

# News Release

## Contact:

Mike Peterson  
Charles Schwab  
330-908-4334  
[mike.peterson@schwab.com](mailto:mike.peterson@schwab.com)

## **CHARLES SCHWAB BANK RANKS HIGHEST IN CUSTOMER SATISFACTION IN THE J.D. POWER 2019 DIRECT BANKING SATISFACTION STUDY**

Banking services are designed to meet the needs of investors and complement Charles Schwab's investment and wealth management capabilities

**SAN FRANCISCO, May 3, 2019**— Charles Schwab Bank has received the highest ranking in customer satisfaction in the J.D. Power 2019 Direct Banking Satisfaction Study. The bank also achieved the highest score in the following factors:

- Likelihood to recommend
- Reliable
- Website
- Personalized
- Good reputation
- Channel activities
- Problem resolution

"This recognition from J.D. Power reinforces our "Through Clients' Eyes" strategy and the firm's commitment to meeting the diverse financial needs of individual investors, including their banking needs," said Paul Woolway, president and chief executive officer, Charles Schwab Bank. "We offer banking services to give clients a unique experience that is integrated with the Schwab investment products and services they already use. That's always been and will continue to be the goal."

As part of its comprehensive approach to wealth management, Charles Schwab Bank offers clients a range of banking services including:

- [High Yield Investor Checking Account](#) linked to a Schwab brokerage account<sup>1</sup>
- [High Yield Investor Savings Account](#)
- [Home lending](#) (provided by Quicken Loans, Schwab Bank's home loans provider)
- [Flexible lines of credit](#)

## **About Charles Schwab**

At Charles Schwab, we believe in the power of investing to help individuals create a better tomorrow. We have a history of challenging the status quo in our industry, innovating in ways that benefit investors and the advisors and employers who serve them, and championing our clients' goals with passion and integrity.

More information is available at [www.aboutschwab.com](http://www.aboutschwab.com). Follow us on [Twitter](#), [Facebook](#), [YouTube](#), and [LinkedIn](#).

## Disclosures

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

<sup>1</sup> The Schwab Bank High Yield Investor Checking® account is available only as a linked account with a Schwab One® brokerage account. The Schwab One brokerage account has no minimum balance requirements, minimum balance charges, minimum trade requirements, and there is no requirement to fund this account, when opened with a linked High Yield Investor Checking account.

Charles Schwab Bank received the highest score in the J.D. Power 2019 Direct Banking Satisfaction Study of customers' satisfaction who have direct banking accounts. Visit [jdpower.com/awards](http://jdpower.com/awards).

Wealth Management refers to a number of different products and services offered through various subsidiaries of The Charles Schwab Corporation. See [schwab.com/wealth](http://schwab.com/wealth).

Home lending is offered and provided by Quicken Loans, Inc., Equal Housing Lender. NMLS# 3030. Charles Schwab & Co., Inc. does not solicit, offer, endorse, negotiate or originate any mortgage loan products and is neither a licensed mortgage broker nor a licensed mortgage lender. Quicken Loans Inc., is not affiliated with The Charles Schwab Corporation, Charles Schwab & Co., Inc. or Charles Schwab Bank.

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