Summer Business Update



CORPORATION

July 21, 2020





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Introduction

Rich Fowler

Senior Vice President Investor Relations



Walt Bettinger, President and Chief Executive Officer

Peter Crawford, EVP and Chief Financial Officer

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 expectations, projections or other characterizations of future events or circumstances and are identified by words such as "believe," "expect," "will," "may," "should," "could," "continue," "growth," "remain," "drive," "lead," "consistent," "sustain," "enhance," "estimate," "anticipate," "potential," "target," "maintain," "insulate," "on track," "objective," "progress," "evolve," "enable," "deliver," "scenario," "outcome," and other similar expressions. These forward-looking statements relate to: the company's key initiatives focused on scale, monetization, revenue diversification, and client segmentation; investments and acquisitions to fuel and support growth, serve clients, and drive scale and efficiency; stockholder value; growth in the client base, client accounts and assets; pending TD Ameritrade acquisition, including status and anticipated closing; digital transformation; growth in revenues, earnings, and profits; expense growth; capital management; Tier 1 leverage ratio operating objective; net interest margin; liquidity; dividend payment; 2020 scenario outcomes, including macro factor assumptions, balance sheet dynamics, and potential financial results; and estimated revenue impact from revenue sensitivities. These forward-looking statements, which reflect management's beliefs, objectives, and expectations as of today, are estimates based on the best judgment of the company's senior management. Achievement of the expressed beliefs, expectations, and objectives is subject to risks and uncertainties that could cause actual results to differ materially from those beliefs, expectations, or objectives. Important factors that may cause such differences are discussed in the company's filings with the Securities and Exchange Commission, including our Annual Report on Form 10-K and Quarterly Reports on Form 10-Q. Other important factors include the company's ability to develop and launch new and enhanced products, services, and capabilities, as well as enhance its infrastructure, in a timely and successful manner; client use of the company's advisory solutions and other products and services; general market conditions, including equity valuations, trading activity, the level of interest rates - which can impact money market fund fee waivers - and credit spreads; the company's ability to attract and retain clients and RIAs and grow those relationships and client assets; competitive pressures on pricing, including deposit rates; the company's ability to support client activity levels; failure of the parties to satisfy the closing conditions in the agreement for the pending TD Ameritrade acquisition in a timely manner or at all, including regulatory approvals, and the implementation of integration plans; disruptions to the parties' businesses as a result of the announcement and pendency of the TD Ameritrade acquisition; the risk that expected revenue, expense and other synergies and benefits from acquisitions may not be fully realized or may take longer to realize than expected; client cash allocations; client sensitivity to rates; the level of client assets, including cash balances; the company's ability to monetize client assets; capital and liquidity needs and management; the impact of changes in market conditions on revenues, expenses, and pre-tax profit margin; the company's ability to manage expenses; timing and ability to invest amounts held in excess reserves at the Federal Reserve into higher yielding investments in the company's bank securities portfolio; the scope and duration of the COVID-19 pandemic and actions taken by governmental authorities to contain the spread of the virus and the economic impact; regulatory guidance; the effect of adverse developments in litigation or regulatory matters and the extent of any charges associated with legal matters; and any adverse impact of financial reform legislation and related regulations. The information in this presentation speaks only as of July 21, 2020 (or such earlier date as may be specified herein). The company makes no commitment to update any of this information.



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Walt Bettinger

President and Chief Executive Officer





Amidst current uncertainty, we're pushing ahead, confident our key initiatives will benefit both clients and stockholders.

- Engagement across our platform is strong as clients utilize our range of investment products and solutions
- While navigating significant headwinds, we are making progress on key initiatives focused on scale, monetization, and segmentation – which are supported by our recent strategic acquisitions
- Our commitment to seeing "Through Clients' Eyes" remains paramount – helping us move forward on the right path

While the overall macroeconomic picture remains mixed,...

Equity markets have rebounded and volatility has subsided from the early days of the pandemic,...



Note: S&P[®], VIX[®], and AAII[®] % Bull-Bear Spread data shown 12/31/2019 through 6/30/2020. AAII[®] = The American Association of Individual Investors. 1. % Bull-Bear Spread is calculated as the difference between the percentage of weekly survey respondents denoting negative versus positive stock market sentiment for the next six months.



Note: 1. Client interactions represent total Schwab.com logons, Mobile App logons, Direct Messaging Sessions, and Chat Sessions during 2Q20. 2. 2Q20 Net advised flows include ~\$20B in advised assets related **Charles Schwab Corporation** to the USAA transaction

...and we've continued to gather core net new assets at a healthy pace.

Core Net New Assets (\$B) and Annualized Organic Growth Rate (%) 7% 7% 7% 7% 6% LT Average¹ \$228 \$212 \$199 5% 5% 5% \$135 \$126 \$119 \$89 **Organic Growth Rate** Mutual Fund Clearing IS and AS (ex-Mutual Fund Clearing) 2015 2017 2018 2019 1H19 2016 1H18

Note: 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. Long-term (LT) average covers 10 years.

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1H20

Retail serves a broad spectrum of clients,...



We are continuously evolving to remain an attractive destination for individuals at every stage of their investing lives

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...as RIAs take advantage of our ever-evolving custody platform to grow, compete, and succeed.

We have demonstrated our ability to win Advisors through a mixed environment,...

Advisors in Transition (AIT) Teams





...while further supporting them via enhanced digital tools,...

40%+

of total wire transfers approved using eAuthorization, up **12%** year-to-date

New RIAs

Existing RIAs

1H19

~20% of advisors utilizing

eSignature functionality, up 2X from a year ago

...helping drive solid NNA growth in the first half of 2020.

Advisor Services Institutional NNA



Our employees' ongoing dedication to client service has earned more third-party recognition.



Highest in Investor Satisfaction with **DIY Self-Directed Services**

Highest Retirement Plan Participant Satisfaction among Large Plan Providers, **3 Years in a Row**

Highest in Customer Satisfaction with Direct Retail Banking

We have successfully closed three acquisitions since late May, with the TD Ameritrade deal on track.



Note: SMA = Separately Managed Account. DOJ = Department of Justice. 1. As of May 31, 2020.

Ameritrade

Completed:

- Stockholder Approvals
 - **DOJ Clearance**

Next Steps:

- Federal Reserve approval, incl. noncontrol determination
 - Satisfy remaining closing conditions

Anticipated Close: 2H 2020

The USAA referral arrangement is off to a strong start.



End-to-end ex

The **digital experience** is the foundation of the referral program via both USAA.com and Schwab.com End-to-end experience in which USAA members can access their Schwab accounts via **single sign-on** from USAA.com



Live referrals will go to the Prospect Conversion Team through two sources: USAA's **Retirement Income Specialists** and **IVR**



Initial success since launch with **nearly 6,000 accounts** opened in the first five weeks of referral agreement



Our progress on key initiatives is helping further strengthen our offer to clients.



Scale and Efficiency

Digital efforts, organic asset growth, disciplined approach to M&A



Completed USAA transaction







Monetization

Insulated asset-based fees, revenue diversification

WASMER SCHROEDER

Completed Wasmer Schroeder transaction



Third-party fee arrangements



Client <u>Segmentation</u>

Enhanced product and services capabilities for our Retail and RIA clients



Schwab Stock Slices[™]





On track for 2H20 closing



Completed Motif asset purchase



Amidst current uncertainty, we're pushing ahead, confident our key initiatives will benefit both clients and stockholders.

- Engagement across our platform is strong as clients utilize our range of investment products and solutions
- While navigating significant headwinds, we are making progress on key initiatives focused on scale, monetization, and segmentation – which are supported by our recent strategic acquisitions
- Our commitment to seeing "Through Clients' Eyes" remains paramount – helping us move forward on the right path



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Peter Crawford

Executive Vice President and Chief Financial Officer

A consistent and disciplined approach enables our model to produce results through the cycle.

- Our focus on clients, and the ability to lean into our strengths, helped us to stay on offense
- An uneven environment, along with the full impact of recent monetary easing, weighed on our 2Q results
- Solid financial performance, coupled with thoughtful capital management, keeps us positioned to deliver on behalf of clients and stockholders



2Q20 Results Non-GAAP Measures NIM Dynamics

Schwab's focus on clients continued to support strong business fundamentals...

2Q20 vs. 2Q19



Note: K = thousands. M = millions. B = billions. T = trillions. 1. New brokerage accounts for 2Q20 include 1.1M accounts added upon closing of the USAA transaction. 2. Active brokerage accounts and total client asset figures as of June 30, 2020. 3. 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.

18%

11%

...and helped deliver solid financial results in the face of strong headwinds.



- Net interest revenue declined **14%** as continued balance sheet growth was more than offset by sharply lower rates across the
- Asset management and administration fees increased **2%**, driven by higher MMF and advisory solution balances, which more than offset MMF waivers and pressured market valuations
- Trading revenue fell 7% as October 2019 pricing actions weighed on elevated volume¹



■ Compensation & Benefits ■ Professional Svcs ■ Other Non-compensation Expenses

- Compensation and benefits reflects typical 2Q seasonality as well as lower bonus accrual
- Expenses relating to our acquisitions totaled \$93 million for the quarter, including \$81M in pre-tax deal related costs - of which USAA and TD Ameritrade contributed \$39M and \$41M, respectively²
- COVID-19 pandemic costs totaled \$7M for the quarter

Note: MMF = Money market fund. 1. As of 1Q20, order flow revenue was reclassified from other revenue to trading revenue. 2. "Acquisition Related" costs include pre-tax acquisition and integration-related 20 expenses of \$81 million as well as \$12 million in amortization of acquired intangibles assets.

Starting this quarter, we've introduced certain non-GAAP measures to help tell our financial story.

Non-GAAP Adjustment / Measure	 Acquisition and integration-related costs and amortization of acquired intangible assets Return on tangible common equity (ROTCE) 	Adjusted Total Expenses (\$M)	\$1,56
	 Useful supplement to GAAP reporting that facilitates meaningful comparison to past and future results 	Adjusted Pre-tax Profit Margin (%)	36.2
	 Non-cash impact of purchase price accounting can make it difficult to track our underlying operating performance 	Adjusted Diluted	GAA \$0.4
Rationale	 Therefore, excluding acquisition-related costs and amortization of acquired intangibles helps provide additional transparency for investors 	Earnings per Share (\$)	GAA
	 Given the increase of intangible assets related to our recent acquisitions, ROTCE should supplement investors' ability to assess capital efficiency and returns 	Return on Tangible Common Equity (%)	109 RO I

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Our balance sheet grew 8% sequentially during 2Q, including client cash migrated from USAA.

(\$M, EOP)	2Q19	1Q20	2Q20*
Total Assets	\$276,321	\$370,779	\$400,484
Bank Deposits	\$208,375	\$277,477	\$301,566
Payables to Brokerage Clients	\$31,013	\$49,251	\$50,135
Long-term Debt	\$7,424	\$8,522	\$8,526
Stockholders' Equity	\$21,320	\$26,270	\$30,815
Parent Liquidity	\$4,842	\$5,460	\$7,350
Tier 1 Leverage Ratio	7.3%	6.9 %	5.9%

- Continued growth in client cash balances, along with the USAA acquisition, fueled further balance sheet expansion
- As we deployed the build-up of liquidity from last quarter, the ratio of excess reserves held at the Fed to deposits decreased by more than half to $\sim 9\%$
- On April 30th, we issued \$2.5 billion of preferred equity to help support recent and ongoing growth
- AOCI increased \$1.6 billion, or ~40% versus 1Q20, which in combination with the new Series G preferred helped lift stockholders' equity
- Our Tier 1 Leverage Ratio remains substantially above regulatory minimums

Note: Parent Liquidity equals Parent Working Capital plus Level 1 Securities (market value) as defined by the Liquidity Coverage Ratio rule. Tier 1 Leverage Ratio is based on Tier 1 Capital, which is End of Period Capital (Stockholders' Equity less certain regulatory adjustments) divided by Average Total Consolidated Assets (less certain regulatory adjustments). CSC elected to opt-out of the requirement to include most components of Accumulated Other Comprehensive Income (AOCI) in Common Equity Tier 1 Capital. * Preliminary.

Client net equity sales persisted through the quarter, while recent fixed income trends reversed.



Note: LTM = Last 12 months. 1. "Other Flows" includes net new asset flows, dividends and interest as well as net movements of balance sheet client deposits to other alternatives, including Purchased Money Market Funds (PMMFs), Certificates of Deposit (CDs) and other income oriented investments. 2. Excludes ~\$10 billion related to USAA client cash migrated to the balance sheet.

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Low rates across the curve further pressured NIM; we anticipate less movement from here.



Note: ZIRP = Zero Interest Rate Policy. AIEA = Average interest-earning assets. 1. Securities portfolio includes available-for-sale and held-to-maturity securities held within the consolidated bank investment portfolio, but excludes cash investments. 24

4Q10 (Past)¹

~50%

Securities Portfolio as % AIEA

~1.8

Securities Portfolio Duration (Years)

2Q20 (Present)¹

~65%

Securities Portfolio as % AIEA

Securities Portfolio **Duration** (Years)

~3.5

Our priorities for capital management remain consistent across any environment.





Maintain appropriate liquidity for

Sustain current dividend payment

We are currently tracking within our potential range of scenario outcomes for 2020¹.

	Scenario Drivers – April 2020	YTD 2020 Actual ³
Market	S&P appreciates 6.5% from 4/15/20 close	S&P up 11% since 4/15/20
Short-term Rates	Fed Funds rate stays flat at 0.00%-0.25%	Fed Funds rate stays flat at 0.00%-0.25%
Long-term Rates	Average 10-year Treasury at 1.04%	Average 10-year Treasury at 1.02
Trading	DATs up ~45% year-over-year	DATs up 112% year-over-year
Balance Sheet ²	Up 30%-40% Y/Y	Grew by 36%

Note: YTD = Year-to-date. DAT = Daily average trades. 1. As presented during the Spring Business Update on April 21, 2020. 2. Based on end-of-period total balance sheet assets. 36% represents growth from 4Q19 to 2Q20 3. YTD data as of June 30, 2020 unless otherwise stated.



We are currently tracking within our potential range of scenario outcomes for 2020¹.



Note: YTD = Year-to-date. 1. Beginning with 2Q20, Schwab introduced certain non-GAAP, or adjusted, measures. Going forward, we anticipate tracking our progress versus our previously provided 2020 financial scenarios using adjusted ranges and calculations. 2. Adjusted total expense growth and adjusted pre-tax profit margin exclude acquisition and integration-related costs as well as the amortization of acquired intangible assets, consistent with the non-GAAP adjustments discussed on slide 32. 3. YTD data as of June 30, 2020, unless otherwise stated. Further details on non-GAAP financial measures and a reconciliation of such measures to reported results are included on slides 32-36 of this presentation as well as within our 2Q20 Earnings Release.



Revenue sensitivities:

Key levers and estimated first year revenue impact:



Note: Excludes any potential impact of pending TD Ameritrade transaction. For Fed Funds and Treasury sensitivities, assumes static interest-earning asset balances as of June 30, 2020 and depends on the Bank investment portfolio mix and duration, to the extent there is a parallel shift in the yield curve, how quickly the fixed portfolio will reprice, and deposit betas. Sweep pricing includes impact to bank sweep deposits and Schwab One balances.

A consistent and disciplined approach enables our model to produce results through the cycle.

- Our focus on clients, and the ability to lean into our strengths, helped us to stay on offense
- An uneven environment, along with the full impact of recent monetary easing, weighed on our 2Q results
- Solid financial performance, coupled with thoughtful capital management, keeps us positioned to deliver on behalf of clients and stockholders

Our overall priorities are simple:



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Continued business growth through our client-first strategy

Solid revenue growth through multiple sources

Expense discipline leading to enhanced performance



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Appendix

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.

Non-GAAP Adjustment or Measure	Definition	Usefulness to Mar
Acquisition and integration-related costs and amortization of acquired intangible assets	Schwab adjusts certain GAAP financial measures to exclude the impact of acquisition and integration-related costs incurred as a result of the Company's completed and pending business acquisitions, amortization of acquired intangible assets, and, where applicable, the income tax effect of these expenses. 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.	We exclude acquisition and i amortization of acquired inta calculating certain non-GAAR doing so provides additional operations, and may be useff performance of the business results with prior and future Acquisition and integration-r the timing of acquisitions and limiting comparability of resu representative of the costs of business. Amortization of acc excluded because management of the Company's underlying
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 amounts of goodwill and acq return on tangible common e a supplemental measure to f efficiency and returns relative balance sheet.

nagement and Investors

integration-related costs and tangible assets for the purpose of AP measures because we believe al transparency of Schwab's ongoing eful in both evaluating the operating ss and facilitating comparison of e periods.

-related costs fluctuate based on nd integration activities, thereby sults among periods, and are not of running the Company's on-going cquired intangible assets is ment does not believe it is indicative ig operating performance.

in the recognition of significant cquired intangible assets. We believe equity may be useful to investors as facilitate assessing capital ive to the composition of Schwab's

Appendix Non-GAAP Reconciliation: Adjusted total expenses <u>and</u> Adjusted net income

		,	Three Months	Ended June 30	Six Months Ended June 30,						
		202	20	20	19	202	20	2019			
	To	otal		Total		Total		Total			
	Exp	enses		Expenses		Expenses		Expenses Excluding			
	Excl	uding		Excluding		Excluding					
	Inte	erest	Net Income	Interest	Net Income	Interest	Net Income	Interest	Net Income		
Total expenses excluding interest (GAAP),											
Net income (GAAP)	\$	1,562	\$ 671	\$ 1,445	\$ 937	\$ 3,132	\$ 1,466	\$ 2,904	\$ 1,901		
Acquisition and integration-related costs (1)		(81)	81	(3)	3	(118)	118	(4)	4		
Amortization of acquired intangible assets		(12)	12	(7)	7	(18)	18	(14)	14		
Income tax effects ⁽²⁾		N/A	(22)	N/A	(2)	N/A	(33)	N/A	(4)		
Adjusted total expenses (Non-GAAP),	¢	1.4.50	• - - - - - - - - - -	¢ 1.425	• • • • • •	† 2 00 5		• • • • • • • •	ф. 1 01 <i>-</i>		
Adjusted net income (Non-GAAP)	\$	1,469	\$ 742	\$ 1,435	\$ 945	\$ 2,996	\$ 1,569	\$ 2,886	\$ 1,915		

⁽¹⁾ Acquisition and integration-related expenses are primarily included in Professional services and Other.

⁽²⁾ 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.

N/A Not applicable.

Appendix Non-GAAP Reconciliation: Adjusted income before taxes on income <u>and</u> Adjusted pre-tax profit margin

		r	Three Months	Ended Jun	e 30,		Six Months Ended June 30,						
		20	20		201	9		202	0	2019			
	Amount		% of Total Net Revenues	Amount		% of Total Net Revenues	Amount		% of Total Net Revenues	Amount	% of Total Net Revenues		
Income before taxes on income (GAAP), Pre-tax profit margin (GAAP)	\$	888	36.2 %	\$ 1,	236	46.1 %	\$	1,935	38.2 %	\$ 2,	500 46.3 %		
Acquisition and integration-related costs		81	3.3 %		3	0.1 %		118	2.3 %		4 0.1 %		
Amortization of acquired intangible assets		12	0.5 %		7	0.3 %		18	0.4 %		14 0.2 %		
Adjusted income before taxes on income (Non-GAAP), Adjusted pre-tax profit margin (Non-GAAP)	\$	981	40.0 %	\$ 1,	246	46.5 %	\$	2,071	40.9 %	\$ 2,5	<u>518 46.6 %</u>		

Appendix Non-GAAP Reconciliation: Adjusted net income to common stockholders <u>and</u> Adjusted diluted EPS

	Three Months Ended June 30,									Six Months Ended June 30,					
	_	2020								2020					
			Ι	Diluted				Diluted	Diluted				Diluted		
	Amou	int		EPS	A	Amount		EPS		Amount	EPS	Amount	EPS		
Net income available to common stockholders (GAAP),															
Earnings per common share — diluted (GAAP)	\$	621	\$.48	\$	887	\$.66	\$	1,378 \$	1.07	\$ 1,812 \$	1.35		
Acquisition and integration-related costs		81		.07		3				118	.09	4	_		
Amortization of acquired intangible assets		12		.01		7		.01		18	.01	14	.01		
Income tax effects		(22)		(.02)		(2)				(33)	(.03)	(4)	_		
Adjusted net income available to common stockholders (Non-GAAP), Adjusted diluted EPS (Non-GAAP)	\$	692	\$.54	\$	895	\$	6 .67	\$	1,481 \$	1.14	\$ 1,826 \$	1.36		

Appendix Non-GAAP Reconciliation: Return on average tangible common stockholders' equity

	Thre	ee Months End	led June	Six	Months Ende	ed June 3	ine 30,	
	202	20	20	19	20	2020		19
Return on average common stockholders' equity (GAAP)		10 %		19 %		12 %		20 %
Average common stockholders' equity	\$	24,515	\$	18,679	\$	22,253	\$	18,202
Less: Average goodwill		(1,480)		(1,227)		(1,480)		(1,227)
Less: Average acquired intangible assets — net		(700)		(143)		(703)		(146)
Plus: Average deferred tax liabilities related to goodwill and acquired								
intangible assets — net		67		67		67		67
Average tangible common equity	\$	22,402	\$	17,376	\$	20,137	\$	16,896
Adjusted net income available to common stockholders ¹	\$	692	\$	895	\$	1,481	\$	1,826
Return on tangible common equity (Non-GAAP)		12 %		21 %		15 %		22 %

⁽¹⁾ See table on slide 35 for the reconciliation of net income available to common stockholders to adjusted net income available to common stockholders (non-GAAP).

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July 21, 2020

