

# Who We Are

## We are champions of investors and those who serve them.

From day one Schwab challenged the status quo by searching for ways to offer more value and a better experience to our clients. Today, we continue to be motivated by our passion for helping people achieve their goals and take ownership of their financial futures through the products, services and planning we provide.

## We're purpose driven.

*We champion every client's goals with passion and integrity, as if they were our own. We truly believe investing for the future is one of the most important things people can do for themselves and their families, as well as the health of our communities and our society.*

## Our values are a way of life.



How we work is just as meaningful as what we do, including:

- Earning our clients' trust by treating them ethically, empathetically, and proactively
- Constantly improving the client experience through innovation
- Respecting fellow employees and reinforcing the power of teamwork
- Being good stewards of our brand and stockholder value

## Leadership



**Charles R. Schwab**  
Chairman



**Walt Bettinger**  
President and CEO

## Locations

- Headquartered in San Francisco
- Over 10 major centers of operation in the U.S. including Chicago, Phoenix, Denver, and Dallas
- More than 365 branches in 45 U.S. states

Charles Schwab is traded publicly on the New York Stock Exchange under the ticker symbol **SCHW**.

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

– Charles Schwab

# Who we serve

We provide financial services to millions of people in two ways:

**Investor Services** is a modern, full-service brokerage platform for those who invest on their own or through a workplace-sponsored retirement equity plan.

**Advisor Services** offers trading, custody, technology, practice management, and other support services to more than 7,500 independent investment advisors.



## Individual Investors

Driven, motivated people who want control over their financial futures

- More than 365 branches
- Approximately 1,200 financial consultants
- \$318.5 billion enrolled in advisory solutions
- 100,000+ financial plans provided to date  
*(As of September 30, 2019)*

## Advisors

Independent registered investment advisors dedicated to a better way of serving investors

- #1 in market share for registered investment advisor custody
- \$1.78 trillion in client assets
- 1,800 professionals dedicated to custody, trading and operations support  
*(As of September 30, 2019)*

## Employers

Employers who want to help employees achieve a secure retirement and make the most of their financial benefits

- Over 4 million retirement plan participants served directly and through independent recordkeepers
- Over 2,300 company stock and brokerage plans
- Leading retirement plan service provider with more than \$150 billion in assets  
*(As of September 30, 2019)*

## Our results speak for themselves.

With our purpose and values as our North Star, we've grown from a small discount brokerage to a leading investment services firm.



Total Client Assets\*

**\$3.77 Trillion**



Active Brokerage Accounts\*

**12.1 Million**



Banking Accounts\*

**1.4 Million**



RIAs Served\*

**7,500**



Total Employees\*\*

**19,800**

\* As of September 30, 2019. Updated on a monthly basis.

\*\* As of September 30, 2019. Updated on a quarterly basis.

# The Schwab Way

Schwab was built around a simple idea: put the client first. We work hard to make our clients' goals the focus of everything we do by offering a better, more modern way for them to build and manage their wealth.



## Service is the heart of who we are.

We always try to look at the world through our clients' eyes because we believe our business should be about service, not sales. In fact, if for any reason clients aren't happy with the service they get, we'll refund the appropriate fees and work to make things right.

[Learn more](#) about the Satisfaction Guarantee.\*



## Our community investment.

We're not just committed to our investors but also to our communities. We invest our resources where we can make the most difference and can have the most impact, including:

- Access to investing
- Our people
- Security
- Financial empowerment
- Giving back
- Our communities
- Environmental stewardship
- Advocacy & ethics

Learn more at [www.aboutschwab.com/citizenship](http://www.aboutschwab.com/citizenship)



Top Workplace in our major markets

**FORTUNE**  
WORLD'S MOST  
ADMIRED  
COMPANIES®  
2019

One of the FORTUNE Top 50 'World's Most Admired Companies®'; Schwab also ranked #2 in the Securities and Asset Management category of the list.



– For **J.D. Power 2019** award information, visit [jdpower.com/awards](http://jdpower.com/awards)

**“Highest in Investor Satisfaction with DIY Self-Directed Services”** in the 2019 Self-Directed Investor Satisfaction Study. Schwab also achieved the highest score in interaction; account information; commissions and fees; product offerings; and information resources.

**Brokerage Products: Not FDIC Insured ▪ No Bank Guarantee ▪ May Lose Value**

\*If you are not completely satisfied for any reason, at your request Charles Schwab & Co., Inc. ("Schwab"), Charles Schwab Bank ("Schwab Bank"), or another Schwab affiliate, as applicable, will refund any eligible fee related to your concern within the timeframes described below. Two kinds of "Fees" are eligible for this guarantee: (1) Program Fees for the Schwab Private Client ("SPC"), Schwab Managed Portfolios ("SMP"), Schwab Intelligent Portfolios Premium ("SIP Premium"), and Managed Account Connection ("Connection") investment advisory services sponsored by Schwab (together, the "Participating Services"); and (2) commissions and fees listed in the *Charles Schwab Pricing Guide for Individual Investors* ("Account Fees") or the *Charles Schwab Bank Pricing Guide*. Program Fee refund requests must be received no later than the next calendar quarter after the Fee was charged. Account Fee refund requests must be received within one year of the date that the Fee was charged.

For more information about Program Fees, please see the disclosure brochure for the Participating Service, made available at enrollment or any time at your request. The Connection service includes only accounts managed by Charles Schwab Investment Advisory, Inc., an affiliate of Schwab.

The guarantee does not cover Program Fees for accounts managed by investment advisors who are not affiliated with Schwab or managed by Schwab-affiliated advisors outside of the SPC, SMP, SIP Premium and Connection services.

The guarantee is only available to current clients. Refunds will only be applied to the account charged and will be credited within approximately four weeks of a valid request. No other charges or expenses, and no market losses will be refunded. Other restrictions may apply. Schwab reserves the right to change or terminate the guarantee at any time.

Charles Schwab received the highest numerical score in the DIY segment of the J.D. Power 2019 Self-Directed Investor Satisfaction Study of investors' satisfaction who use self-directed investment firms. Visit [jdpower.com/awards](http://jdpower.com/awards).

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