Walt Bettinger

Co-Chairman of the Board and Chief Executive Officer

“Always put
the **client first**.
No matter what.”

Chuck Schwab

- For over 50 years, we have looked at the world **through our clients' eyes** – evolving to increasingly meet the spectrum of investors' and traders' needs across investing, banking, and wealth management solutions
- We continue to lead with our **“no trade-offs” approach** – combining the best of people and technology with low costs to help enable clients to pursue their financial goals
- As we enter the firm's next chapter, the strength of our enhanced platforms, high-quality solutions, and dedicated people positions us to **drive future growth and unlock the tremendous opportunities ahead of us**

We have consistently championed individual investors and the advisors who serve them.



PURPOSE

To champion every client’s goals with passion and integrity



VISION

To be the most trusted leader in investment services



STRATEGY

Through Clients’ Eyes

50+

years in business

\$8.8T

client assets

35M+

brokerage accounts

15K

independent RIAs



5.3M

workplace plan participants

380+

branch locations

32K+

employees

1.9M

banking accounts

Note: K = Thousand. M = Million. T = Trillion. Metrics as of April 30, 2024.

Since day one, we've set out to **challenge the status quo**, looking for ways to offer our clients more value and a best-in-class experience.



Our **unwavering commitment to clients** remains at the forefront of every decision we make.

Our **guiding principles** revolve around the Golden Rule: treat investors how we would like to be treated,...



Trust is everything. Earned over time. Lost in an instant.



Price matters. More than ever. And in our industry more than most.



Clients deserve efficient experiences. Every time.



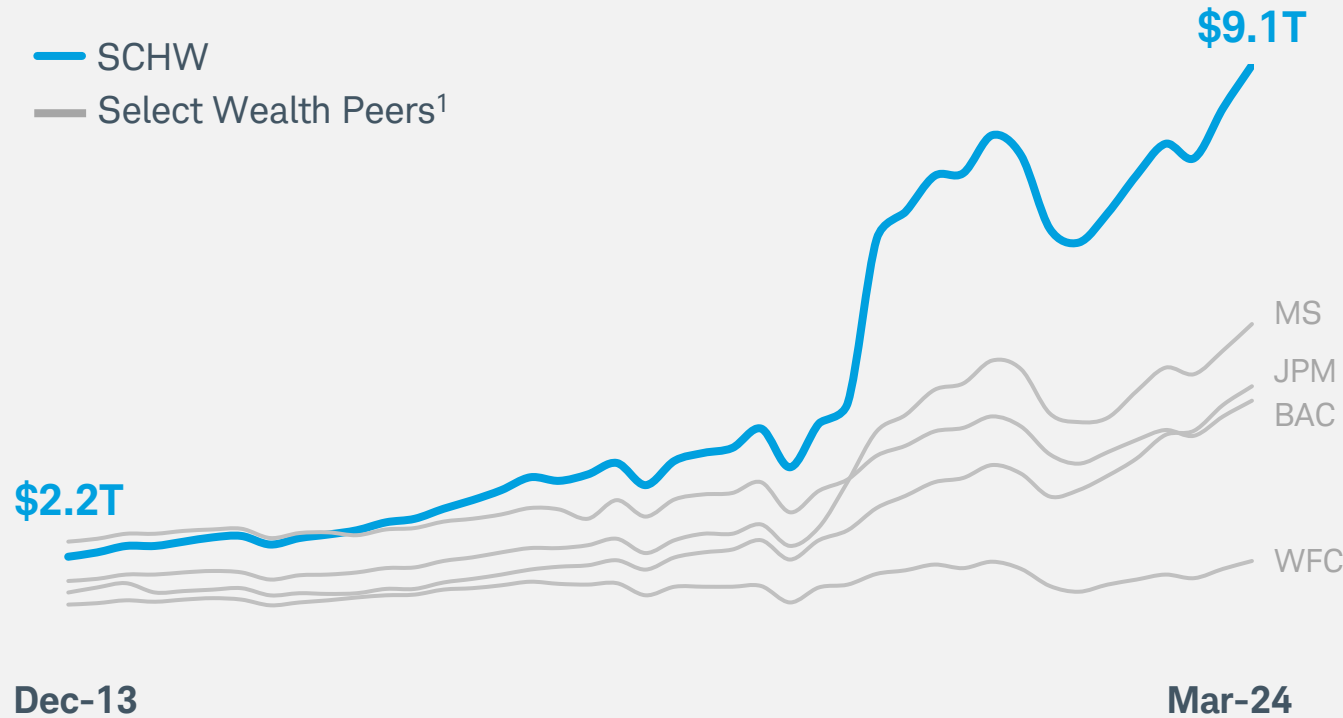
Every prospective or existing client is critical to our future growth. No matter how large or small.



Actions matter more than words. Clients, press, influencers, and employees will give credit to what we do versus what we say.

...and the rest will follow.

||| Total Client Assets, 2013 – 1Q24 (\$T)¹



Since 2013

+29M

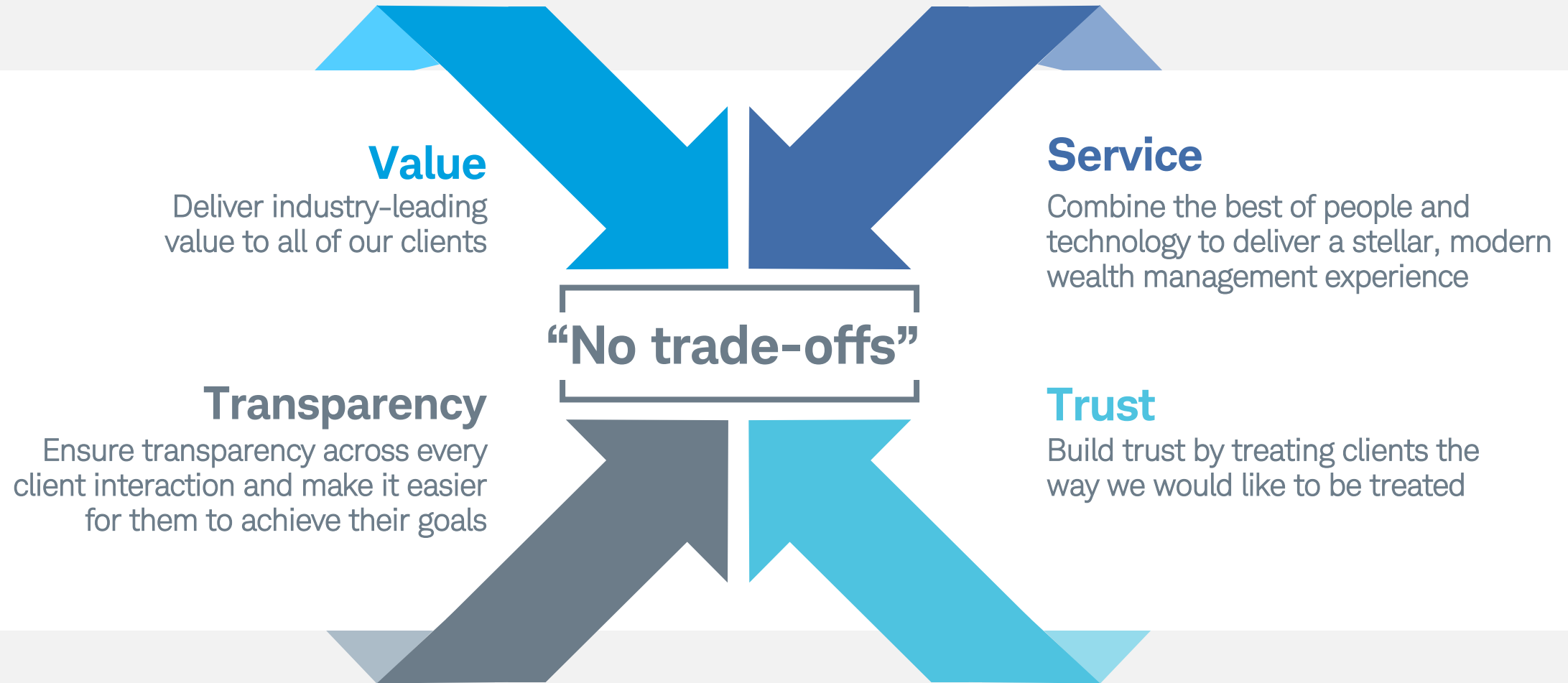
New Brokerage Accounts²
(excl. Ameritrade)

+\$2.8T

Core NNA²

Note: Q = Quarter. M = Million. T = Trillion. NNA = Net new assets. Core net new assets = net new assets before significant one-time flows, such as acquisitions/divestitures or extraordinary flows (generally greater than \$10 billion) relating to a specific client. These flows may span multiple reporting periods. 1. All peer data represents results from respective wealth management segments of Morgan Stanley, JP Morgan, Bank of America, and Wells Fargo, excluding Schwab, which is shown on a total company basis. All data sourced from company filings and releases. 2. Measured from January 1, 2013 through March 31, 2024 and excludes the impact of new brokerage accounts and NNA related to the acquisition of Ameritrade.

We are focused on serving our clients **where** and **how** they want to be served.



Our **brokerage platform** caters to self-directed investors and traders who want access to a broad range of products and great service.



Discount
Brokerage



Advisor
Services



Asset
Management



Advice



Banking



Personalization



Powered by **Ameritrade**™

Enhanced Trading Experiences
thinkorswim® and Schwab Network

~90%

Retail Accounts Opened Digitally
During 1Q24

\$0

Commissions on Listed Stocks,
ETFs, Options, and Mutual Funds¹



Charles Schwab
selected as a **Forbes**
2024 Best Customer
Service award winner²

Note: Q = Quarter. ETF = Exchange traded fund. 1. See the Charles Schwab Pricing Guide for Individual Investors for full fee and commission schedules: <https://www.schwab.com/legal/schwab-pricing-guide-for-individual-investors>. 2. Forbes Best Customer Service 2024 was given on November 16, 2023, and expires January 2, 2025. The criteria, evaluation, and ranking were determined by Forbes partnered with HundredX. See <https://www.forbes.com/sites/rachelpeachman/2023/11/09/best-brands-for-customer-service-2024-methodology/> for more information. Schwab paid a licensing fee to Forbes for use of the award and logos.

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14

Advisor Services is committed to helping independent advisors of all sizes grow, compete, and succeed.



Discount Brokerage



Advisor Services



Asset Management



Advice

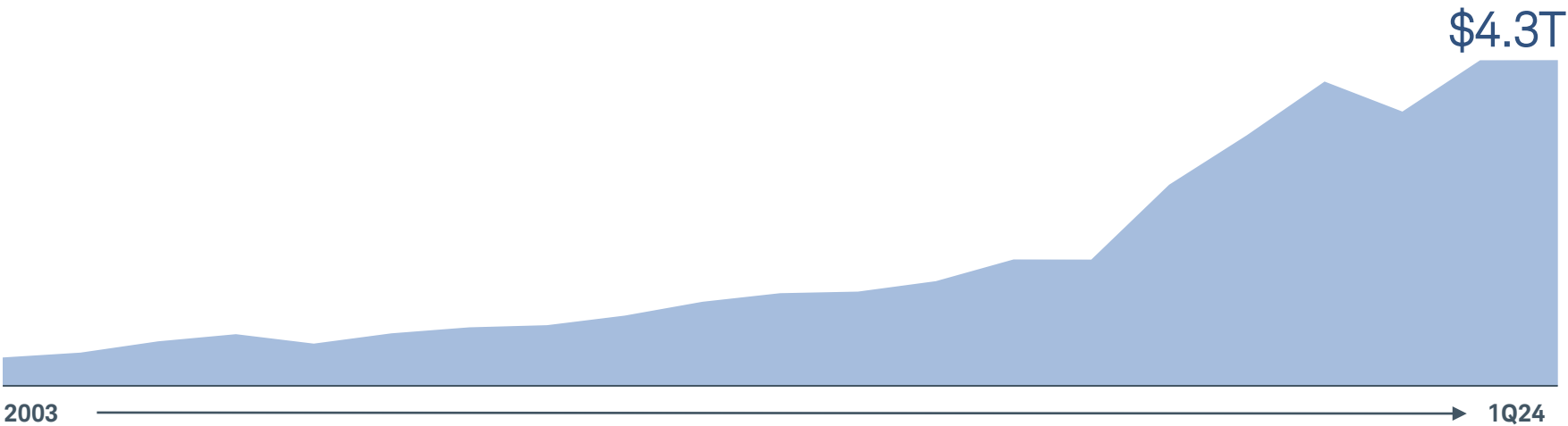


Banking



Personalization

Advisor Services Client Assets (\$T)



No Custody Fees

\$53B

YTD Core NNA¹

15K+

Advisory Firms¹

Note: K = Thousand, B = Billion, T = Trillion, Q = Quarter, YTD = Year to date, NNA = Net New Assets. Core NNA = Net new assets before significant one-time flows, such as acquisitions/divestitures or extraordinary flows (generally greater than \$10 billion) relating to a specific client. These flows may span multiple reporting periods. 1. Data as of March 31, 2024.

Competitively priced **asset management solutions** are designed to address a variety of investor preferences.



Discount Brokerage



Advisor Services



Asset Management



Advice



Banking



Personalization



ThomasPartners®

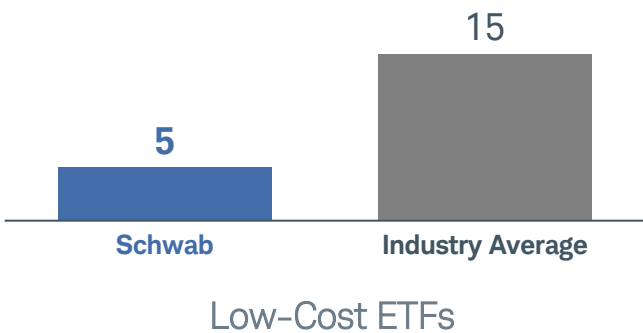
WINDHAVEN
STRATEGIES



WASMER
SCHROEDER™

Comprehensive Investment Solutions

Average OER for Passively Managed ETFs¹ (bps)



100+




Proprietary Funds

>20K

Third-party Fund Products

Note: K = Thousand. T = Trillion. OER = Operating expense ratio. Bps = Basis points. AUM = Assets under management. ETF = Exchange-traded fund. 1. OER data sourced from Morningstar and Schwab, as of April 30, 2024. "Schwab" represents asset-weighted OER for cap-weighted Schwab ETFs and "Industry Average" represents asset-weighted average for traditional cap-weighted index ETFs and excludes strategic beta ETFs (categorized by Morningstar).

We provide accessible **wealth and advice solutions** for many stages of a client's journey.

-  Discount Brokerage
-  Advisor Services
-  Asset Management
-  **Advice**
-  Banking
-  Personalization

Full-Range of Wealth & Investment Management Solutions



Trailing 12-months

\$38B+ ➔ **\$13B+**

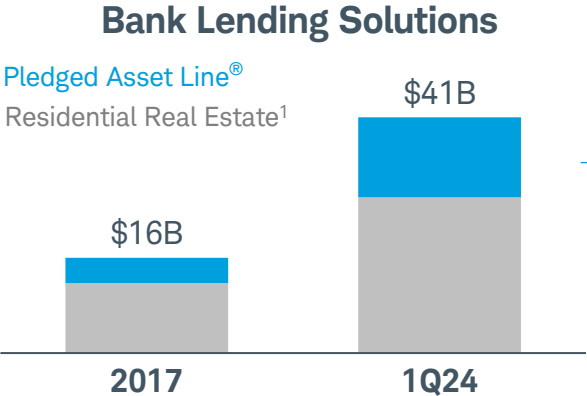
Managed Investing Net Flows¹

Net Flows into our premier fee-based solution,
Schwab Wealth Advisory™

Note: B = Billion. 1. As of March 31, 2024. Managed Investing net flows includes Schwab Wealth Advisory™, ThomasPartners®, Windhaven®, Schwab Managed Products, Managed Account Select®, USAA Managed Portfolios, Wasmer Schroeder™ Retail, Wasmer Schroeder™ Off Platform & Advisor Services, Schwab Advisor Network®, AdvisorDirect®, Schwab Intelligent Portfolios®, Schwab Personalized Indexing™ and Schwab Selective. May include flows into more than one product.

As a **bank for investors**, we are focused on deepening relationships through lending and cash management solutions.

-  Discount Brokerage
-  Advisor Services
-  Asset Management
-  Advice
-  **Banking**
-  Personalization



Pledged Asset Line®

Enhanced digital onboarding allows RIAs to **open and fund multiple accounts in minutes**

+200%

Growth in balances since 2017

<5 mins



Average approval time for ~70% of loans



Charles Schwab Bank

#1 in Customer Satisfaction for Direct Bank Checking Accounts²

6 Years in a Row

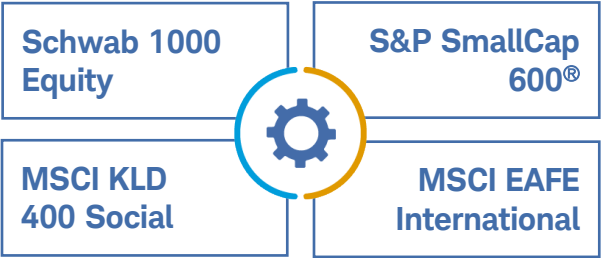
- Schwab Bank Investor Checking™**
-  No minimum balance fees
 -  Unlimited ATM Fee Rebates Worldwide

Note: B = Billion. Q = Quarter. RIA = Registered Investment Advisor. Mins = Minutes. ATM = Automated teller machine. 1. Includes net balances for first lien residential real estate mortgage loans, home equity lines of credit, and other CRA-related loans. 2. Charles Schwab received the highest score in the checking segment of the J.D. Power 2019-2024 U.S. Direct Banking Satisfaction Studies, which measures overall satisfaction with direct branchless banks. Visit [jdpower.com/awards](https://www.jdpower.com/awards) for more details. The J.D. Power 2024 U.S. Direct Banking Satisfaction Study is independently conducted, and the participating firms do not pay to participate. Use of study results in promotional materials is subject to a license fee.

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Providing **opportunities for personalization** further enhances client experience and value.

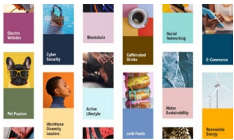
-  Discount Brokerage
-  Advisor Services
-  Asset Management
-  Advice
-  Banking
-  **Personalization**



Schwab Personalized Indexing[®]

Schwab Private Client Services[™] & **Schwab Private Wealth Services[™]**
HNW (\$1M-\$10M) *UHNW (\$10M+)*

Specialized Service Models for Largely Self-directed Investors and Traders



Schwab Investing Themes[™]



Schwab Stock Slices[®]

FWA
THE FAMILY WEALTH ALLIANCE
WE CONNECT YOUSM

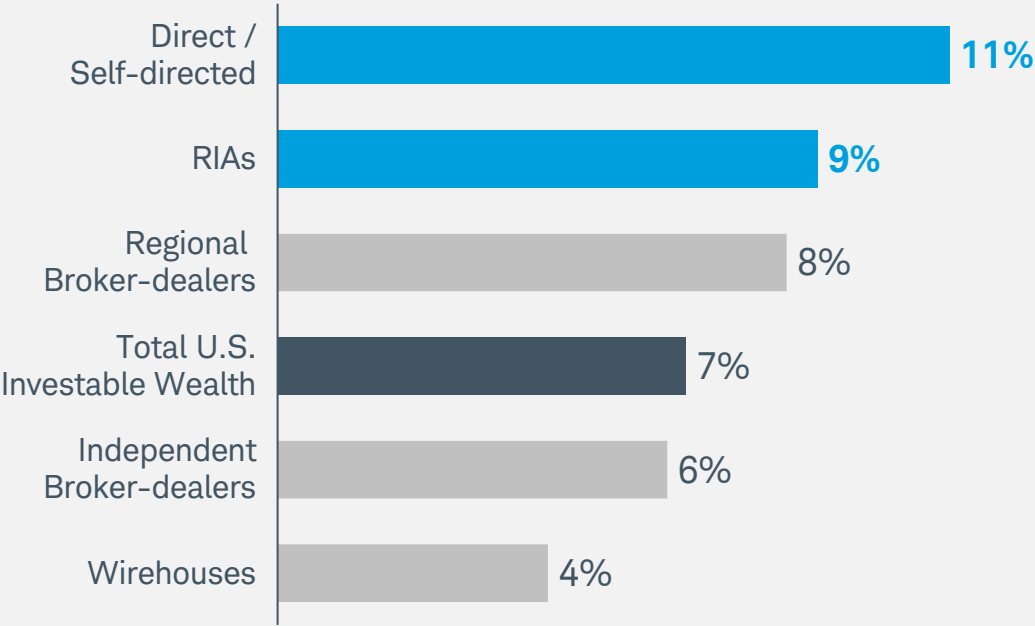
Note: M = Million. U/HNW = Ultra / high net worth.

Schwab's intentional evolution enables us to begin the next chapter from a position of strength,...

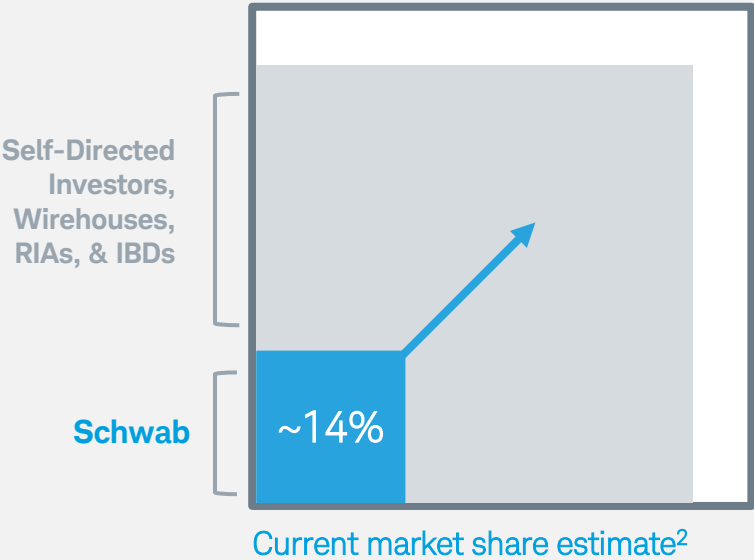
By design, we are **aligned to the two fastest growing segments** in the U.S. Retail market,...

...keeping us **well-positioned to capture meaningful growth** for years to come.

U.S. Retail Investable Wealth CAGR, 2017 – 2022¹

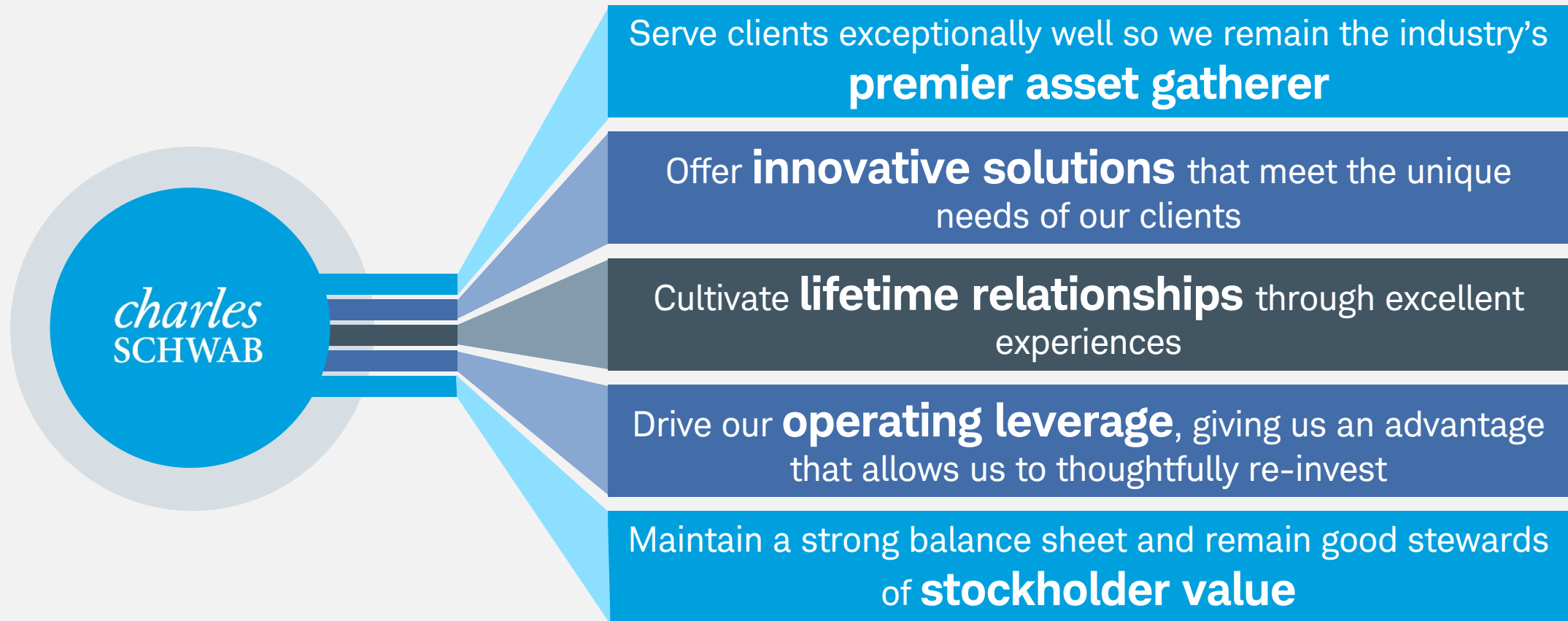


U.S. Retail Market: \$65T+¹



Note: T = Trillion. CAGR = Compound annual growth rate. RIA = Registered Investment Advisor. IBD = Independent broker-dealer. 1. Source: Cerulli and FRED. As of December 31, 2022. 2. Total client assets as of April 30, 2024.

...as our “Through Clients’ Eyes” strategy supports long-term profitable growth.



“Always put
the **client first**.
No matter what.”

Chuck Schwab

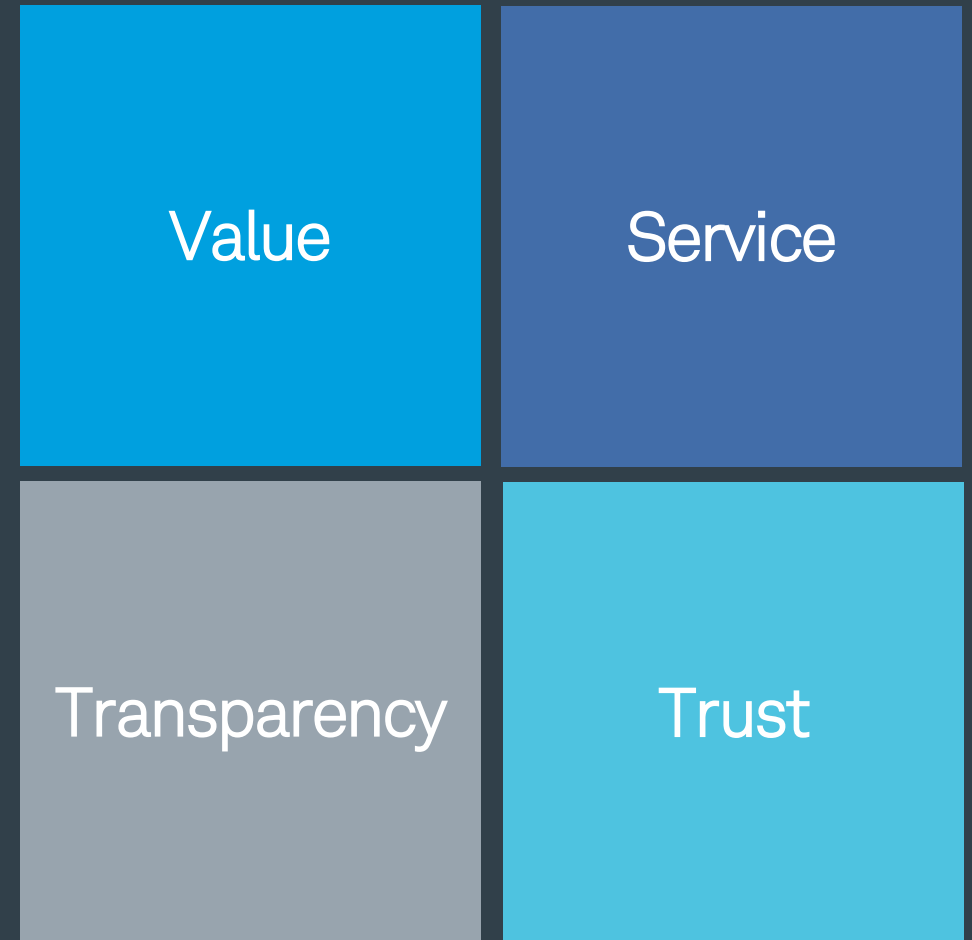
- For over 50 years, we have looked at the world **through our clients' eyes** – evolving to increasingly meet the spectrum of investors' and traders' needs across investing, banking, and wealth management solutions
- We continue to lead with our **“no trade-offs” approach** – combining the best of people and technology with low costs to help enable clients to pursue their financial goals
- As we enter the firm's next chapter, the strength of our enhanced platforms, high-quality solutions, and dedicated people positions us to **drive future growth and unlock the tremendous opportunities ahead of us**

Sustainable Growth Model

Rick Wurster

President

Our “no trade-offs”
approach to serving
investors informs our
long-term strategy,
paving the way for
continued growth.



Our unwavering focus on meeting clients' needs helps power our long-term organic growth.

Annualized Core NNA growth rate **5-7%**

3-5%

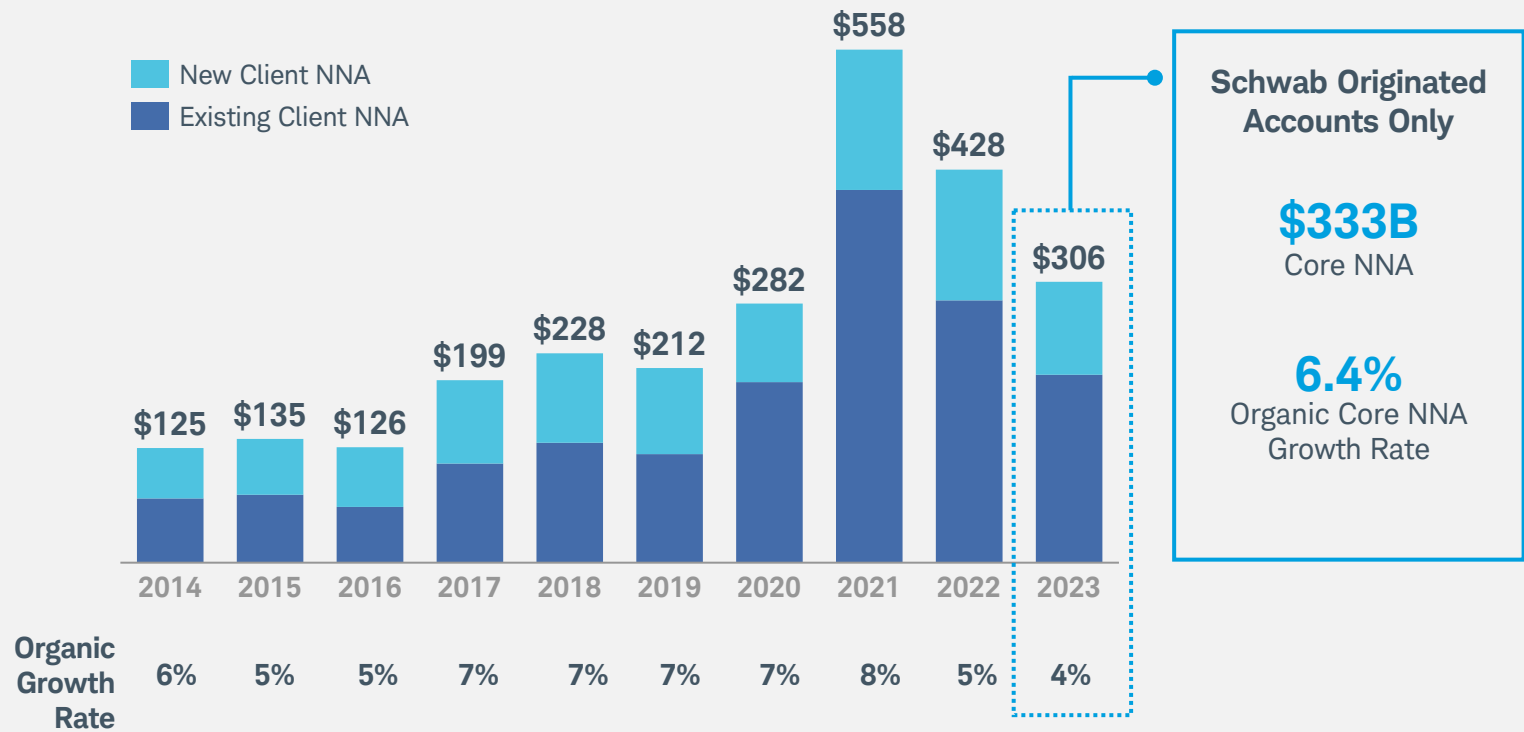
NNA Growth from Existing Clients



2-3%

NNA Growth from New Clients

Core Net New Assets (\$B) by New and Existing Clients^{1,2}



We have started 2024 with strong momentum, resulting in nearly \$100B in core NNA gathered through Q1.

Note: Q = Quarter. B = Billion. NNA = Net new assets. 1. New Client NNA = NNA generated during the month in which the household is opened, plus the subsequent two months. Core NNA = Net new assets before significant one-time flows, such as acquisitions/divestitures or extraordinary flows (generally greater than \$10 billion) relating to a specific client. These flows may span multiple reporting periods. Organic growth rate shown on an annualized basis 2. Full-year reported results only include Ameritrade from the transaction closing on October 6, 2020 forward.

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25

We believe that further advancing our strategic priorities will help enable sustained long-term growth.



Further enhancing our operations and infrastructure helps our ability to attract more assets and serve them more efficiently.



Scale & Efficiency

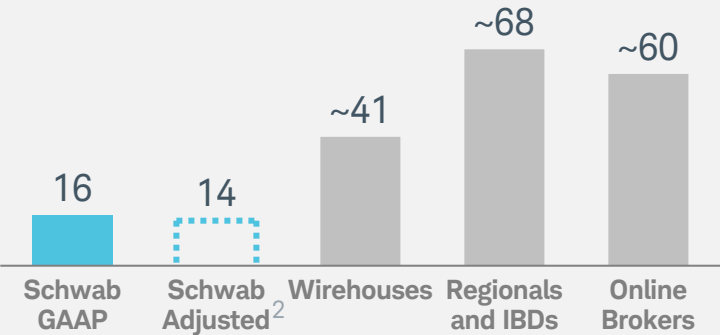
Ameritrade integration

Remaining expense synergies

Artificial intelligence

We continue to be the **low-cost provider** among full-service investment firms.

2023 Expense on Client Assets (bps)¹



Our 1Q24 EOCA was 14 bps, or 13 bps adjusted¹

Note: Q = Quarter. Bps = Basis points. IBD = Independent broker-dealer. EOCA = Expense on Client Assets. 1. Data presented for FY23 and represents GAAP total expenses excluding interest from respective wealth management segments of all companies, if applicable. Schwab is represented on a total company basis. Any impact related to loan provisions is treated as a contra-revenue. All data sourced from company filings and releases. Wirehouse segment includes Morgan Stanley, JP Morgan, Bank of America, and Wells Fargo. Regional and IBD segment includes Ameriprise, LPL Financial, and Raymond James. Online Broker segment includes Interactive Brokers and Robinhood. 2. Further detail on non-GAAP financial measures and a reconciliation of such measures to reported results are included on slides 112-117 of this presentation.

Further enhancing our operations and infrastructure helps our ability to attract more assets and serve them more efficiently.

 **Scale & Efficiency**

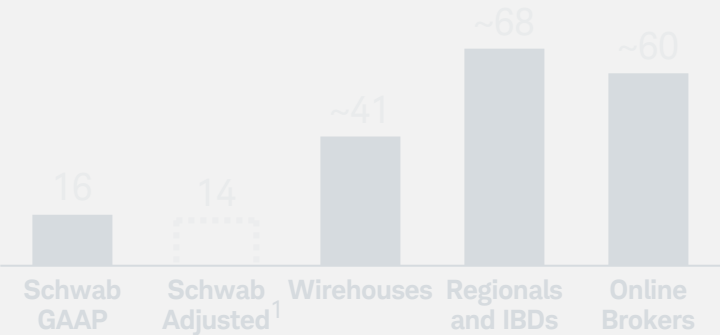
Ameritrade integration

Remaining expense synergies

Artificial intelligence

We continue to be the low-cost provider among full-service investment firms.

2023 Expense on Client Assets (bps)



Our 1Q24 EOCA was 14 bps, or 13 bps adjusted¹

We have **increased the size of our client base** and by year-end, we will capture the **remaining Ameritrade expense synergies**.

\$1.9T

Total converted assets brought to Schwab

<20%

Remaining Ameritrade run-rate expense synergies²

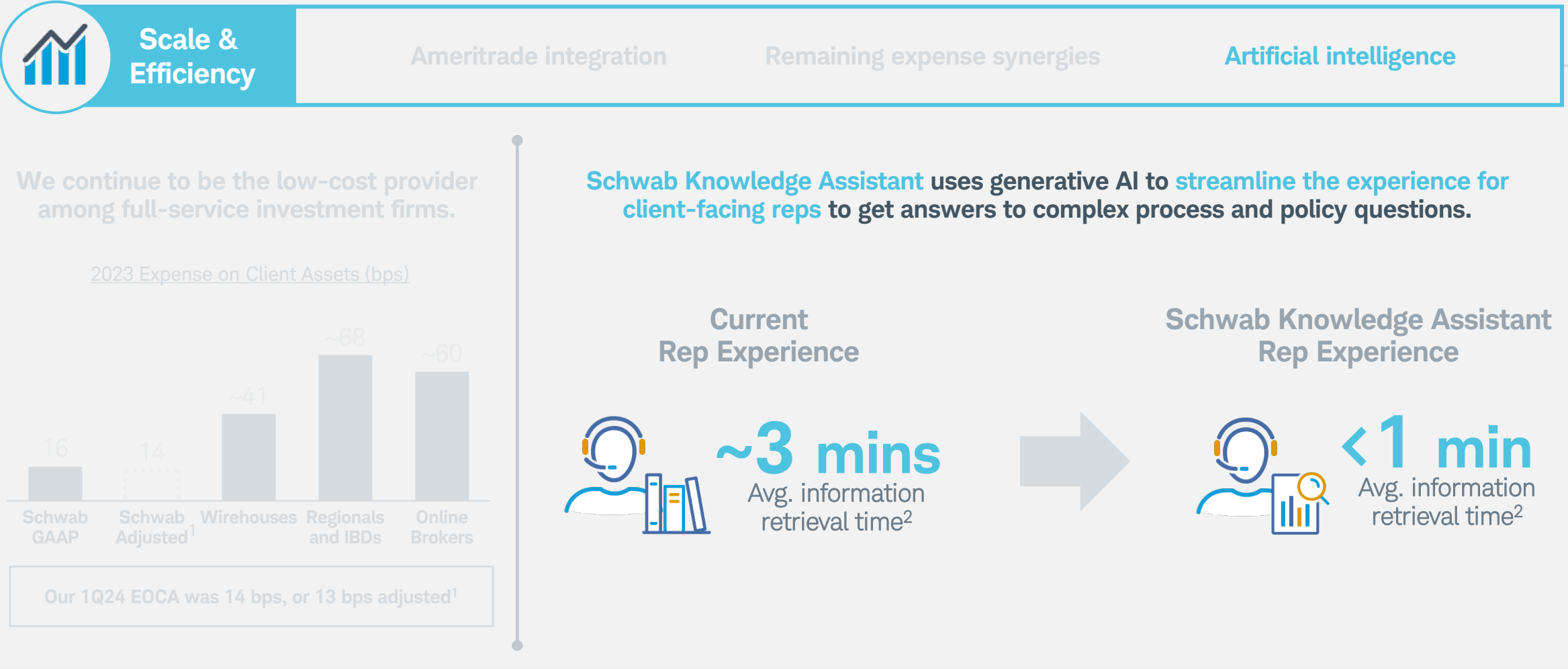
Total asset **attrition continues to track favorable to our expectations** of ~5-6% of Ameritrade client assets prior to initial conversion weekend.⁴

Introducing Ameritrade clients to the **broader capabilities of the combined firm** could further support organic growth.

\$500B+

Asset capture opportunity by bringing Ameritrade clients to share of wallet parity³

Further enhancing our operations and infrastructure helps our ability to attract more assets and serve them more efficiently.



Note: Q = Quarter. Bps = Basis points. IBD = Independent broker-dealer. EOCA = Expense on Client Assets. AI = Artificial Intelligence. Avg. = Average. Rep = Representative. Mins = Minutes. 1. Further detail on non-GAAP financial measures and a reconciliation of such measures to reported results are included on slides 112-117 of this presentation. 2. Retrieval times are for client questions that initially require multiple Schwab Knowledge Center queries by a rep to provide an answer. Research conducted in 2023.

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29

By delivering industry-leading value to our clients, we attract and retain client assets while diversifying our revenue streams.



Win-Win Monetization

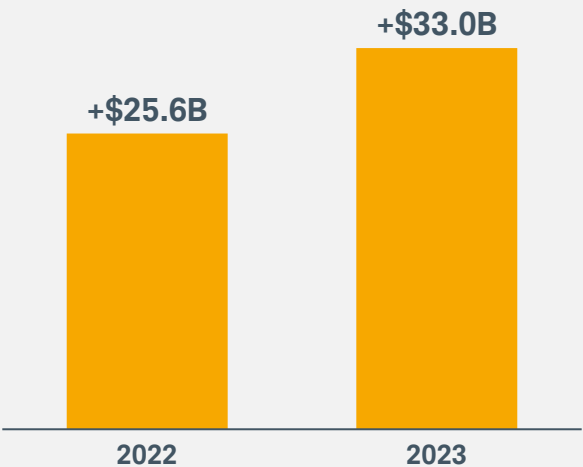
Wealth & advice offerings

Lending capabilities

Workplace businesses

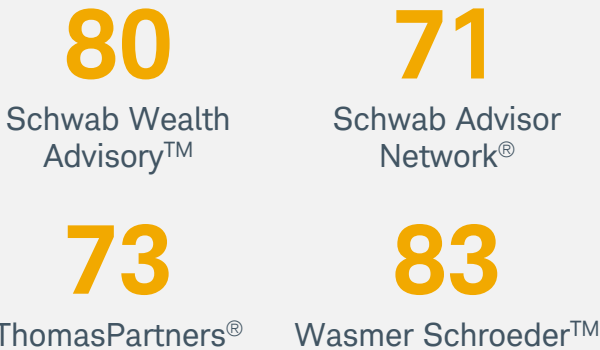
We continue to enhance the breadth of our **wealth solutions** while delivering **high quality service** and **great value**.

Managed Investing Net Flows¹

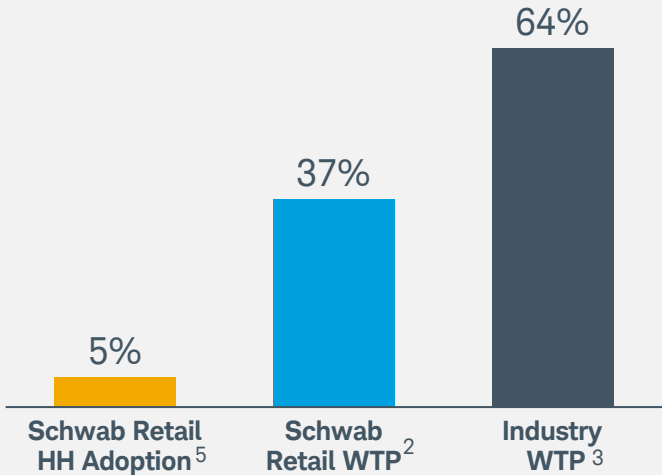


Our clients continue to be very satisfied with our **wealth management solutions**,...

Client Promotor Scores – 1Q24



...and there is an opportunity to close the gap between **advice adoption** and **willingness to pay**.



Each **1% increase** in Retail assets in advised solutions could drive **~\$125M - \$200M** in incremental annual revenue⁴

Note: M = Million. B = Billion. Q = Quarter. WTP = Willingness to pay. HH = Household. 1. Managed Investing net flows includes Schwab Wealth Advisory™, ThomasPartners®, Windhaven®, Schwab Managed Products, Managed Account Select®, USAA Managed Portfolios, Wasmer Shroeder™ Retail, Wasmer Schroeder™ Off Platform & Advisor Services, Schwab Advisor Network®, AdvisorDirect®, Schwab Intelligent Portfolios®, Schwab Personalized Indexing™ and Schwab Selective. May include flows into more than one product. 2. Schwab Investor Profile Study, 2021. 3. Represents WTP among affluent investors (>\$250K in investible assets). Source: Cerulli, U.S. Retail Investor Advice Relationships 2023. 4. Revenue based on fee-based advice solution revenue yield. 5. As of April 30, 2024 and excludes Ameritrade HHs in the final May 2024 transition group.

By delivering industry-leading value to our clients, we attract and retain client assets while diversifying our revenue streams.



Win-Win Monetization

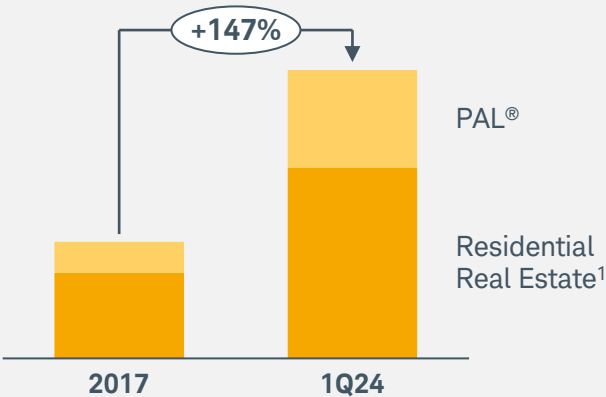
Wealth & advice offerings

Lending capabilities

Workplace businesses

Bank lending serves a key need for clients and our **Investor Advantage Pricing** has helped us more than double our loan book in just a few years.

Bank Loan Balances



Clients who utilize our lending products are **highly satisfied and engaged**,...

72

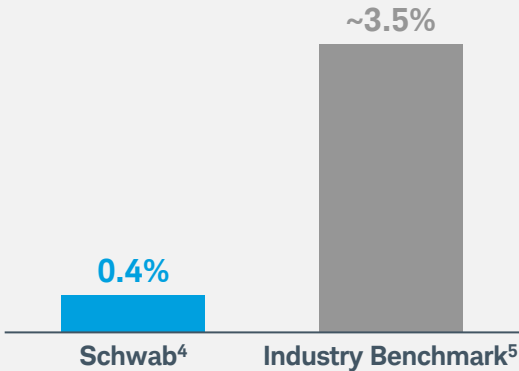
Client Promotor Score Lending Clients²

\$160K+

Avg. HH NNA Within 90 Days After Origination³

...and there is a **substantial opportunity** to continue to serve more of them.

Bank Loans as a % of Total Client Assets



Note: K = Thousand. B = Billion. Avg. = Average. Bps = Basis point. PAL[®] = Pledged asset line. HELOC = Home equity line of credit. NNA = Net new assets. HH = Household. 1. Includes net balances for first lien residential real estate mortgage loans, home equity lines of credit, and other CRA-related loans. 2. Represents client promotor score for clients with an active mortgage, HELOC, or PAL balance in 1Q24. 3. Measures the average household NNA recorded within 90 days after loan origination for mortgages and pledged asset lines with an origination date in 2023. 4. Represents bank loan balances as a percentage of total client assets as of March 31, 2024. 5. Represents blended average of bank loans as a percentage of total client assets for wealth segments of select peers as of March 31, 2024.

By delivering industry-leading value to our clients, we attract and retain client assets while diversifying our revenue streams.



Win-Win Monetization

Wealth & advice offerings

Lending capabilities

Workplace businesses

Workplace is positioned to deepen client relationships by leveraging Schwab's scale, brand, and breadth of offering.

>20%

of Workplace households utilize additional Schwab products and solutions¹

By introducing millions of participants to Schwab and providing exceptional client service, Workplace provides a pipeline of future growth.



~50%² of eligible rollover retirement assets are retained



Stock Plan contributes ~15%³ to Retail NNA



Highest number of Best-in-Class PLANSponsor awards for 7 years in a row and ~2x more than next qualifying plan provider⁴

Note: NNA = Net new assets. 1. Across all Workplace plan participants as of April 30, 2024. 2. Represents trailing 12 months, as of April 30, 2024, for Retirement Plan Services participants. 3. Represents 1Q24. 4. PLANSponsor award was given on February 15, 2024. The criteria, evaluation, and ranking were determined by PLANSponsor. See <https://www.plansponsor.com/research/2023-best-class-dc-providers/?pagesec=4#Methodology> for more information. A licensing fee has been paid to PLANSponsor for the use of the award logo, however Schwab did not pay any fees to be considered for the award.

We strive to serve the specific needs of our clients by designing tailored solutions for distinct client groups.



**Client
Segmentation**

Enhanced service models

Specialized capabilities

Trading platforms

International

We craft **differentiated experiences for key client segments.**

15%+

UHNW¹ U.S. investors have a relationship with Schwab

5.0x

Avg. Trader HH Assets vs. non-Trader²

2.1x

International ROCA vs. Retail³

Note: UHNW = Ultra High Net Worth. Avg. = Average. HH = Household. ROCA = Revenue on client assets. 1. Clients with \$20M+ in assets custodied with Schwab divided by total number of UHNW individuals in the U.S. defined by WealthX World Ultra Wealth Report 2023. 2. Statistics shown versus Retail households ex-Trader as of March 31, 2024. 3. Represents ROCA for 2023.

We strive to serve the specific needs of our clients by designing tailored solutions for distinct client groups.



Client Segmentation

Enhanced service models

Specialized capabilities

Trading platforms

International

We craft differentiated experiences for key client segments.

15%+

UHNW¹ U.S. investors have a relationship with Schwab

5.0x

Avg. Trader HH Assets vs. non-Trader²

2.1x

International ROCA vs. Retail³

Our specialized client services models are further strengthening UHNW client relationships,...

~5 secs

1Q24 Average Speed to Answer⁴

76

1Q24 CPS UHNW Clients⁴

...and we are delivering new products and offerings to meet more of their financial needs.

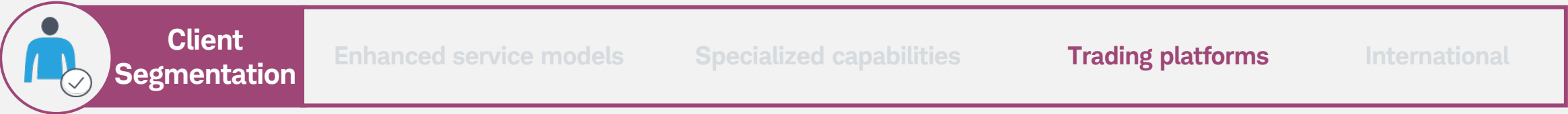
Alternative Investments for Retail

Stock Plan Experts

Tax, Trust, & Estate Experts

Differentiated Lending Experience & Pricing

We strive to serve the specific needs of our clients by designing tailored solutions for distinct client groups.



We craft differentiated experiences for key client segments.

15%+

UHNW¹ U.S. investors have a relationship with Schwab

5.0x

Avg. Trader HH Assets vs. non-Trader²

2.1x

International ROCA vs. Retail³

Traders are a **highly engaged** client segment,...

7.8x

Avg. HH NNA²

2.7x

ROCA²

...and we aim to provide a **trader experience** that is **unparalleled** in our industry.



Extensive set of products and platforms



Wide array of education and content



Specialized trader service and relationships

Note: UHNW = Ultra High Net Worth. Avg. = Average. HH = Household. ROCA = Revenue on client assets. HH = Households. Avg. = Average. NNA = Net New Assets. 1. Clients with \$20M+ in assets custodied with Schwab divided by total number of UHNW individuals in the U.S. defined by WealthX World Ultra Wealth Report 2023. 2. Statistics shown versus retail HHs ex-trader are shown for the trailing-twelve months ending March 31, 2024. 3. Represents ROCA for 2023.

Charles Schwab Corporation

We strive to serve the specific needs of our clients by designing tailored solutions for distinct client groups.



Client Segmentation

Enhanced service models

Specialized capabilities

Trading platforms

International

We craft differentiated experiences for key client segments.

15%+

UHNW¹ U.S. investors have a relationship with Schwab

5.0x

Avg. Trader HH Assets vs. non-Trader²

2.1x

International ROCA vs. Retail³

Clients outside of the U.S. have access to the U.S. market and benefit from the best of what Schwab has to offer.



Advanced trading platforms and tools



U.S.-based customer support from experienced, multilingual professionals



\$0 online listed trade commissions + Satisfaction Guarantee



Investing education and guidance

Note: UHNW = Ultra High Net Worth. Avg. = Average. HH = Household. ROCA = Revenue on client assets. 1. Clients with \$20M+ in assets custodied with Schwab divided by total number of UHNW individuals in the U.S. defined by WealthX World Ultra Wealth Report 2023. 2. Statistics shown versus Retail HHs ex-trader are shown for the trailing-twelve months ending March 31, 2024. 3. Represents ROCA for 2023.

Making it easier for our clients to do business with us is key to their long-term loyalty and willingness to refer others to Schwab.



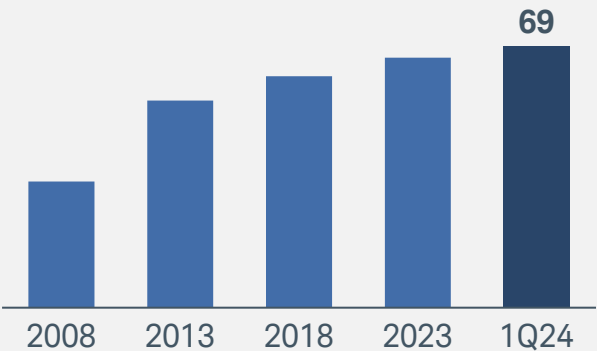
Brilliant Basics

Digital client workflows

Access when & where clients need it

We believe in delighting our clients with exceptional experiences across every interaction.

Client Promotor Scores
Investor Services



Note: Client promoter scores represent scores for the fourth quarter of each year, unless otherwise stated.

Making it easier for our clients to do business with us is key to their long-term loyalty and willingness to refer others to Schwab.



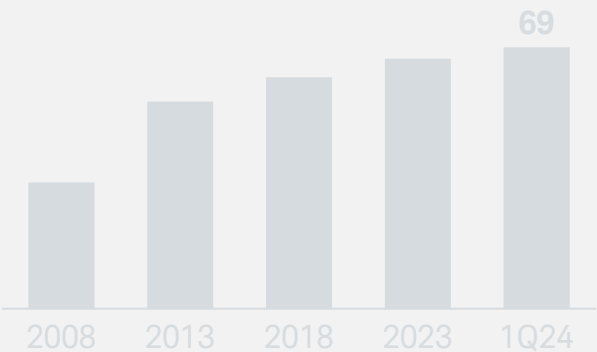
Brilliant
Basics

Digital client workflows

Access when & where clients need it

We believe in delighting our clients with exceptional experiences across every interaction.

Client Promotor Scores
Investor Services



Our enhanced Schwab Advisor Center trading experience makes it easier for advisors to interact with Schwab and their end clients.

65%
Accounts Opened
Digitally¹

~9 mins
Digital Account Open
Processing Time²

84
Easy Score³
Advisor Services

We are investing to help advisor clients adapt to platform and experience changes.

Note: Mins = Minutes. 1. Represents Advisor Services accounts opened year-to-date through April 2024. 2. Year-to-date through April 2024 and represents median time for accounts opened through Schwab's digital account onboarding process. 3. As of March 31, 2024. Easy Score represents a client's real-time rating of how easy it was to complete a specific task or transaction with the firm.

Making it easier for our clients to do business with us is key to their long-term loyalty and willingness to refer others to Schwab.



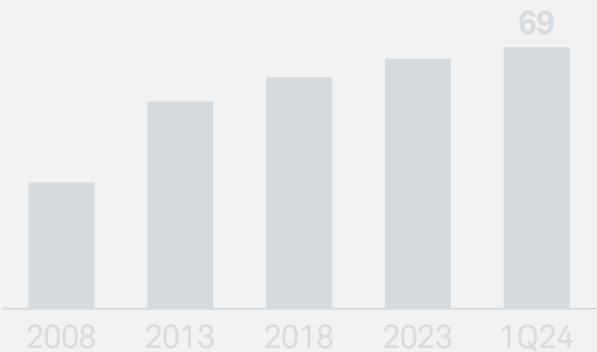
Brilliant Basics

Digital client workflows

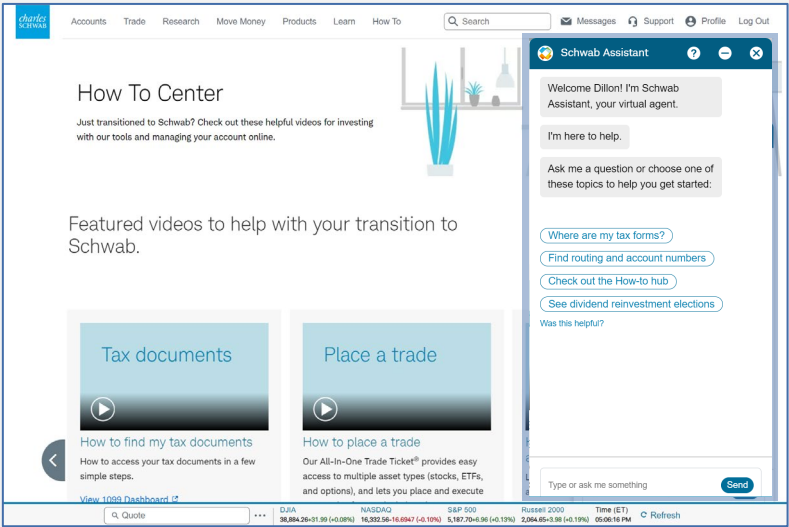
Access when & where clients need it

We believe in delighting our clients with exceptional experiences across every interaction.

Client Promotor Scores
Investor Services



The **Schwab Intelligent Assistant** is a conversational NLP tool that **minimizes client friction** by connecting them with **digital servicing tools** directly within their channel of choice.



+90%

Increase in client SIA utilization
1Q23 vs.1Q24

Note: Pts = points. Q = Quarter. K = Thousand. NLP = Natural language processing. SIA = Schwab Intelligent Assistant. 1. 2022 research and analysis conducted by 8 Acre Perspective, an independent marketing research firm.

Our relentless focus on serving investors' needs creates a clear path to continued long-term organic growth.



Annualized core NNA
growth rate



Ameritrade share of
wallet NNA opportunity



Wealth management and
bank lending revenue
opportunity

Ameritrade Integration Review

Joe Martinetto

Managing Director, Chief Operating Officer

We recently completed our final conversion event and have now transitioned all Ameritrade clients to Schwab.

We **transitioned the remaining ~10% of Ameritrade clients** in our final May '24 transition group, marking the **completion of the largest overall brokerage conversion in financial services history**.

ASSETS	\$1.9T+	+46% since deal announcement
ACCOUNTS	17M+	+42% since deal announcement
DAILY AVERAGE TRADES ¹	3.7M+	+243% since deal announcement

We are **on-track to complete remaining integration-related work** by the end of 2024.



Decommission remaining systems and data centers, and retire duplicative platforms (e.g., StreetSmart™)



Realize remaining <20% of our \$1.8B – \$2.0B run-rate expense synergies goal²
(via decommissioning, streamlining third-party expenditures, team consolidations and efficiencies, etc.)

Note: T = Trillion. M = Million. B = Billion. 1. Average for 6-month period leading up to conversion. 2. As of March 31, 2024.

We made significant investments in Schwab's capabilities to support integration and fuel long-term growth.

The **investments** we made in Schwab's capabilities created a relatively **smooth conversion experience for clients**, and has set us up for **longer-term success**.



Integration of industry-leading trading platforms such as thinkorswim®, iRebal®, and Thinkpipes®



New trading experiences on Schwab web and mobile, such as SnapTicket®, redesigned Watchlists



Improvements to account servicing capabilities for easier and quicker account maintenance, money transfers and payments, etc.



Greater levels of scale and resiliency throughout our technology to support continued growth

Converted clients are **benefiting from these capabilities** and actively **engaging with Schwab**.



Client attrition is trending **below initial projections**



CPS improved ~30 points in the first two quarters post-transition



~25%¹ of thinkorswim® users are legacy Schwab clients

Advisor Services

Bernie Clark

Managing Director, Head of Advisor Services

Advisor Services is committed to the RIA industry and its continued success and evolution.



Our pledge to RIAs is resonating.

The industry is evolving.

We are uniquely positioned to address that evolution.

We continue to invest in our platform and services to support independent advisors of all sizes.



Our pledge to the independent advisor community is our commitment to every client we serve.



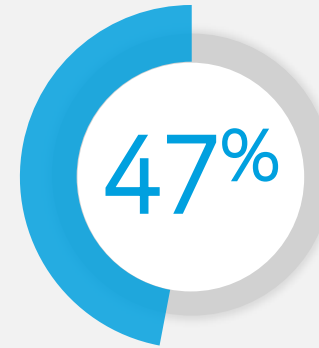
- **Industry-leading custody services**, with no AUM minimums, no custody fees – and no intention to implement them
- **Best-in-class technology and open architecture**, including a rapidly growing network of third-party providers
- **The best and brightest service professionals** in the industry
- **In-depth practice management** consulting and insights for every firm on our platform
- **An account opening process that is digital** and streamlined

Advisor Services is in a position of strength and remains a driving force for Schwab.

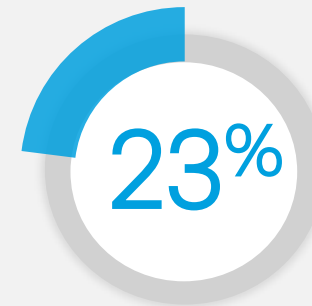
\$4.3T in Client Assets¹

\$53B in Core Net New Assets YTD¹

15K+ Advisory Firms¹



of Schwab's total assets under custody¹



of Schwab's total revenue 1Q24

Since conversion, service performance **continues to improve.**

Conversion
Preparation

419 service professionals hired
40,000+ hours of training

Post-Conversion
Client Sentiment

46 listening posts to capture client feedback
4,300+ pieces of client feedback received³

Client Experience
Focus

Brilliant Basics
Service & Operations, Policy & Procedures, and Digital Enhancements

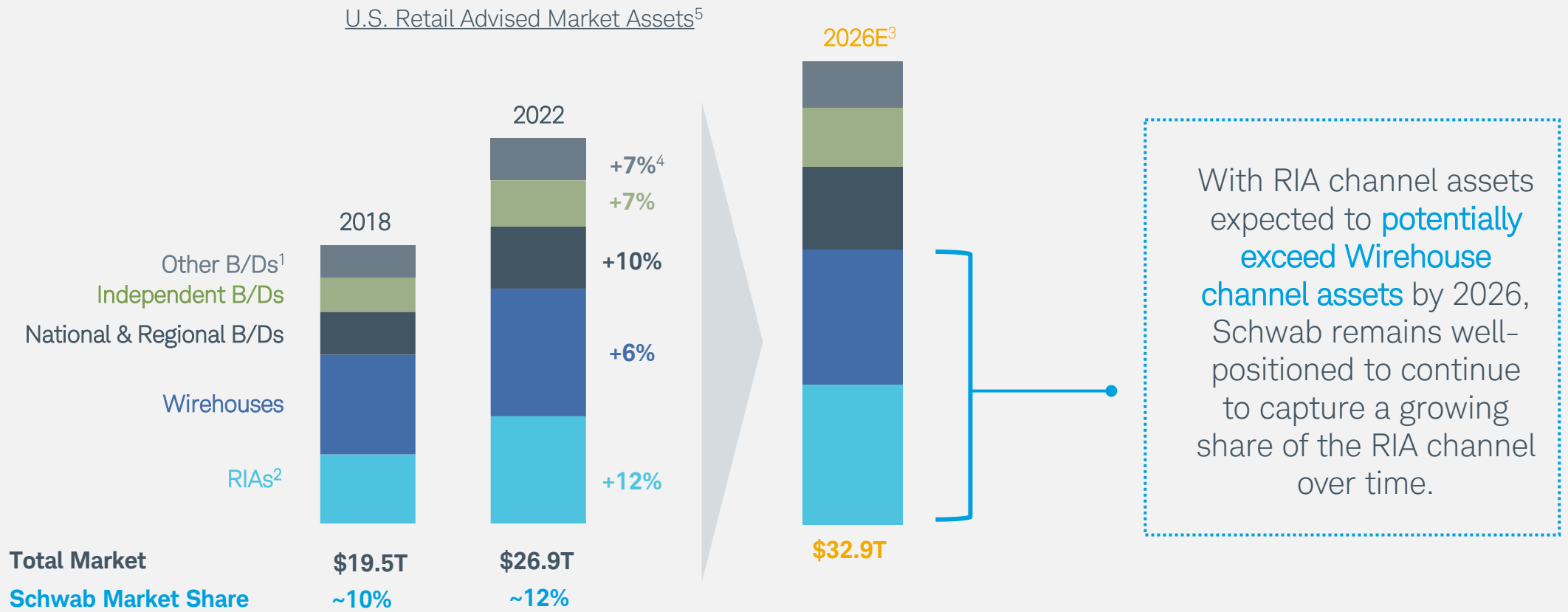
Service
Experience
Scores¹

84% EASY score² (ease of doing business with Schwab)
84% Overall satisfaction (OSAT)

Note: 1. Data as of March 31, 2024. 2. Easy Score represents a client's real-time rating of how easy it was to complete a specific task or transaction with the firm. 3. Feedback received post-conversion in 2023.

RIAs are the fastest growing category in U.S. wealth management, with significant room for continued growth.

With **\$4T+ in assets**, **Schwab** continues to be a **leader with RIAs**, which currently comprises **1/3 of advisor channel assets**.



Note: RIA = Registered Investment Advisor. U.S. = United States. E = Estimated. T = Trillion. B/D = Broker Dealers. 1. Other broker/dealers (B/Ds) includes Retail B/Ds and Insurance B/Ds. 2. Represents both hybrid & independent. 3. 2026E considers Advisor movement and conservative market growth but will be impacted greatly by valuations of portfolio investments. 4. Percentages represent growth rates for each channel from 2018 to 2022. 5. Source: Cerulli & Associates Historical and Projected Assets by Advisor Channel, 2023.

Five key trends are influencing the RIA industry.



Expanding Upmarket

RIAs are expanding upmarket with value-added services



Differentiating

RIAs seek to differentiate through customized & personalized experiences



Outsourcing

RIAs are increasingly outsourcing & streamlining their operations



Joining vs Starting

RIAs are increasingly joining vs starting an independent RIA



Blurring the Lines

The lines between advisor channels & among intermediaries are blurring

RIAs are increasingly **joining vs starting** an independent RIA.



Expanding Upmarket

RIAs are expanding upmarket with value-added services



Differentiating

RIAs seek to differentiate through customized & personalized experiences



Outsourcing

RIAs are increasingly outsourcing & streamlining their operations



Joining vs Starting

RIAs are increasingly joining vs starting an independent RIA

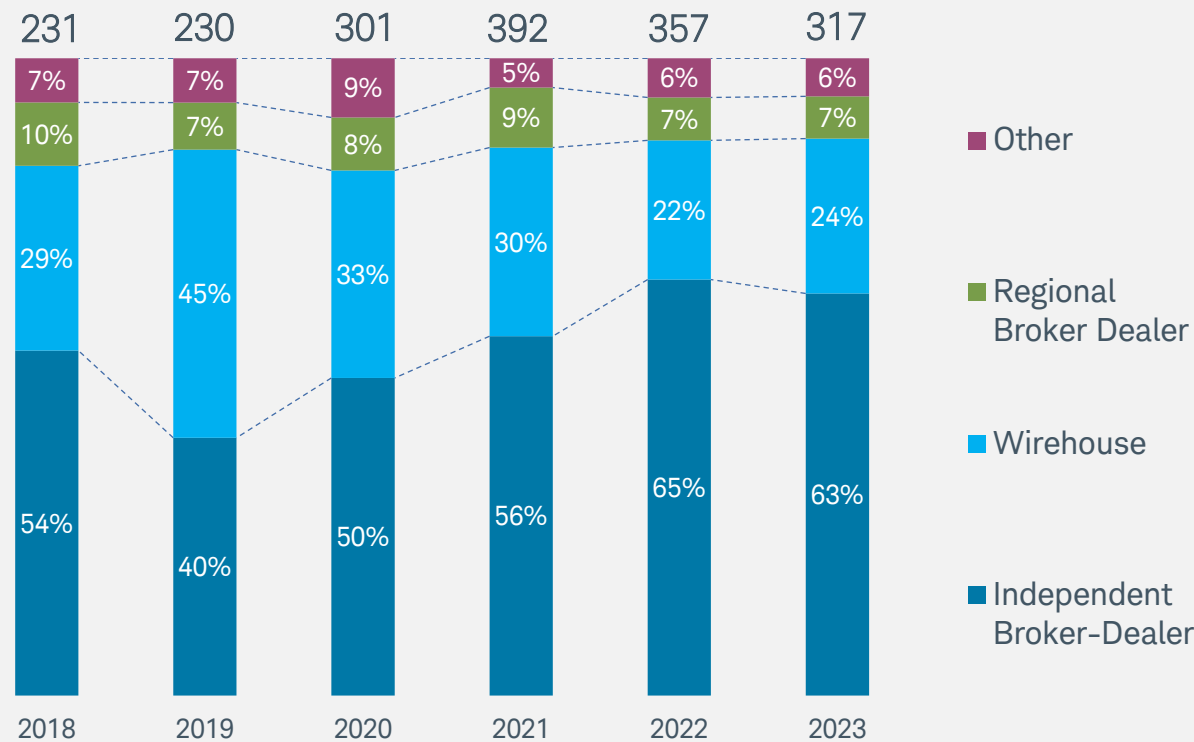


Blurring the Lines

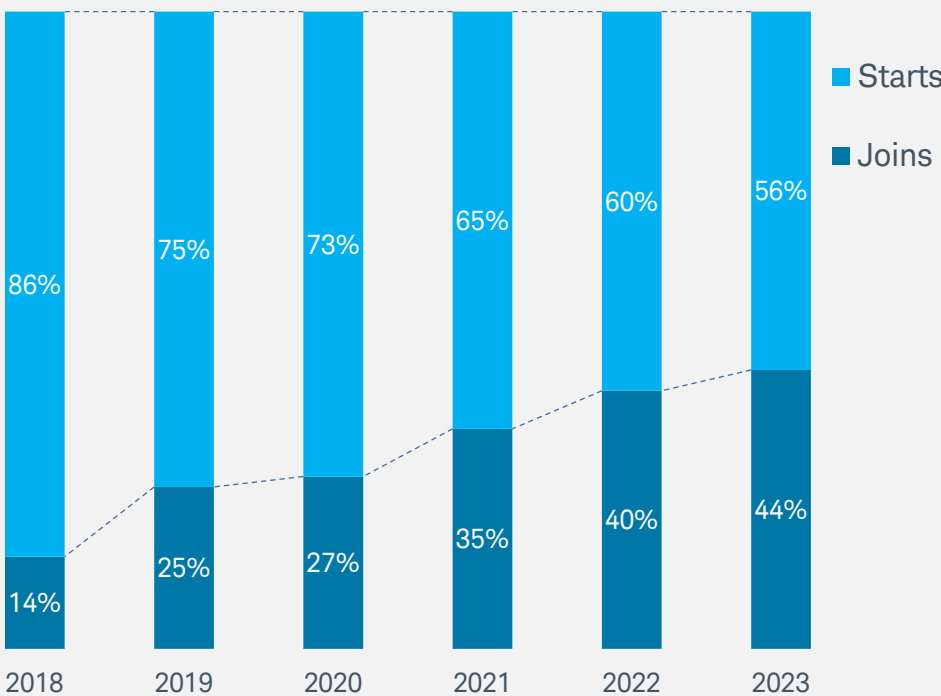
The lines between advisor channels & among intermediaries are blurring

We continue to see an increase in the percentage of assets coming from **join deals**.

Source of Advisors in Transition (# of AIT deals)



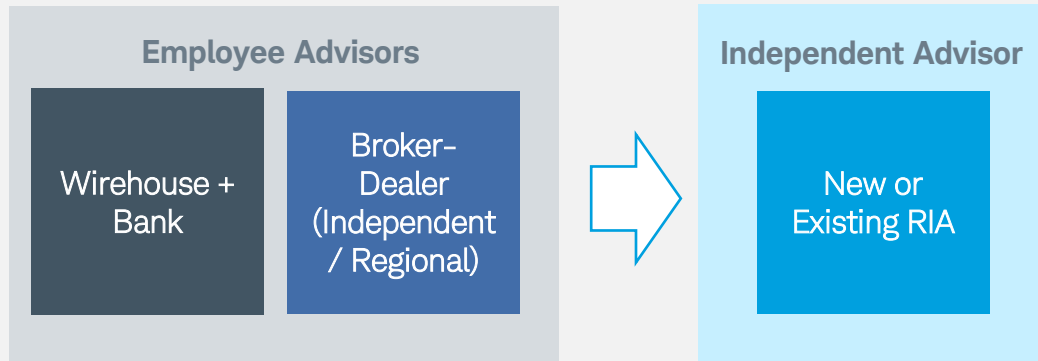
AIT Deals: Joins vs. Starts (% of est. SSO \$)



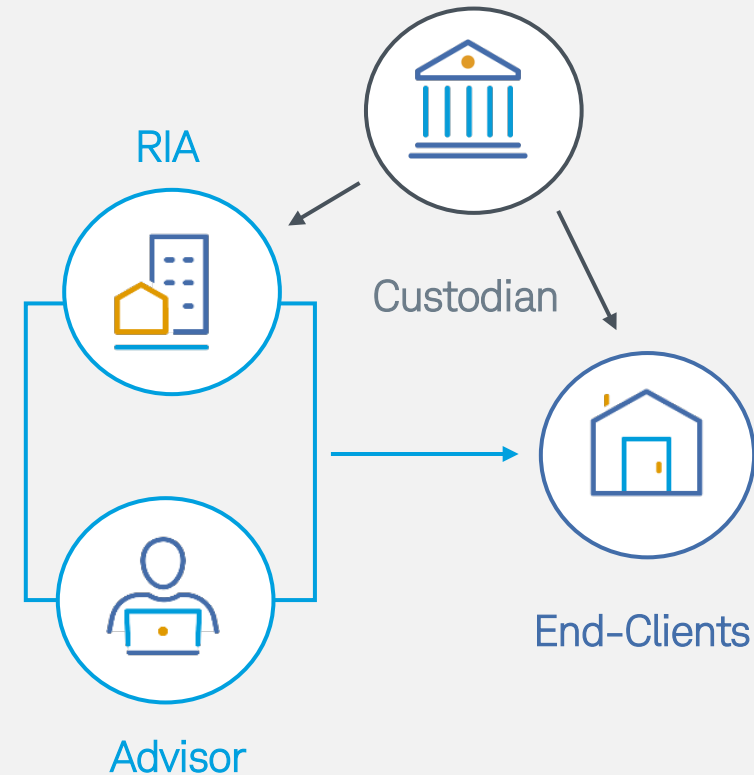
Note: AIT = Advisors in transition. Est. = Estimated. SSO = Single sales opportunity. Percentages may not add up to 100% due to rounding. Other includes Banks, Institutional Broker-Dealers, Trusts, and Insurance.

Traditionally, the independent model was straightforward; advisors sought independence by **creating or joining an RIA**.

Historically, advisors entered the RIA channel by **moving across the spectrum**,...

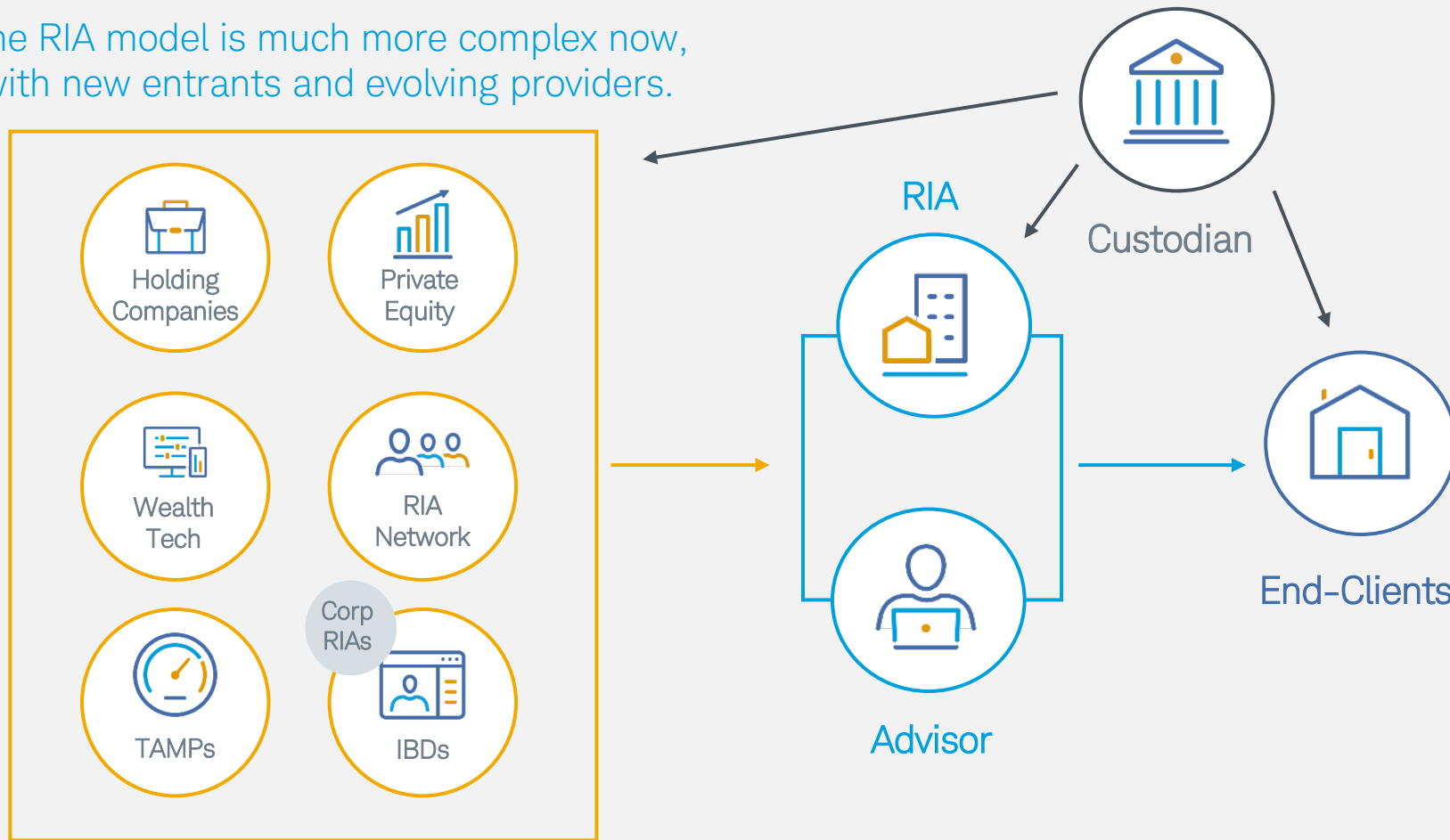


...and the **RIA custody model was simpler** with the RIA, advisor, and custodian serving the end-client.



More recently, **RIAs are growing increasingly complex** as providers enter the industry offering new paths to independence.

The RIA model is much more complex now, with new entrants and evolving providers.



Our 2024 focus is to continue to make it easier for advisors to operate their businesses and navigate the industry.



Scale & Efficiency

Enhance Trading and
Data Delivery Platforms

Digital Channel
Simplification



Brilliant Basics

Enhance and Evolve Digital
Client Platforms

Enhance Client-Facing
Employee Experiences

Helping independent advisors of all sizes grow, compete,
and succeed is **our why**.



Retail Investor

Jonathan Craig

Managing Director, Head of Investor Services and Marketing

By seeing “Through Clients’ Eyes”, Retail has achieved significant size while serving a broad set of clients,...

Schwab Retail at a glance¹

\$4.1T in Client Assets | **25M+** Active Brokerage Accounts | **\$601B** in Managed Investing Assets² | **4.6M** Daily Average Trades

Offering an extensive set of capabilities to all our clients

<i>Advisory and wealth management solutions</i>	<i>Trading platforms and solutions</i>	<i>Banking solutions</i>	<i>Omni-channel service and live advisor relationships</i>	<i>Great value and relationship pricing</i>	<i>Investor education and insights</i>
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Complemented by segmented solutions for each

Select examples

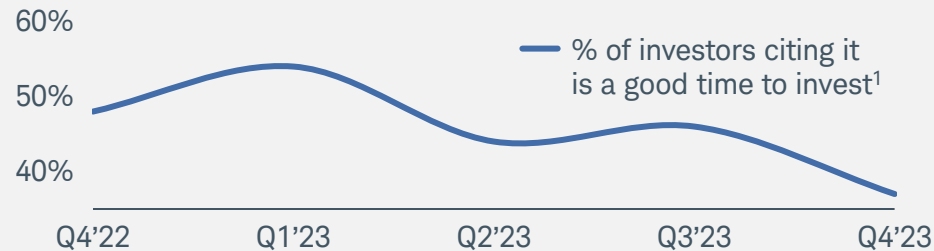
New Investor	Mass Affluent	Trader	High Net Worth
<ul style="list-style-type: none">No account fees / minimumsSchwab Stock Slices™Schwab Starter Kit™	<ul style="list-style-type: none">Personalized investment management solutions, e.g., Schwab Investing Themes™, Schwab Personalized Indexing™	<ul style="list-style-type: none">Award winning trading platformsTrading specialists / education	<ul style="list-style-type: none">Wealth management solutionsSpecialists, e.g., tax, trust, estate

Note: M = Million. B = Billion. T = Trillion. 1. As of March 31, 2024. 2. Retail assets receiving ongoing advisory services.

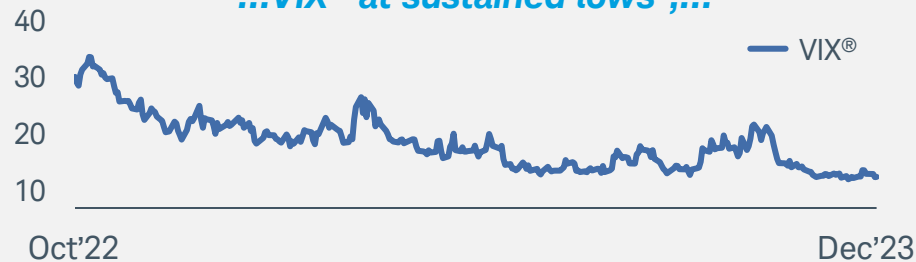
...and continues to deliver strong results in key areas.

Despite a mixed macro environment,...

Characterized by fluctuating investor confidence,...








...VIX[®] at sustained lows²,...



...and overhang of the regional banking crisis.



...Retail continued to deliver strong results.

	FY 2023	Q1 2024
 Core NNA³	\$99.2B	\$34.9B
 MI Net Flows	\$27.7B	\$12.4B
 Schwab CPS⁴	66	69
 New-to-Firm Retail Households	977K	275K
 DATs	4.1M	4.6M

Note: FY = Full year. Q = Quarter. MI = Managed Investing. B = Billions. K = Thousands. CPS = Client Promoter Score. M = Millions. DATs = Daily average trades. NNA = Net new assets. Core net new assets = net new assets before significant one-time flows, such as acquisitions/divestitures or extraordinary flows (generally greater than \$10 billion) relating to a specific client. These flows may span multiple reporting periods. 1. Schwab Retail Client Sentiment Report. 2. Chicago Board Options Exchange (CBOE) Volatility Index. 3. Net new assets before significant one-time inflows or outflows, such as acquisitions/divestitures or extraordinary flows (generally greater than \$10 billion) relating to a specific client, and activity from off-platform Schwab Bank Retail CDs. 4. 2023 figure shows Q4 2023 Retail CPS.

We have further enhanced our Retail offer,...

WEALTH SOLUTIONS



- Enhanced **Schwab Wealth Advisory™**
- Rolled out updates to **Schwab Personalized Indexing™**
- Expanded **access to specialists** for Tax, Trust, and Estate
- Introduced **Schwab Investing Themes™**

TRADING



- Rolled out **thinkorswim®** (TOS) to **Schwab**
- Launched **Schwab Trading Powered by Ameritrade™**
- Released **streaming, SnapTicket®**, and more
- Created **segmented Trader experience** across platforms

CLIENT EXPERIENCE



- Launched **Schwab Private Wealth Services™** (SPWS)¹ and **Schwab Private Client Services™** (SPCS)² experiences
- Stood up the **Senior Lending Team**, supporting SPWS
- Offered **Stock Plan Services** to 18 additional countries
- Extended **Trader Private Client Services**

PLATFORMS



- Initiated new **digital Pledged Asset Line®** (PAL) **experience**
- Updated to **modern cloud-based telephony platform**
- Delivered **new advice documentation digital workflow**
- **Digitized branch forms** through DocuSign®

Note: HHs = Households. 1. For \$10M+ HHs. 2. For \$1-10M HHs. Source: Company Reports.

...which continues to be recognized as industry-leading.



Rated a **Best Online Broker**

Awarded by Investor's Business Daily¹



Named **Best Investing Platform Overall**

Awarded by U.S. News⁴



Named **Best Customer Service**

Awarded by Forbes³



Ameritrade, now part of Charles Schwab, ranked **#1** for **Satisfaction among DIY Investors**

Awarded by J.D. Power²

Note: DIY = Do-it-yourself. 1. The Third-party accolade was given on January 25, 2024, and is for a 15-month timeframe. The criteria, evaluation, and ranking were determined by Investor's Business Daily in conjunction with its research partner, TechnoMetrica Market Intelligence. <https://www.investors.com/best-online-brokers-2024/> Schwab paid a licensing fee to York Graphic Services, LLC. for use of the award and logos. 2. TD Ameritrade, Inc. ("Ameritrade") Member SIPC, a subsidiary of The Charles Schwab Corporation ("Charles Schwab"), received the highest score in the do-it-yourself segment of the J.D. Power 2024 U.S. Self-Directed Investor Satisfaction Study of investors' satisfaction with self-directed investment firms. It is independently conducted, and the participating firms do not pay to participate. Use of study results in promotional materials is subject to a license fee. Visit jdpower.com/awards for more details. 3. Forbes Best Customer Service 2024 was given on November 16, 2023, and expires January 2, 2025. The criteria, evaluation, and ranking were determined by Forbes partnered with HundredX. See <https://www.forbes.com/sites/rachelpeachman/2023/11/09/best-brands-for-customer-service-2024-methodology/> for more information. Schwab paid a licensing fee to Forbes for use of the award and logos. 4. U.S. News & World Report's Best Investing Platforms award was given on April 8, 2024 and is for 2024-2025. The criteria, evaluation, and ranking were determined by U.S News & World Report. See <https://money.usnews.com/investing/best-brokers/methodology> for more information. Schwab paid a licensing fee to U.S News & World Report for use of the award and logos.

The Ameritrade conversion is now complete and we are seeing strong engagement from transitioned clients.

We converted all Ameritrade clients,...

...who are demonstrating early adoption of Schwab's offerings.



~13 million

Retail accounts¹



~\$1 trillion

Retail assets¹



~1 minute

Average speed to answer^{2,3}
on phone and chat



< 55

Complaints per million
accounts transitioned^{2,4}

Bringing assets



~\$60B inflows since conversion⁵

Retaining assets



~99% of assets assigned to a
FC retained⁶

Trading at levels that exceed pre-conversion average



22% increase in DATs post-conversion for Nov. TG, which included the first
group of TOS users⁷

Adopting MI at a fast pace



~\$17B+ inflows in Schwab MI
investments in '23⁸



97% of Ameritrade FCs have
enrolled a client in an MI solution⁹

Note: B = Billion. DATs = Daily average trades. TG = Transition Group. TOS = thinkorswim®. MI = Managed Investing. FC = Financial Consultant. 1. As of May 10, 2024. 2. Metrics reflect data from Ameritrade account conversions only. 3. Data from conversion day 1 across all transition groups adjusted for phone VCB (virtual call-back), excluding May 2024. 4. Considers written complaints processed by the Client Advocacy Team after the first four weeks of transition across all groups, excluding May 2024. 5. From February 2023 through April 2024. 6. As of February 12, 2024; 7. Trading data through April 5, 2024. 8. Full-year 2023. 9. As of March 31, 2024.

Looking forward, our priorities are grounded in key client and industry trends,...



Convergence is Here

Competitors' capabilities
are converging



Bull Market for Advice

Clients are increasingly
seeking wealth and
investment support



Demand for Ease

Client expectations
around ease are
accelerating



Personalization and Customization

Clients expect
experiences tailored to
their needs

...that shape our approach for 2024 and beyond.



**Drive growth
with multi-lever
acquisition model**



**Deliver a differentiated
segment experience**



**Deepen client relationships
with advice and enhanced
bank lending**



**Build easy and intuitive
experiences for our
clients and reps**

We are positioned to drive strong asset and new household growth,...

Our **multi-lever acquisition model** is a key driver of our client and asset growth



Marketing

Efficient **marketing** deployed against **clear design targets**



Personal Relationships

Live channels optimized to **engage high-value clients** and drive transition



Workplace

Engaging corporate participants to take the next action and serve as feeder to Retail



Referrals

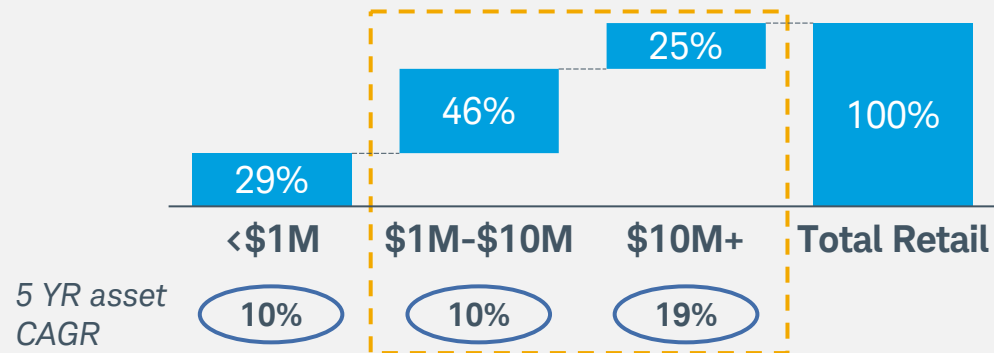
Deliver an **exceptional client experience** that results in **recommendations** from our clients

And most importantly, we will continue to delight **clients everyday by focusing on the “brilliant basics”** to drive retention, consolidation, referrals, and NNA across a range of environments.

...emphasize the importance of client segmentation,...

U/HNW represents a majority of Retail assets





Schwab Retail assets only, split by wealth tier¹



Select initiatives

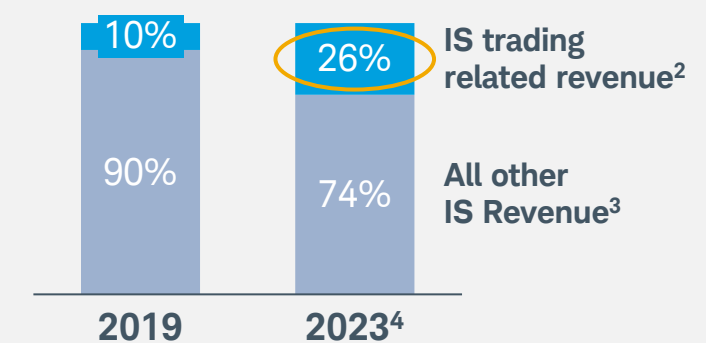
Schwab Private Client Services™ (\$1M-\$10M)

Schwab Private Wealth Services™ (\$10M+)





-  Enhance **operational experience**
-  Add **family benefits**
-  Introduce **new products** like alternative investments
-  Expand **premium banking** and mortgage options

Trader segment is a growing revenue driver

Schwab revenue, split by trading-related² vs other³



Select initiatives

-  Continue investing in our **Schwab Trading Powered by Ameritrade™** ecosystem
-  Promote newly added **futures and forex** trading capabilities
-  Introduce **user interface and functional** enhancements across TOS
-  Advertise **Schwab Trading Activity Index™** which delivers behavior insights

Note: YR = Year. EOY = End-of-year. M = Millions. U/HNW = Ultra-high net worth / High net worth. CAGR = Compound Annual Growth Rate. IS = Investor Services. TOS = Thinkorswim®. Forex = Foreign exchange. 1. EOY 2023. Excludes integration assets. 2. EOY 2023. Includes IS trading revenue and IS margin revenue. 3. EOY 2023. Includes Net Interest Income (net of margin revenue), Asset Management and Admin Fees, Bank Deposit Account fees, and Other Revenue. 4. Includes Ameritrade; Source: Company reports.



...deepen client relationships by meeting client needs for advice and enhanced bank lending,...

Wealth & Investment Solutions

Significant Opportunity

>25pp

Increase in willingness to pay over past ~15 years¹

Lower Client Attrition

>35%

Less with MI² vs. Retail Attrition³

Higher ROCA

1.8X

Greater with MI² vs. non-MI ROCA⁴

Select initiatives



Launch a **discretionary** Schwab Wealth Advisory™ offer



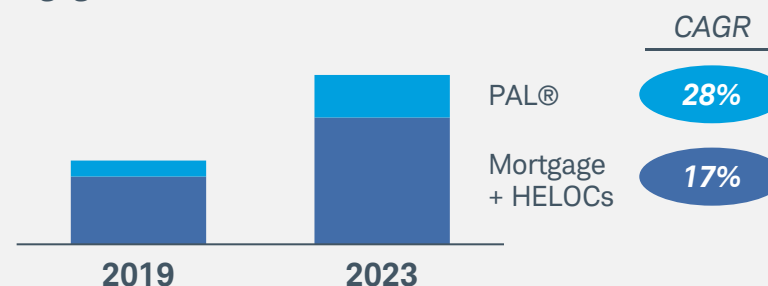
Roll out the new **Retail Alternative Investment platform**



Continue making clients aware of the range of offerings available to them, such as **Schwab Personalized Indexing™**, **Thematic Investing**, **Wasmer Schroeder™**, and more

Bank Lending

PAL® and Mortgage + HELOC balances, 2019 and 2023⁵



Select initiatives



Leverage newly launched **PAL® experience** via latest end-to-end technology and new incentives



Promote **Investor Advantage pricing** for PAL®



Launch **premier mortgage** experience for Schwab Private Wealth Services™ clients

Note: MI = Managed Investing. pp = percentage point. ROCA = Revenue on Client Assets. CAGR = Compound Annual Growth Rate. HELOC = Home Equity Line of Credit. PAL = Pledged Asset Line®. HH = Household. K = Thousands. EOY = End-of-year. 1. U.S. retail investors' willingness to pay for advice from 2010 to 2023, by Phoenix Marketing International and Cerulli Associates. 2. Considers Schwab portfolio of proprietary and third-party advice solutions. 3. EOY 2023. HH attrition = Attrited HHs divided by total number of active HHs. Attrited HHs defined as HHs whose balance at the end of a month is below 12-month high by at least 90%, excludes HHs with <1 year tenure and <\$5K balance. Metric calculates percent difference between MI Attrition Rate and IS Retail Attrition Rate. Excludes Ameritrade. 4. EOY 2023. Excludes Ameritrade Retail and Ameritrade MI offers, as well as Schwab SIP/P. 5. Investor Services Loan Balances across Schwab bank lending products. Source: Phoenix Marketing International, Cerulli.

...and deliver easy and intuitive experiences for our clients and reps.

We will enrich our **clients' digital experience**,...



Mobile Enhancements

- **Navigation** improvements
- New **dashboard** developments
- Enhanced **trading, watchlist, and charting**
- Improvements in **gain / loss** views
- Additional **customization** options



New Performance Reporting

- Portfolio and **account performance**
- **Comparison** to indices and benchmarks
- **Data-driven** view of **asset allocation**
- **Graphical view of portfolio** risk vs return

Note: Gen AI = Generative Artificial Intelligence.

...and enhance **internal capabilities to drive scale**.



DocuSign® rollout

Expand rollout to deploy Managed Investing and complex branch forms



Achieving Sustainable Advice Program

Complete **streamlining of advice documentation workflow**



Gen AI-enabled Assistants

Roll out **Schwab Knowledge Assistant** and **invest in new use cases**

In summary, the Retail business remains incredibly well-positioned with significant opportunity for growth.

Schwab is well positioned as a Retail leader,...

Scale player,...

25M+ Accounts¹

\$4.1T Assets¹

...serving investors and traders of all needs, sizes, and investing styles,...

Advisory and wealth management solutions

Trading platforms and solutions

Investor education and insights

Banking solutions

...anchored in our no-tradeoffs approach to investing.



Best of people AND technology



Great service AND great pricing



Deep investing AND trading capabilities



Best of proprietary AND third-party



Backed by our Satisfaction Guarantee

...with significant opportunity ahead.

Growing Retail market²

Small share of Retail market³

>10%

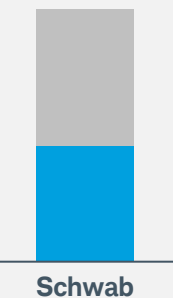


~5%

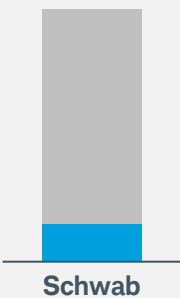


...and a lot of internal opportunity to grow as well

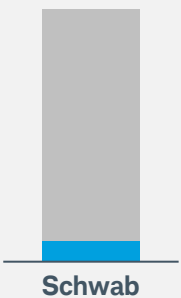
Share of Wallet⁴ (%)



Advice Asset Penetration⁵ (%)



Banking HHs Penetration⁶ (%)



Note: M = Million. T = Trillion. U.S. = United States. EOY = End-of-year. 1. Metrics represent Schwab and Ameritrade combined as of Q1 2024. 2. 2018-2023 compound annual growth rate of total U.S. Investable Assets from Federal Reserve Financial Accounts Report as of 2023 Q3. 3. Internal estimate using total U.S. Investable Assets from Federal Reserve Financial Accounts Report as of 2023 Q3. 4. Schwab and Ameritrade share of wallet. Investible assets are based on July 2023 IXI data, for funded households only across transitioned Ameritrade and Schwab clients. 5. % of Schwab and Ameritrade Retail assets enrolled in Managed Investing solutions as of EOY 2023. 6. Estimated as Schwab and Ameritrade households with loans and / or deposits accounts as a percentage of total Retail households as of EOY 2023; Source: Federal Reserve, IXI.

Trader

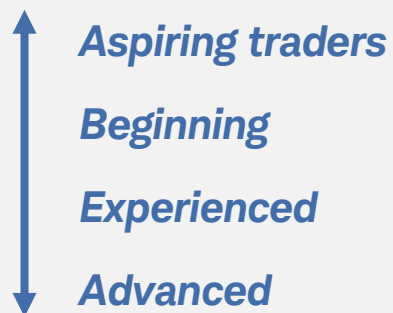
James Kostulias

Managing Director, Head of Trading Services

We are investing in our offering for Schwab's diverse, growing, and highly-engaged trader client base,...

Our broad spectrum of traders...

A client and prospect base with wide-ranging experience:



..has expanded over recent years...

Acquisition of
Ameritrade's client base

Influx of new traders over
2020-2021

Growth in derivatives
trading

...and drives a meaningful share of Retail results.¹

7.8x

Avg. HH NNA

5.0x

Avg. HH assets

2.7x

ROCA

Note: HH = Household. NNA = Net new assets. ROCA = Revenue on client assets. 1. Statistics shown versus Retail households ex-Trader as of March 31, 2024; NNA and revenue figures include the 12 months ending March 31, 2024.

...supported by our Schwab Trading Powered by Ameritrade™ offering.



An extensive set of trading **products and platforms**



Education and content for clients of all skill levels



Specialized trader **service and relationships**

A focus on **risk management** in collaboration with clients, providing them with tools, education, and support teams



Our suite of thinkorswim[®] platforms offer traders a best-in-class set of tools, experiences, and resources.



A full suite of platforms

Available on **Desktop**, **Mobile**, and **Web**



Powerful tools

News, research, analysis, and risk management tools, with hundreds of built-in strategies and studies – plus the ability to create your own



Intuitive interfaces

A **cohesive experience** across all three platforms, with fast, reliable, and customizable interfaces to suit traders of all experience levels



Constant innovation

Expanding and improving thinkorswim's[®] performance and capabilities for our clients

220K+

legacy Schwab households have used thinkorswim since October 2023 launch

40%+

of new-to-firm Retail households initiated thinkorswim[®] access¹



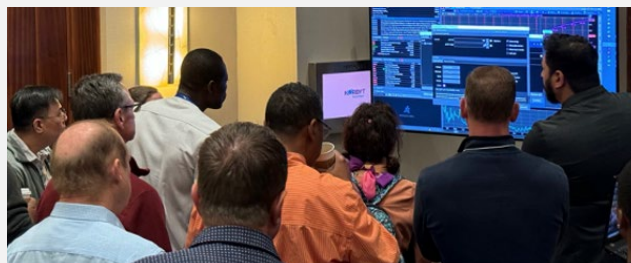
Rated a Best Online Broker for 2024, ranked Top Four for Equity Trading Platform, Options Trading Platform, Mobile Platforms/Apps, and Research Tools²

Note: K = Thousand. 1. Represents new-to-firm households in 1Q24. 2. The Third-party accolade was given on January 25, 2024, and is for a 15-month timeframe. The criteria, evaluation, and ranking were determined by Investor's Business Daily in conjunction with its research partner, TechnoMetrica Market Intelligence. <https://www.investors.com/best-online-brokers-2024/> Schwab paid a licensing fee to York Graphic Services, LLC. for use of the award and logos.



We enhanced our education and news, helping investors and traders of all experience levels reach their goals.

Education and Coaching



An **extensive self-service digital experience** (web, mobile and desktop) with courses, articles, podcasts, videos, learning paths, and more

Live and on-demand **Schwab Coaching™** webcasts offering over-the-shoulder instruction about products, platforms, strategies, and risk management using **thinkorswim®** **paperMoney®** **virtual trading**

In-person events providing traders with engaging learning and networking opportunities in major client hubs across the U.S.

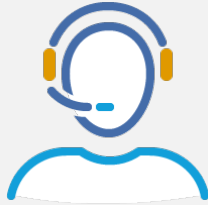
Market News and Perspective



Schwab Network offering investors and traders real-time financial and market news live throughout the Trading day



We offer dedicated support and relationships just for traders.

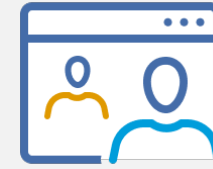


Expert support from
**dedicated and experienced
Trader Service** teams through
multiple channels (phone,
chat, email, in-platform chat)

**Trading support available
24/7**



Relationships available with
Trader Financial Consultants,
providing high-level
investment expertise and
capabilities for HNW traders



One-on-one **platform and
trading strategy consultations**
with Trading Solutions teams,
helping clients make the most
of our tools and resources

Looking ahead, we see opportunities to grow relationships with new and existing trader clients.

Acquire and retain relationships with traders of all experience levels

Further investment in trading platforms
thinkorswim® Guest Pass
Continued education experience enhancements

Introduce legacy Schwab clients to the combined trading offer

thinkorswim® platforms
New products, including Forex
Education content, events, and resources like paperMoney®

Deepen relationships with legacy Ameritrade trader clients

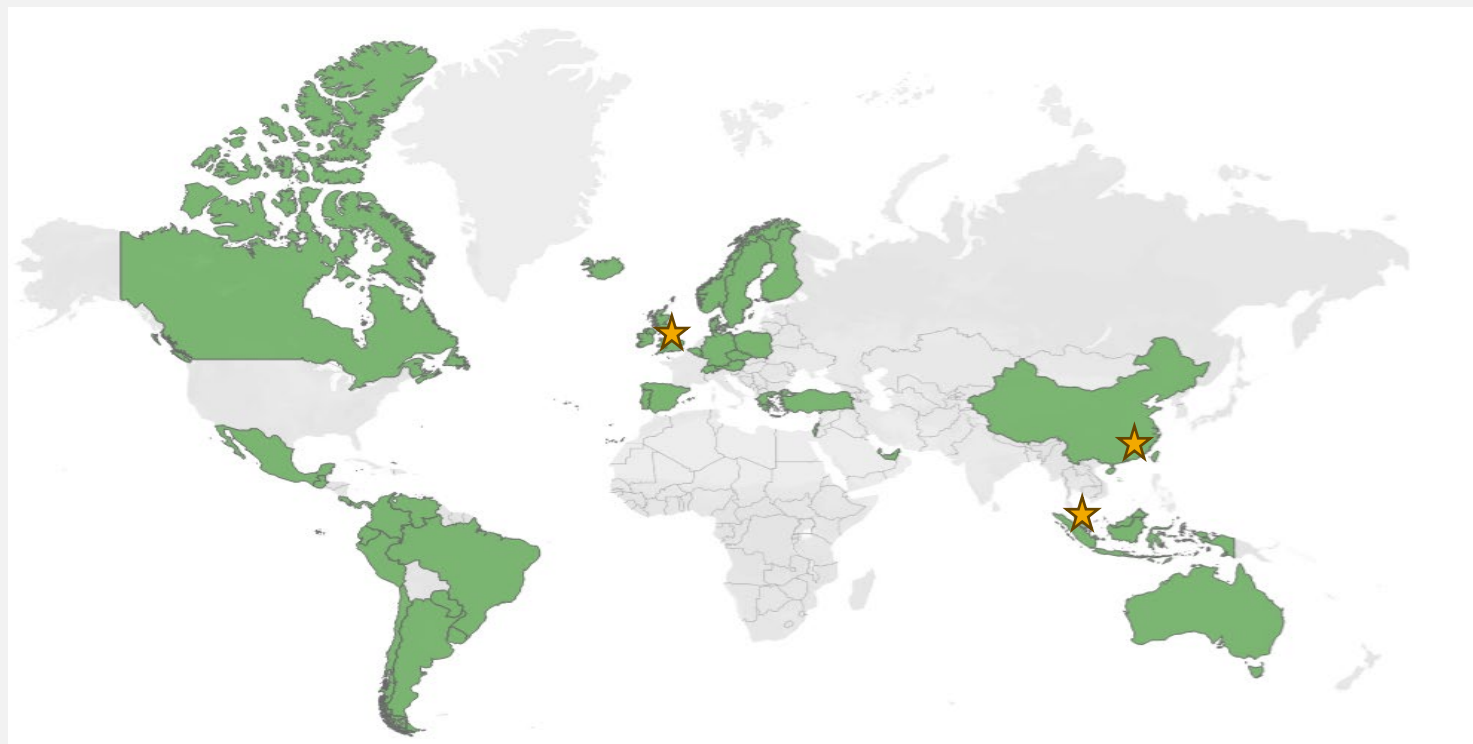
Wealth and advice, including tax, education, and estate planning
Banking and lending capabilities

International Services

Lisa Hunt

Managing Director, Head of International Services

Our International Services business delivers the best of what Schwab has to offer to investors globally.



★ In-Market Presence

Our global capabilities allow us to proactively engage with and provide non-U.S. resident clients the opportunity to diversify their portfolios in the U.S. capital markets.

Schwab’s “no trade-offs” approach has resonated with our clients.

International is a scale business that attracts a highly-engaged set of clients...



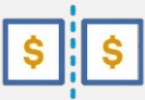
53% have over half their investments outside of their country of residence



80%+ consider Schwab their primary U.S. broker dealer



70% are self-directed investors



86% range from somewhat to highly experienced investors



25% of client assets are Active Traders

...that will continue to contribute to growth.

4-year CAGR

+9%
New Accounts

+13%
Assets



2.1x
ROCA¹ vs. Retail

Note: U.S. = United States. CAGR = Compound annual growth rate. NTF = New-to-firm. NNA = Net new assets. ROCA = Revenue on client assets. 1. ROCA shown for 2023.

We are well-positioned to extend our value proposition across the globe.

By focusing on our strategy,...

- Proactive prospect and client outreach in targeted countries that leverages domestic Retail's capabilities
- Matching investors needs with the best of Schwab's products and services
- Delivering best in class service, relationship management and education in multiple languages

...we have an opportunity to capitalize on increased demand for access to U.S. capital markets.

- \$300T+ (~70%) of global wealth exists outside of U.S. and continues to grow¹
- The U.S. market is mature and readily available, offering clients transparency, liquidity, and diversification
- The internet and social media market investing in the U.S., prompting investors to actively seek out a platform
- Globally, there is a shift towards investors taking responsibility for personal investing

Note: U.S. = United States. T = Trillion. 1. Source: 2023 BCG Wealth report and Federal Flow of Funds data as of 2022.

Our products and services meet client needs and align with the strategic priorities of the company.



Scale and Efficiency

Digital content and education in multiple languages

Digital first client experience

Scalable product and service **framework**



Win-Win Monetization

Schwab Trading
Powered by
Ameritrade™

Extension of domestic
marketing campaigns

Managed Investing



Client Segmentation

Differentiated
experience for UHNW /
HNW and Trader clients

Local websites for Hong
Kong, Singapore, and
the United Kingdom



Brilliant Basics

Best-in-class service 24
hours per day / 5 days a
week

Enhanced **service tools**
for professionals

Note: UHNW = Ultra-high net worth. HNW = High Net Worth. Not all products and services available in all countries.

Looking beyond 2024, we aim to continue to improve the client experience to support the growth of the company.

PRODUCTS



- Expansion of **Managed Investing** with the roll out of **SAN[®]** and **MAS[®]** to 53 countries and **SWA[™]** to Hong Kong
- **Margin** permissibility
- **Thematic** Investing

TRADING



- Rollout of **thinkorswim[®]** to **Schwab**
- **Options**
- **Futures**
- **Forex**

CLIENT EXPERIENCE



- **Live education sessions** in local languages
- Expanded **translation capabilities**
- **Schwab Intelligent Assistant**
- Deeper **relationship models**

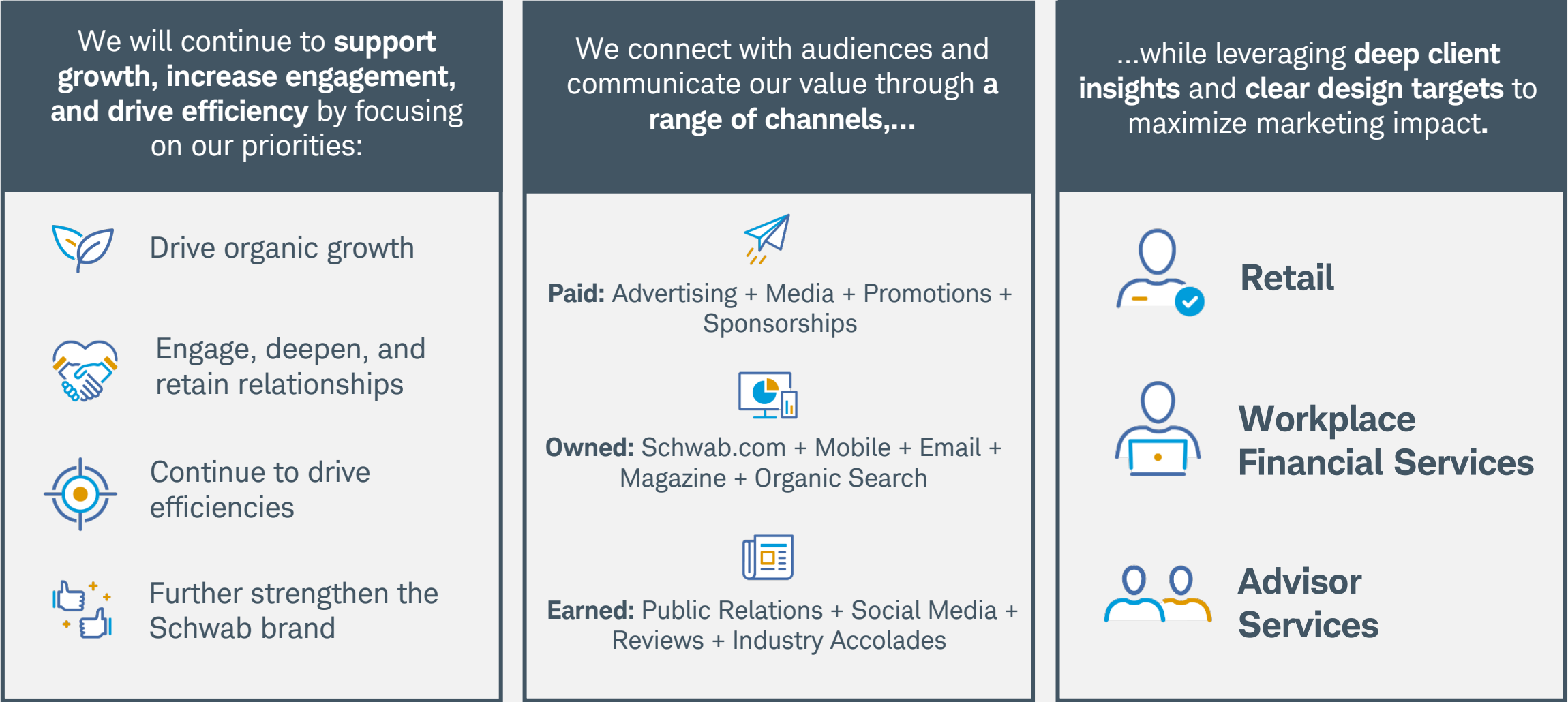
Note: Forex = Foreign exchange. SAN = Schwab Advisor Network[®]. MAS = Managed Account Services[®]. SWA = Schwab Wealth Advisory[™]. Not all products and services available in all countries.

Client Acquisition and Marketing

Stacy Hammond

Managing Director, Chief Marketing Officer

Marketing is a strong contributor to our growth across business lines and remains central to our continued success.



We use a multi-lever and diversified **strategy for retail growth.**

Each lever plays a unique and complementary role in our strategy.



Efficient **marketing** deployed against clear design targets

*Consistently delivers **~40%** of new clients¹*



Live channels optimized to **engage high-value clients** and drive conversion

*Average funding via **Branches 7X higher** compared to online²*



Engaging workplace participants to take the next action and engage with Retail

5.3 million participant accounts³
(+8% YoY)



Deliver an exceptional client experience that **results in referrals**

*Multiple **industry accolades** – for our client experience*

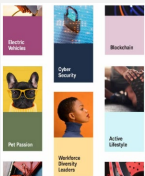
Note: YoY = Year-over-year. New Clients = New-to-Firm Retail Households. 1. Q1-3 '23 Marketing Mix Optimization Model. 2. Full year 2023, based on Schwab Blue New to Firm DTC Retail account open channel. 3. As of April 30, 2024.

A **strong value proposition** paired with an **efficient marketing engine** allows us to deliver synergies without compromising outcomes.

Combining the strength of both companies fuels growth by connecting investors with innovative tools, education, and resources they need.



thinkorswim™ platforms to support best in class trading



Access to a wide range of investment products, including self directed and managed investing



An expanding library of education

Since the acquisition, we have achieved significant marketing expense synergies and continued to attract new investors.



Reduced marketing expenditure to achieve synergy



Increasing ad spend efficiency¹: **+10.7% four-year CAGR**

We continue to attract a strong new client profile and deepen relationships with existing clients.

New Client Profile

New Affluent Clients²

+14% YoY
Increase in NTF Affluent clients

New Active Traders³

+108% YoY
Increase in NTF Trader clients

New Younger Investors⁴

~60%
of NTF Retail Households are <40 years old

Existing Client Engagement

Schwab.com⁵

+29% YoY
Increase in client visits to Schwab.com

Insights & Education⁶

+94% YoY
Increase in client and prospect engagement with education

Advice Solutions⁷

+60% YoY
Increase in client page visits to Advice Solutions

Note: M = Millions. YoY = Year-over-year. NTF = New-to-Firm. New Clients = New-to-Firm Retail Households. CAGR = Compound Annual Growth Rate 1. 2019-2023 (Q3) Return on ad spend report. 2. Full year 2023, Schwab Blue Modeled Affluent NTF Retail Household volume. 3. Partial Year - Combined Firm NTF Retail Funded Trader Segment Household volume. 4. Full year 2023, based on New-to-Firm Retail Households. 5. 2022-2023 YoY Retail marketing client visits to the Schwab.com channel. 6. Insights and Education dashboard (May 2023 compared to April 2024 YoY). 7. 2022-2023 YoY client traffics to Advice Solutions pages.

We **measure** to improve outcomes and drive efficiency.



Multi-touch Attribution

A model that **optimizes marketing spend** and return-on-investment across a range of touchpoints including marketing, digital and live channel experiences



- Informs which tactics are associated with high account funding
- Provides visibility into both prospect and client asset outcomes



Marketing Mix Optimization

Econometric model that **predicts the impact of marketing** and non-marketing factors on key business outcomes



- Provides guidance on how to optimize our marketing spend across paid channels
- Informs the impact changes in media spend



Data Driven Targeting

Statistical models and machine learning used to evaluate individual clients and households to identify what solutions best meet their needs



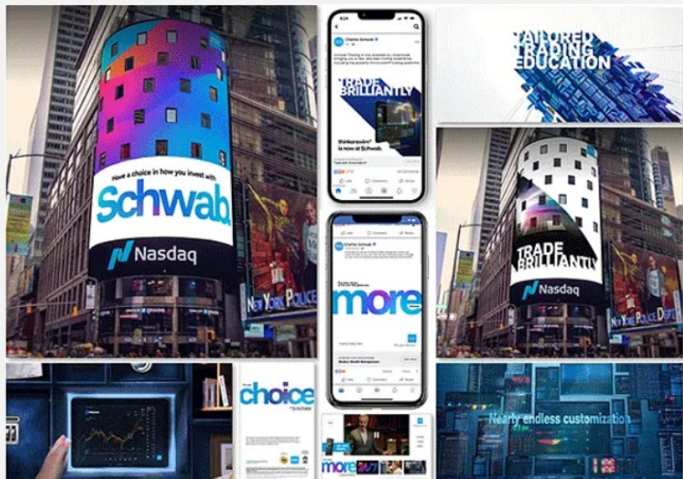
- Constantly improves delivering the right message to the right client at the right time
- Improves business decisions through deeper understanding of important client attributes and behaviors

We use deep client insight to deliver industry-leading **creative**.



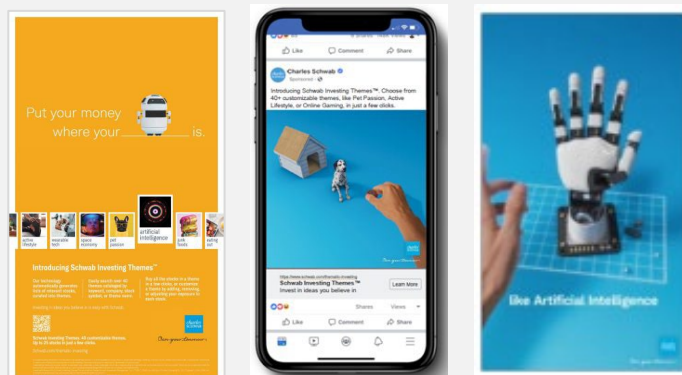
Schwab Trading Powered by Ameritrade™

- Break-through creative launched our best-in-class offer for Active Trader clients and prospects



Schwab Investing Themes™

- Bold and engaging creative in high profile and unexpected media speaks to prospects and clients about investing in what they believe in



Schwab's Podcasts

- Bring clients engaging stories, news, and insights to help them make informed decisions about their wealth and finances

On Investing
Fresh insights on what's happening and why



Choiceology
True stories and the latest research



WashingtonWise
Non-partisan eye on news and policies



We **innovate** to connect with investors in new ways.



Charles Schwab Challenge

The tournament is an **activation-centric sponsorship that elevates the event for players and attendees** and creating a client experience that ties directly with our values



IMPACT

An event designed to demonstrate our commitment to the advisor industry **while championing independence and empowering clients**



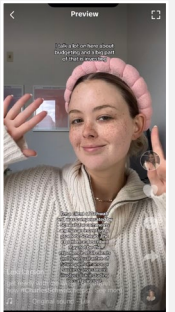
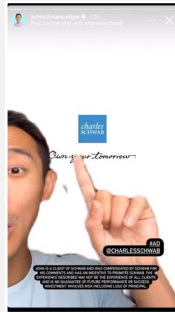
Insights and Education Experience

Delivers innovative **insights and education** experiences to engage prospects and clients on their terms and empower them to take-action



Influencer Marketing

Connects with new audiences by reaching them in **high engagement placements** and aligning posts with influencers native content



In summary.

We continue our focus on **innovation, creativity and measurement** to drive outcomes

We continue to **optimize our acquisition levers** to unlock future growth

We continue to operate as an **efficient marketing machine**, delivering synergies without compromise to outcomes

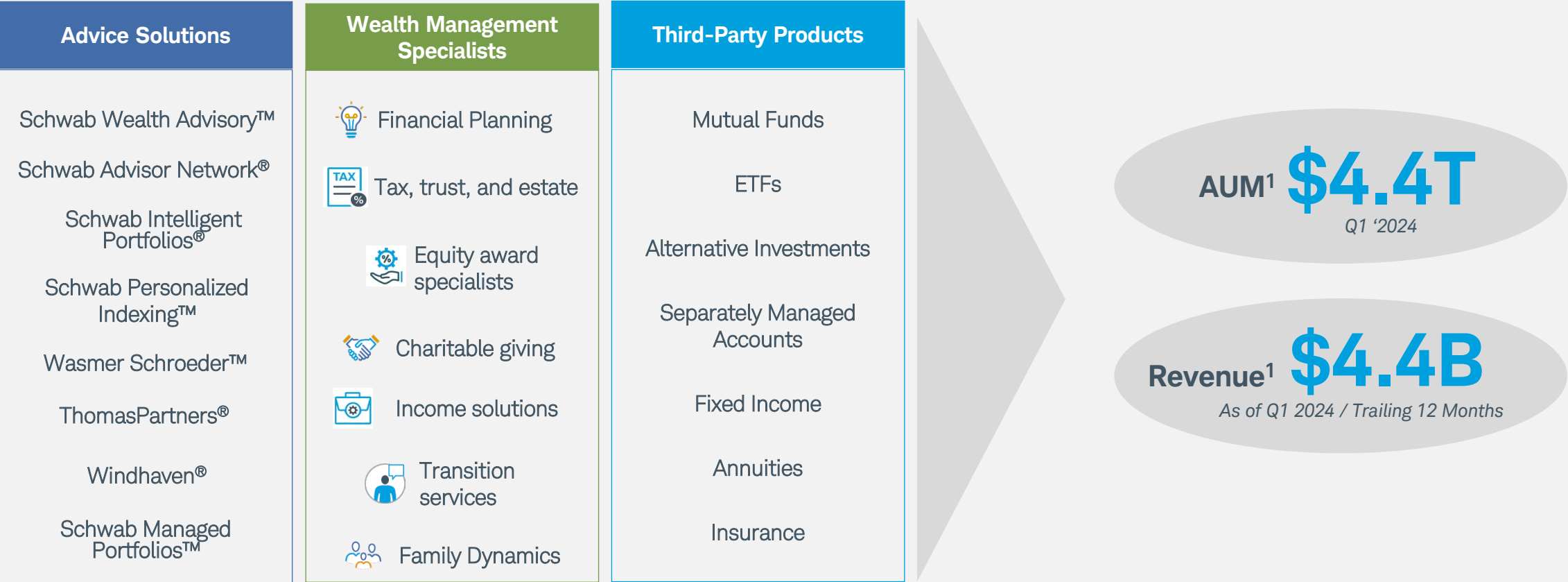
Wealth and Advice Solutions

Neesha Hathi

Managing Director, Head of Wealth and Advice Solutions

Schwab offers a sophisticated array of wealth, advice, and investing solutions.

Wealth & Advice Solutions meets investor and advisor needs across the wealth spectrum



Note: Q = Quarter. ETF = Exchanged-Traded Fund. AUM = Assets Under Management. B = Billion. T= Trillion. CAGR = Compound Annual Growth Rate.1. Included in AUM and Revenue are: Schwab Wealth Advisory, Schwab Advisor Network (including AdvisorDirect), Schwab Intelligent Portfolios/Premium, legacy TDA solutions, Schwab Managed Portfolios, Schwab Personalized Indexing, ThomasPartners, Windhaven, USAA, Wasmer Schroeder, Managed Account Select & Access, Mutual Funds (OneSource, INTF/Transaction Fee), ETFs, Fixed Income, and Alternative Investments.

Charles Schwab Corporation

We have seen strong momentum as clients look to Schwab to meet their wealth management needs.

Increasingly, investors are looking to Schwab for holistic wealth management.

Schwab Wealth
Advisory™

\$4.4B

Q1 net inflows
+36% YoY

\$191B

Q1 AUM
+20% YoY

80
CPS

Schwab Advisor
Network®¹

\$7.2B

Q1 net inflows
+67% YoY

\$246B

Q1 AUM
+28% YoY

71
CPS

Our scale and expertise enable us to serve clients in the way they want to be served.

Wasmer
Schroeder™ **\$2.3B** Q1 net inflows²
Record High

Schwab
Personalized
Indexing™ **\$4.1B** Q1 AUM
Record High

Tax, Trust and
Estate

+132%
YoY Client
Consultations

97%
Client Easy Score⁴

Schwab Investing
Themes™

1/3
Investors are <40

45%
Thematic investors new
to Schwab in past 5 years

Schwab Intelligent
Portfolios®³

\$81B
Q1 AUM
Record High

73
CPS

Note: B = Billion. T= Trillion. Q = Quarter. YoY = Year-over-year. AUM = Assets Under Management. CPS = Client Promoter Score. 1. Includes AdvisorDirect. 2. Includes flows from Investor Services, Advisor Services, and Off-platform. 3. Includes Schwab Intelligent Portfolios and Schwab Intelligent Portfolios Premium. 4. Easy Score represents a client's real-time rating of how easy it was to complete a specific task or transaction with the firm.

Looking ahead, we expect demand to continue to grow, influenced by specific trends.



Growing demand for wealth management

Advice market growth is anticipated to outpace overall investible wealth¹



More investors are seeking and willing to pay for advice

64% of affluent investors are willing to pay for advice²



Greater interest in holistic advice

Client preference for holistic advice (e.g., tax, lending) has risen ~60% since 2018³



Increasing demand for alternative ways to invest

HNW alternatives allocations forecast to ~10% by end of 2024⁴



More RIAs looking to scale via outsourcing

18% of RIAs are outsourcing all or partial portfolio management, or seeking to⁵

Note: RIA = Registered Investment Advisor. HNW = High Net Worth. 1. 7-8% vs. 5%, respectively through 2027. BCG US Wealth & Advice Market Estimate 2023. 2. Cerulli, U.S. Retail Investor Advice Relationships 2023. 3. McKinsey, 2023 Affluent Consumer Insights. 4. Cerulli, U.S. High-Net-Worth and Ultra-High-Net-Worth Markets 2022. 5. Schwab RIA Benchmarking Study 2023.

Fueled by these trends, Schwab has a significant opportunity to serve more wealth management needs.

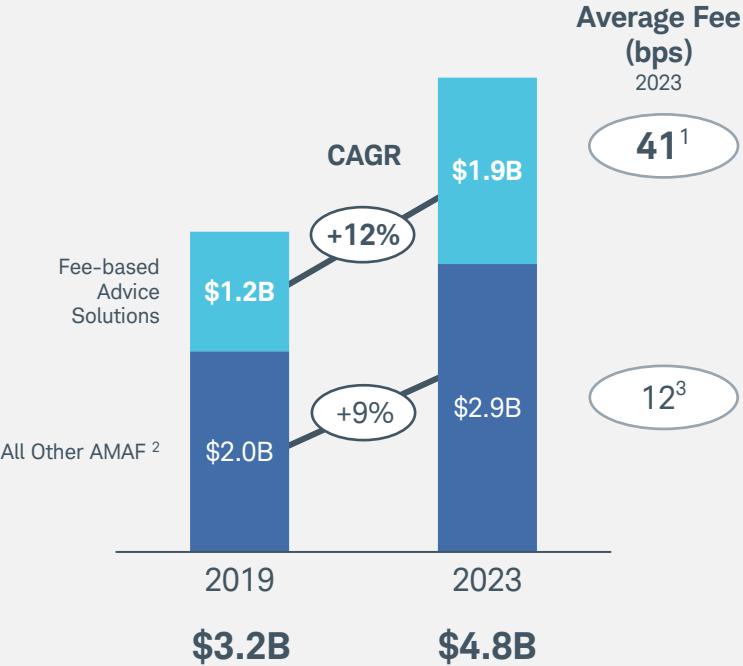
Our Advice Solutions are generating a growing portion of our AMAF revenue.

Our momentum is building with investors—across both Schwab and legacy Ameritrade.

The opportunity to grow Schwab’s share of the growing U.S. advice market is significant.

Revenue

Asset Management & Advice Fees



+60%
YoY net inflows
Q1 2024



97%
Ameritrade FCs
enrolled clients in
Advice Solution



~30%
Schwab Wealth Advisory™
new households from
Ameritrade clients in Q1'24

Expectations for Growth: 7-8% CAGR^{4,5}

**U.S. Retail
Advice Market: ~\$30T⁵**

2%
**Schwab Advice Solutions⁶
Assets Under Management**

Note: B = Billion. T = Trillion. U.S. = United States. ETF = Exchange-Traded Fund. CTF = Collective trust fund. Q = Quarter. AMAF = Asset Management & Advice Fees. YoY = Year-over-year. FC = Financial Consultant. Bps = Basis points. CAGR = Compound Annual Growth Rate. 1. Average fee for fee-based advice solutions only. 2. "All Other AMAF" revenue represents all AMAF revenue excluding revenue from fee-based advice solutions. 3. Average fee for "Total mutual funds, ETFs, and CTFs" and "Other balance-based fees". 4. 7-8% vs. 5%, respectively through 2027. 5. Source: BCG U.S. Wealth Population and Advice Estimates as of October 2023. 6. Total advice solutions balances as of March 31, 2024.

We are investing across the wealth spectrum to deliver experiences for investors and advisors.

Expand and elevate wealth experiences



Schwab Wealth Advisory™ including discretionary management



Retail Alternative Investments



Expanded lending tax, trust and estate

Improve the path to advice



Easy enrollment



Tax-aware transitions



Exceptional “pre-advice” experiences

“Supercharge” our professionals



Advice platform modernization



AI/ML powered assistance



Professional development

Enable and scale RIA growth



Institutional no-transaction fee platform



Model Market Center™



Alternative Investments

These investments will fortify Schwab's already exceptionally strong position to win in wealth.

Trusted brand



Value



Digital + Human



One-Stop-Shop



Every Life Stage



Financial Perspectives

Peter Crawford

Managing Director, Chief Financial Officer

Our consistent focus on clients has fueled our diversified, all-weather model,...

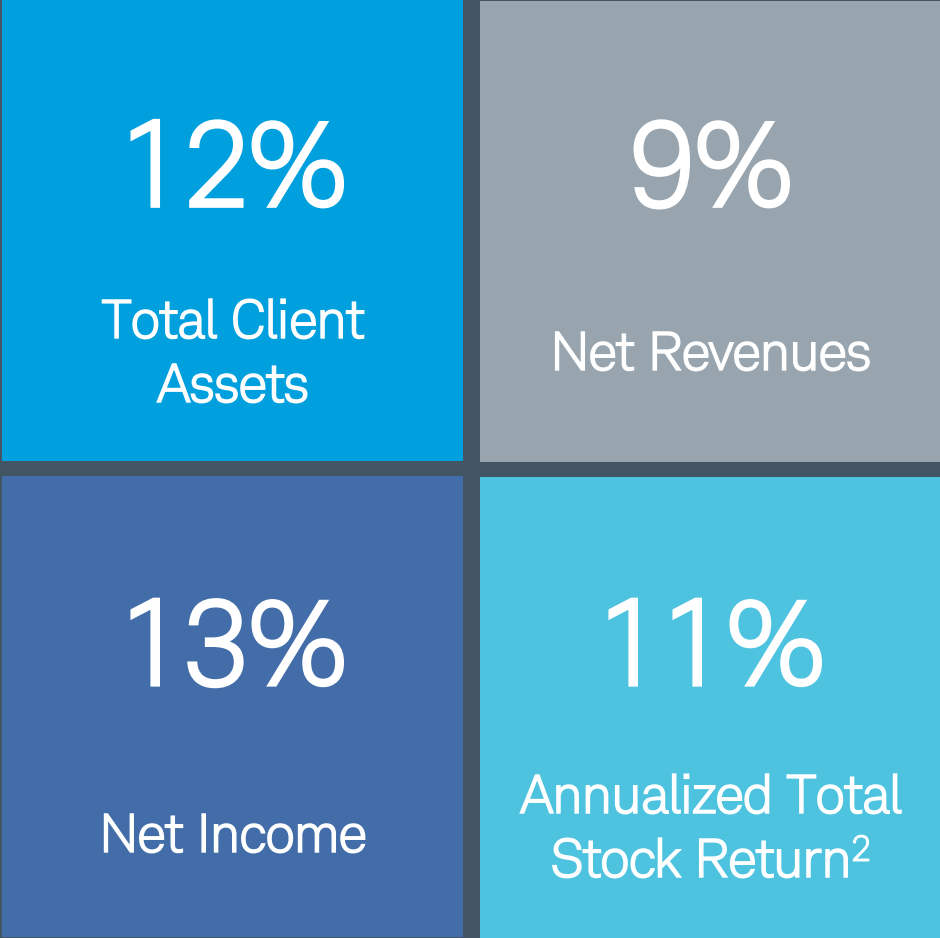


The **core tenets** of our model **remain consistent** through-the-cycle.

...enabling strong performance across a range of environments.

Macroeconomic Backdrop	Client-Focused Actions
<ul style="list-style-type: none">▪ 2+ rate cycles▪ 2008 financial crisis▪ Global pandemic▪ Meme stock mania▪ Current inflationary environment and ongoing rate cycle	<ul style="list-style-type: none">▪ Value-oriented pricing across our offering to clients:<ul style="list-style-type: none">– \$0 commission equity trades– Free financial planning– Low-priced index funds and ETFs– Direct indexing and personalized investing▪ Largest broker-dealer acquisition

20+ Years of Growth
2003 – 2023, CAGR¹



Note: ETF = Exchanged traded fund. CAGR = Compound annual growth rate. 1. Excludes revenues and assets associated with US Trust, which was divested in 2007 2. Calculated as the annual compound total stock return from December 31, 2003 through December 31, 2023; assumes dividends reinvested on the ex-date during the period.



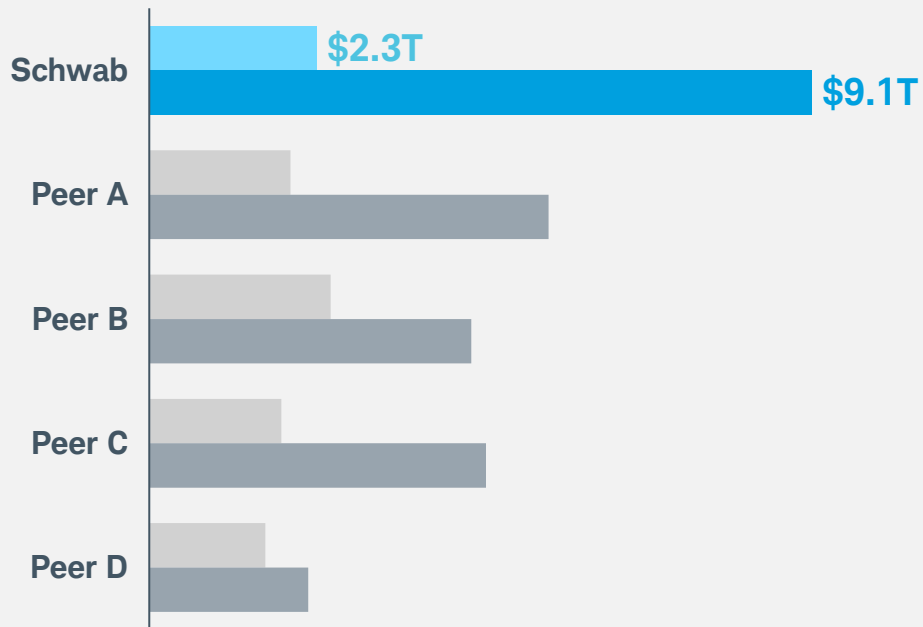
Our commitment to investors has deepened loyalty and trust, enabling sustained **client asset growth** through-the-cycle.

We have a track record of **disrupting the industry** and developing new products to meet our clients' needs.

In return, our **clients reward** us with their business.



Total Client Assets, 1Q14 vs 1Q24¹



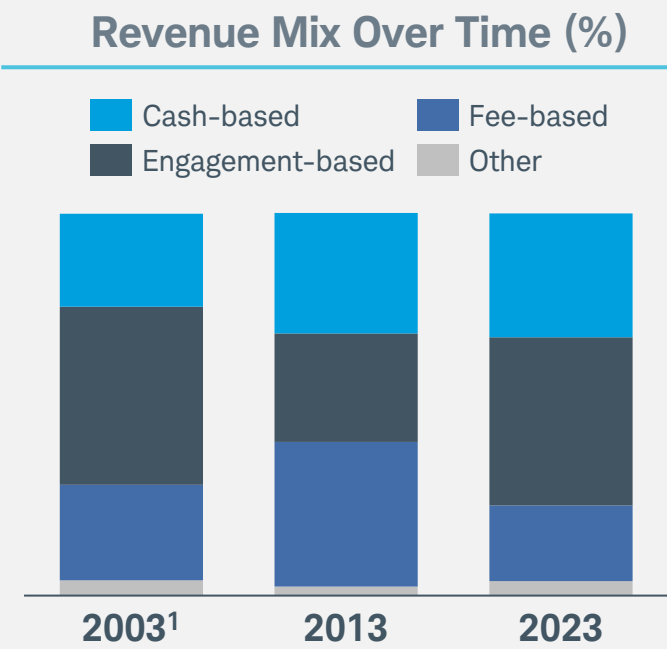
Note: Q = Quarter. T = Trillion. 1. As of March 31, 2024, and represents publicly traded companies. Sourced from company filings, investor presentations, and other third-party databases. Peer asset figures reflect respective wealth and investment management segments, excluding Schwab, which is shown on a total company basis.

Charles Schwab Corporation



Powered by sustained success with clients, our **diversified model** delivers financial results across a variety of economic conditions.

Revenue Type	Drivers	Key Components
Cash-based	<ul style="list-style-type: none">Interest RatesClient Cash AllocationsBank Loan Demand	<ul style="list-style-type: none">Investment PortfolioBank LendingMoney Market FundsBDA Balances
Engagement-based	<ul style="list-style-type: none">Market PerformanceVolatilityTrading Preferences	<ul style="list-style-type: none">TradingMarginSecurities Lending
Fee-based	<ul style="list-style-type: none">Macro environmentVolatilityClient utilization	<ul style="list-style-type: none">Advisory SolutionsProprietary and Third-party Mutual Funds and ETFsOther AMAF revenue



Our model allows us to remain focused on **long-term client trends** while balancing **short-term market dynamics**.

Growth in fee-based solutions will complement our spread revenue, further enhancing our all-weather business model.



Schwab's **financial discipline** supports pre-tax margin expansion across a range of environments.

Balanced Approach to Expense Management

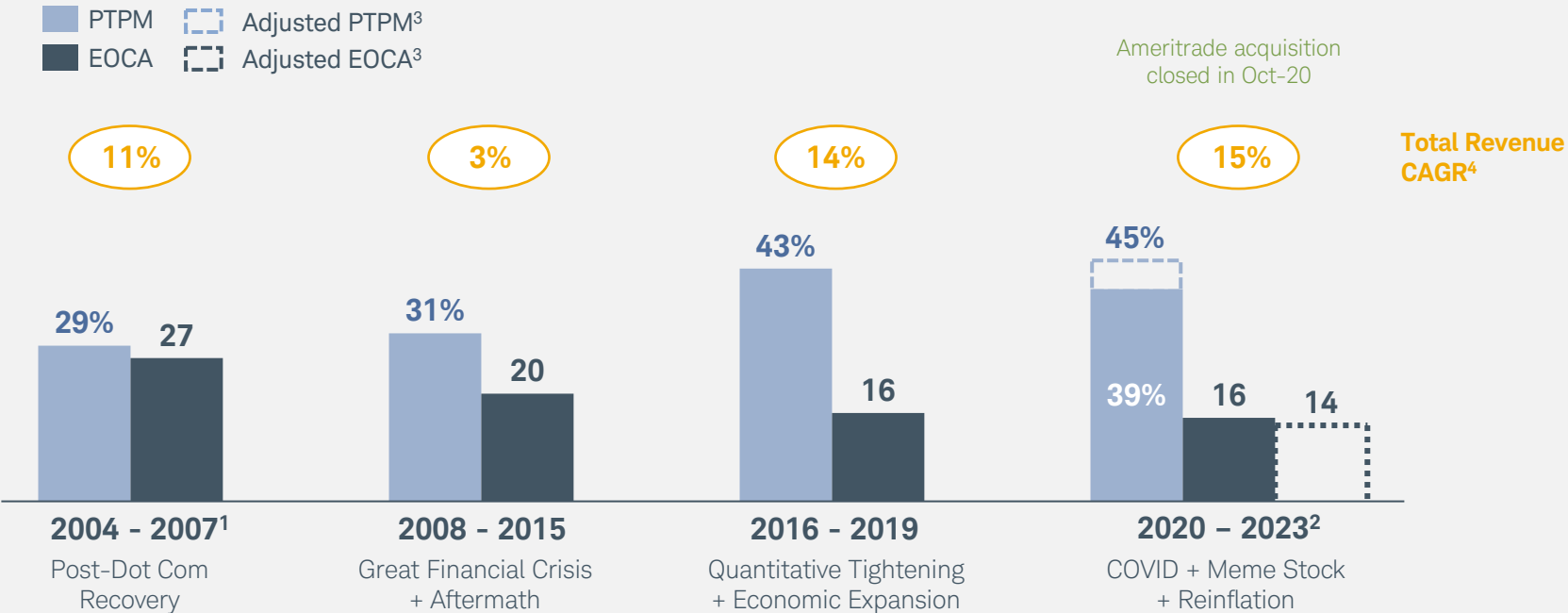
Continue to drive **scale and efficiency**

Balance **near-term profit vs. long-term growth** of the business

Sustain investment in our **platforms and client experience**

Throughout our history, we have **exercised discipline** in knowing **when to “flex”** and **when to push forward**.

Average Pre-tax Profit Margin and EOCA (bps)



Our balanced approach to expenses has delivered **strong profitability**, with 11 consecutive years of GAAP pre-tax margins >30% and 5 consecutive years of adjusted pre-tax margins² >40%.

Note: PTPM = Pre-tax profit margin. EOCA = Expense on client assets. Bps = Basis points. CAGR = Compound annual growth rate. 1. Excludes the impact of operations related to US Trust, which was divested in 2007. 2. Reflects PTPM and total expenses as reported in 10-K filings. 3. Further detail on non-GAAP financial measures and a reconciliation of such measures to reported results are included on slides 112-117 of this presentation. 4. Revenue CAGR for “2004-2007” measures FY03 to FY07, “2008-2015” measures FY07 to FY15, “2016-2019” measures FY15 to FY19, and “2020 to 2023” measures FY19 to FY23.



Thoughtful capital management facilitates growth plus opportunistic capital return through-the-cycle.

Capital Management Framework



Support growth of business



Maintain capital well above required levels



Seek opportunistic return of excess capital

Target Operating Objective

6.75% – 7.00%

Consolidated Adjusted
Tier 1 Leverage Ratio¹

- Go-forward consolidated objective generally in-line with historical levels and **creates buffers to support a wide range of environments:**
 - *Lower rates:* significant inflow of cash to the balance sheet that tends to accompany a drop in rates
 - *Higher rates:* help absorb the impact of changes in AOCI during periods of rising rates

The long-term Schwab story remains a combination of growth plus opportunistic capital return.

Note: AOCI = Accumulated other comprehensive income. 1. Further detail on non-GAAP financial measures and a reconciliation of such measures to reported results are included on slides 112-117 of this presentation.

Our core principles for balance sheet management remain relatively consistent through-the-cycle.

Limited Credit Risk	<ul style="list-style-type: none">▪ Lending activity focused on current clients and heavily collateralized by securities or homes▪ Security selection prioritizes investment grade positions – with a strong bias for government- or agency-backed paper
Asset–Liability Alignment	<ul style="list-style-type: none">▪ Bank lending and HTM purchases supported by longer dated transactional sweep cash balances▪ Mix of AFS securities likely to fluctuate over time based on total amount of client investment cash on the balance sheet▪ Continue to prioritize liquid securities with limited convexity
Diverse Liquidity Profile	<ul style="list-style-type: none">▪ Significant liquidity derived from a wide range of sources▪ Minimize usage of supplemental borrowing during ordinary course of business▪ Continue to maintain appropriate liquidity at banking and other subsidiaries

Future Considerations

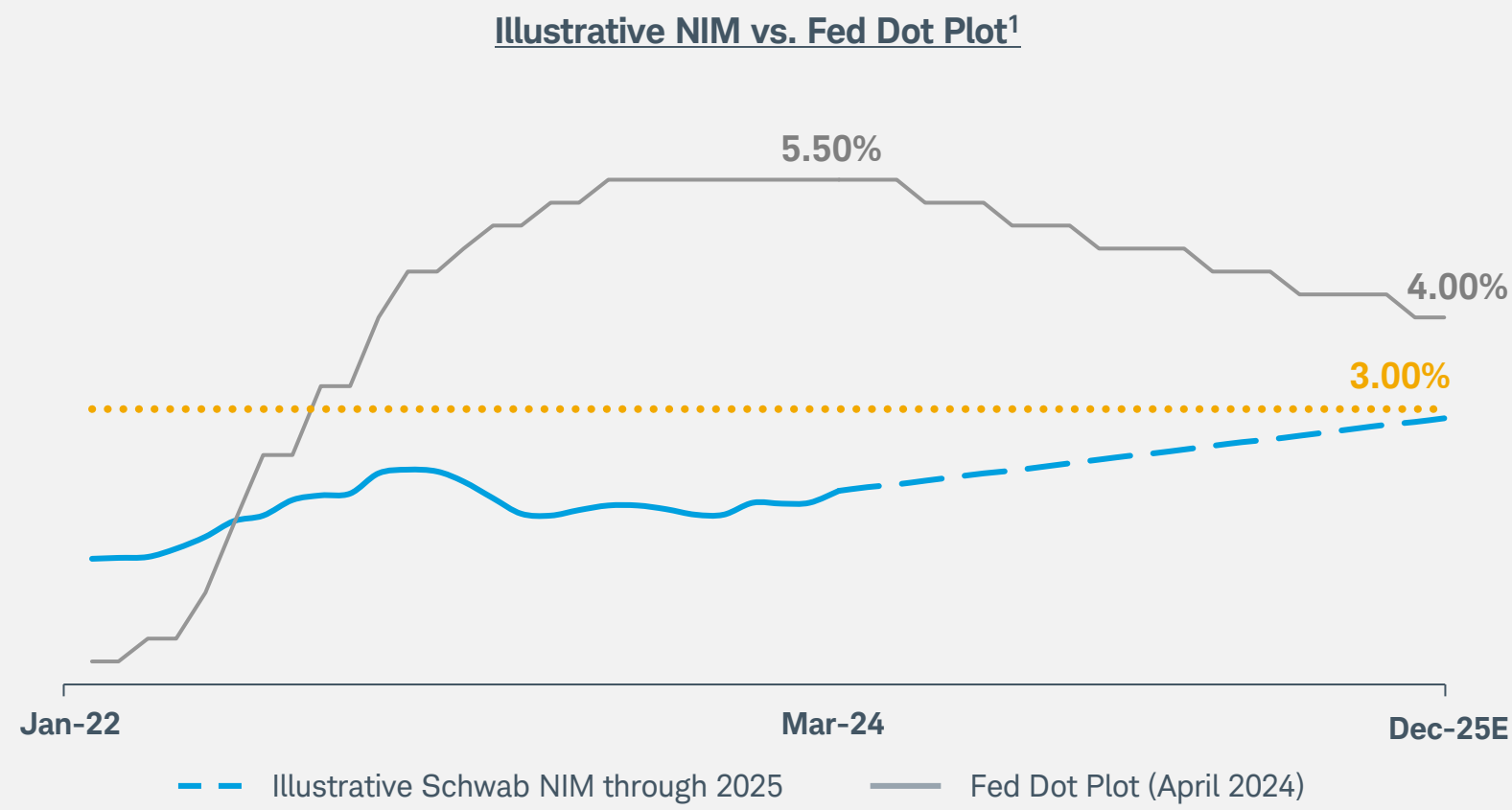
Continuing to analyze a variety of potential practices that could inform our long-term approach

- Optimize balance sheet size and duration to strike a balance between revenue stability and AOCI variability
- Accounting for potential AOCI variability within regulatory capital ratios and other related ratios
- Client cash mix held at the broker-dealer versus the banks

We will continue to utilize a principles-based approach to balance sheet management.

Note: AFS = Available for sale. HTM = Held to maturity. AOCI = Accumulated other comprehensive income.

We continue to see our NIM approaching 3.00% before the end of 2025.



Select Assumptions

- April 2024 Fed Dot Plot
- Cash realignment continues to decelerate in 2024 and we pay down supplemental borrowings
- Following the pay down, longer-term NIM accretion will be further supported by reinvestment of fixed-rate book (currently yielding less than 2.00%)

Note: NIM = Net interest margin. E = Estimated. 1. Fed Dot Plot data sourced via Federal Research Economic Data as of April 2024.

We expect to exit 2024 with Y/Y growth in adjusted quarterly earnings¹ at the upper-end of the 20% to 30% range².

- Controllable **costs remain contained** within initial expectations, while certain factors are helping push expenses above prior “no growth” projections
 - Items such as the additional FDIC special assessment, higher bonus funding, and an increase in exchange processing fees—which are passed through to clients—are expected to lead to a year-over-year increase in adjusted total expenses^{1,3} of approximately 2%
- Client cash **realignment activity continues to abate**, with May transactional sweep cash balances expected to decline by approximately 2% sequentially
 - This modest decrease is primarily driven by client reinvestment of fixed income redemptions along with lingering impacts from tax season
 - Given these dynamics, we anticipate only a modest sequential expansion in NIM for 2Q24
- Looking beyond 2024, we continue to see the **opportunity for meaningful sequential revenue and earnings growth during 2025**

Note: Y/Y = Year-over-year. Q = Quarter. NIM = Net interest margin. GAAP = Generally Accepted Accounting Principles. FDIC = Federal Deposit Insurance Corporation. 1. Further detail on non-GAAP financial measures and a reconciliation of such measures to reported results are included on slides 112-117 of this presentation. 2. Based on full range of mathematical illustrations shown on slide 34 of the 2024 Winter Business Update dated January 17, 2024. 3. Quarterly non-GAAP adjustments estimated to range between approximately \$150 to \$200 million pre-tax during 2024.

As momentum continues to build, we remain on a path back towards Schwab's long-term growth and earnings potential.



Note: NNA = Net new assets. 1. Based on Schwab estimates from Federal Reserve Flow of Funds report. Schwab market share estimate based on total company assets as of March 31, 2024.

Institutional Investor Day

May 22, 2024

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Appendix

Retail Disclosures

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U.S. News & World Report's Best Investing Platforms award was given on 4/8/2024 and is for 2024-2025. The criteria, evaluation, and ranking were determined by U.S News & World Report. See <https://money.usnews.com/investing/best-brokers/methodology> for more information. Schwab paid a licensing fee to U.S News & World Report for use of the award and logos.

Forbes Best Customer Service 2024 was given on November 16, 2023, and expires January 2, 2025, The criteria, evaluation, and ranking were determined by Forbes partnered with HundredX. See [here](#) for more information. Schwab paid a licensing fee to Forbes for use of the award and logos.

Appendix

Non-GAAP Introduction

In addition to disclosing financial results in accordance with generally accepted accounting principles in the U.S. (GAAP), this presentation contains references to the non-GAAP financial measures described below. We believe these non-GAAP financial measures provide useful supplemental information about the financial performance of the Company, and facilitate meaningful comparison of Schwab's results in the current period to both historic and future results. These non-GAAP measures should not be considered a substitute for, or superior to, financial measures calculated in accordance with GAAP, and may not be comparable to non-GAAP financial measures presented by other companies.

Schwab's use of non-GAAP measures is reflective of certain adjustments made to GAAP financial measures as described below. Beginning in the third quarter of 2023, these adjustments also include restructuring costs, which the Company began incurring in connection with its previously announced plans to streamline its operations to prepare for post-integration of Ameritrade. See Part I – Item 1 – Note 10 of our Quarterly Report on Form 10-Q for the quarter ended March 31, 2024 for additional information.

Non-GAAP Adjustment or Measure	Definition	Usefulness to Investors and Uses by Management
Acquisition and integration-related costs, amortization of acquired intangible assets, and restructuring costs	<p>Schwab adjusts certain GAAP financial measures to exclude the impact of acquisition and integration-related costs incurred as a result of the Company's acquisitions, amortization of acquired intangible assets, restructuring costs, and, where applicable, the income tax effect of these expenses.</p> <p>Adjustments made to exclude amortization of acquired intangible assets are reflective of all acquired intangible assets, which were recorded as part of purchase accounting. These acquired intangible assets contribute to the Company's revenue generation. Amortization of acquired intangible assets will continue in future periods over their remaining useful lives.</p>	<p>We exclude acquisition and integration-related costs, amortization of acquired intangible assets, and restructuring costs for the purpose of calculating certain non-GAAP measures because we believe doing so provides additional transparency of Schwab's ongoing operations, and is useful in both evaluating the operating performance of the business and facilitating comparison of results with prior and future periods.</p> <p>Costs related to acquisition and integration or restructuring fluctuate based on the timing of acquisitions, integration and restructuring activities, thereby limiting comparability of results among periods, and are not representative of the costs of running the Company's ongoing business. Amortization of acquired intangible assets is excluded because management does not believe it is indicative of the Company's underlying operating performance.</p>
Return on tangible common equity	Return on tangible common equity represents annualized adjusted net income available to common stockholders as a percentage of average tangible common equity. Tangible common equity represents common equity less goodwill, acquired intangible assets – net, and related deferred tax liabilities.	Acquisitions typically result in the recognition of significant amounts of goodwill and acquired intangible assets. We believe return on tangible common equity may be useful to investors as a supplemental measure to facilitate assessing capital efficiency and returns relative to the composition of Schwab's balance sheet.
Adjusted Tier 1 Leverage Ratio	Adjusted Tier 1 Leverage Ratio represents the Tier 1 Leverage Ratio as prescribed by bank regulatory guidance for the consolidated company and for Charles Schwab Bank, SSB, adjusted to reflect the inclusion of accumulated other comprehensive income (AOCI) in the ratio.	Inclusion of the impacts of AOCI in the Company's Tier 1 Leverage Ratio provides additional information regarding the Company's current capital position. We believe Adjusted Tier 1 Leverage Ratio may be useful to investors as a supplemental measure of the Company's capital levels.

The Company also uses adjusted diluted EPS and return on tangible common equity as components of performance criteria for employee bonus and certain executive management incentive compensation arrangements. The Compensation Committee of CSC's Board of Directors maintains discretion in evaluating performance against these criteria.

Appendix

Non-GAAP Reconciliation: Adjusted total expenses and Adjusted net income

	Three Months Ended,			
	March 31, 2024		June 30, 2023	
(In millions, except ratios and per share amounts)	Total Expenses Excluding Interest	Net Income	Total Expenses Excluding Interest	Net Income
Total expenses excluding interest (GAAP), Net income (GAAP)	\$2,942	\$1,362	\$2,965	\$1,294
Acquisition and integration-related costs ⁽¹⁾	(38)	38	(130)	130
Amortization of acquired intangible assets	(130)	130	(134)	134
Restructuring costs ⁽²⁾	28	(28)	N/A	N/A
Income tax effects ⁽³⁾	N/A	(33)	N/A	(64)
Adjusted total expenses (Non-GAAP), Adjusted net income (Non-GAAP)	\$2,802	\$1,469	\$2,701	\$1,494

Note: N/A = Not applicable. 1. Acquisition and integration-related expenses are primarily included in compensation and benefits, professional services, occupancy and equipment, and other expense. 2. Primarily consists of compensation and benefits. 3. The income tax effect of the non-GAAP adjustments is determined using an effective tax rate reflecting the exclusion of non-deductible acquisition costs and is used to present the acquisition and integration-related costs and amortization of acquired intangible assets on an after-tax basis.

Appendix

Non-GAAP Reconciliation: Adjusted total expenses and Adjusted net income

	Twelve Months Ended,									
	December 31, 2023		December 31, 2022		December 31, 2021		December 31, 2020		December 31, 2019	
	Total Expenses Excluding Interest	Net Income	Total Expenses Excluding Interest	Net Income	Total Expenses Excluding Interest	Net Income	Total Expenses Excluding Interest	Net Income	Total Expenses Excluding Interest	Net Income
<i>(In millions, except ratios and per share amounts)</i>										
Total expenses excluding interest (GAAP),										
Net income (GAAP)	\$ 12,459	\$ 5,067	\$ 11,374	\$ 7,183	\$ 10,807	\$ 5,855	\$ 7,391	\$ 3,299	\$ 5,873	\$ 3,704
Acquisition and integration-related costs ⁽¹⁾	(401)	401	(392)	392	(468)	468	(442)	442	(26)	26
Amortization of acquired intangible assets	(534)	534	(596)	596	(615)	615	(190)	190	(27)	27
Restructuring costs ⁽²⁾	(495)	495	-	-	-	-	-	-	-	-
Income tax effects ⁽³⁾	N/A	(338)	N/A	(237)	N/A	(268)	N/A	(154)	N/A	(13)
Adjusted total expenses (Non-GAAP),										
Adjusted net income (Non-GAAP)	\$ 11,029	\$ 6,159	\$ 10,386	\$ 7,934	\$ 9,724	\$ 6,670	\$ 6,759	\$ 3,777	\$ 5,820	\$ 3,744

Note: N/A = Not applicable. 1. Acquisition and integration-related expenses are primarily included in compensation and benefits, professional services, occupancy and equipment, and other expense. 2. Primarily consists of compensation and benefits. 3. The income tax effect of the non-GAAP adjustments is determined using an effective tax rate reflecting the exclusion of non-deductible acquisition costs and is used to present the acquisition and integration-related costs and amortization of acquired intangible assets on an after-tax basis.

Appendix

Non-GAAP Reconciliation: Adjusted income before taxes on income and Adjusted pre-tax profit margin

	Twelve Months Ended,									
	December 31, 2023		December 31, 2022		December 31, 2021		December 31, 2020		December 31, 2019	
	Amount	% of Total Net Revenues	Amount	% of Total Net Revenues	Amount	% of Total Net Revenues	Amount	% of Total Net Revenues	Amount	% of Total Net Revenues
<i>(In millions, except ratios and per share amounts)</i>										
Income before taxes on income (GAAP), Pre-tax profit margin (GAAP)	\$ 6,378	33.9%	\$ 9,388	45.2%	\$ 7,713	41.6%	\$ 4,300	36.8%	\$ 4,848	45.2%
Acquisition and integration-related costs ⁽¹⁾	401	2.1%	392	1.9%	468	2.5%	442	3.8%	26	0.2%
Amortization of acquired intangible assets	534	2.9%	596	2.9%	615	3.4%	190	1.6%	27	0.3%
Restructuring costs ⁽²⁾	495	2.6%	-	-	-	-	-	-	-	-
Adjusted income before taxes on income (Non-GAAP), Adjusted pre-tax profit margin (Non-GAAP)	\$ 7,808	41.5%	\$ 10,376	50.0%	\$ 8,796	47.5%	\$ 4,932	42.2%	\$ 4,901	45.7%

Note: 1. Acquisition and integration-related expenses are primarily included in compensation and benefits, professional services, occupancy and equipment, and other expense. 2. Primarily consists of compensation and benefits.

Appendix

Non-GAAP Reconciliation: Adjusted net income to common stockholders and Adjusted diluted EPS

	Three Months Ended,	
	December 31, 2023	
<i>(In millions, except ratios and per share amounts)</i>	Amount	Diluted EPS
Net income available to common stockholders (GAAP), Earnings per common share — diluted (GAAP)	\$ 926	\$.51
Acquisition and integration-related costs ⁽¹⁾	67	.04
Amortization of acquired intangible assets	130	.07
Restructuring costs ⁽²⁾	216	.12
Income tax effects ⁽³⁾	(91)	(.06)
Adjusted net income available to common stockholders (Non-GAAP), Adjusted diluted EPS (Non-GAAP)	\$ 1,248	\$.68

Note: EPS = Earnings per share. 1. Acquisition and integration-related expenses are primarily included in compensation and benefits, professional services, occupancy and equipment, and other expense. 2. Primarily consists of compensation and benefits. 3. The income tax effect of the non-GAAP adjustments is determined using an effective tax rate reflecting the exclusion of non-deductible acquisition costs and is used to present the acquisition and integration-related costs and amortization of acquired intangible assets on an after-tax basis.

Appendix

Non-GAAP Reconciliation: Adjusted Tier 1 Leverage Ratio

	Three Months Ended,	
	March 31, 2024	
<i>(In millions, except ratios and per share amounts)</i>	CSC	CSB
Tier 1 Leverage Ratio (GAAP)	8.8%	10.4%
Tier 1 Capital	\$ 41,598	\$ 31,944
Plus: AOCI adjustment	(17,568)	(15,297)
Adjusted Tier 1 Capital	24,030	16,647
Average assets with regulatory adjustments	471,116	306,869
Plus: AOCI adjustment	(17,817)	(15,664)
Adjusted average assets with regulatory adjustments	\$ 453,299	\$ 291,205
Adjusted Tier 1 Leverage Ratio (non-GAAP)	5.3%	5.7%

Note: CSC = Charles Schwab Corporation. CSB = Charles Schwab Bank, SSB. AOCI = Accumulated other comprehensive income.

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