

Brokerage automated telephone system guide

Manage your investments easily with the brokerage automated voice response system. Get instant access to information.

Using voice commands

Use voice commands to get information and place trades quickly. Use your own words to state the reason for your call. No need to remember ticker symbols or codes — just say what you need.

- Have your Account Number and ATM or Debit Card PIN* (or SSN for limited access) ready before you call. Certain interactions will require you to authenticate such as ‘making a trade,’ ‘requesting your account balance.’
- Call 1-800-TRADERS (1-800-872-3377), Monday to Friday, 8:00 a.m. to 12:00 a.m. Eastern Time.
- To assist you to self-service more easily and efficiently, use your own words to state the reason for your call and/or the information you are looking for.

Command examples

Here are some ways to describe what you’re calling about using your own words when our automated phone system asks. These are just examples — our state-of-the-art system will recognize most request types when you use your own words:

- “what’s my balance”
- “check my account activity”
- “buy a hundred shares of Company XYZ”
- “I need to make a contribution to my IRA”
- “stock quote on Company XYZ”
- “transfer one hundred dollars from my checking to my brokerage account”
- “I need to order checks”
- “change my address”
- “check my positions”
- “I need investment advice”
- “I need to make an IRA distribution”
- “I want to change my PIN”

* You can get a PIN even if you don’t have an ATM or debit card. Just call 1-800-TRADERS and say “Representative” to request a cardless PIN.

Here are ‘Quick Tips’ to help you navigate more easily.

| If you’d like to: | Say: |
|---|-------------------|
| Return to main menu if you’ve lost your way | “Main menu” |
| Skip to the next item in a list | “Next” |
| Hear the last prompt again | “Repeat” |
| Switch to another account | “Switch accounts” |

You can press *7 if you want to switch between our automated voice system and touch-tone system.

Touch-tone service

If you prefer, you can use touch-tone commands to get quotes, place trades, and more.

If you choose to use our touch-tone service, find helpful instructions for our service on the next page.

Touch-tone system instructions

If you prefer to use the keypad to make your selection, press *7, then press the corresponding numbers from this chart.

| For: | Press | > | Press | > | Press |
|---|------------------------------|---|---|---|--|
| Quotes | Quotes (1) | | <ul style="list-style-type: none"> Stocks (1) Options (2) Mutual Funds (3) Exchange-traded funds (4) Indices (5) Watch list (6) | | <ul style="list-style-type: none"> Trade (1) More details (2) Add to watchlist (3) Help (4) |
| Account balances | Account balances (2) | | To move through the list: <ul style="list-style-type: none"> Next (1) Previous (2) Stop (3) Repeat (8) | | <ul style="list-style-type: none"> More details (4) Switch account (7) Main menu (*) |
| Positions | Positions (3, then 1) | | <ul style="list-style-type: none"> All positions (1) Stocks (2) Fixed income (3) Mutual funds (4) Options (5) | | <ul style="list-style-type: none"> Next (1) Previous (2) Stop (3) Trade (4) |
| Account activity | Account activity (3, then 2) | | <ul style="list-style-type: none"> All transactions (1) Trades (2) Debits & withdrawals (3) Transfers & deposits (4) Pending transfers (5) Interest & dividends (6) | | <ul style="list-style-type: none"> All of them (1) Company (2) Dollar amount (3) Date (4) Ticker symbol (5) |
| Trading (for trading enabled accounts) | Trading (4) | | <ul style="list-style-type: none"> Stocks (1) Options (2) (for options enabled accounts) Mutual funds (3) (your call will be transferred to a representative) Exchange-traded funds (4) Order status (5) | | A company name or enter a stock symbol |
| Transfer funds | Transfer funds (5) | | The account number you're transferring from or the type of account — checking or savings | | |
| Other services | Other services (6) | | <ul style="list-style-type: none"> Change PIN (1) Find a branch or ATM (2) Change address (3) Tax information (4) | | |
| Switch accounts | Switch accounts (7) | | The account number you're switching to or the type of account — checking or savings | | |

Converting ticker symbol letters for touch-tone entry

| Letter | Number entry | Letter | Number entry |
|--------|--------------|----------------|--------------|
| A | 2, 1 | P | 7, 1 |
| B | 2, 2 | Q | 7, 2 |
| C | 2, 3 | R | 7, 3 |
| D | 3, 1 | S | 7, 4 |
| E | 3, 2 | T | 8, 1 |
| F | 3, 3 | U | 8, 2 |
| G | 4, 1 | V | 8, 3 |
| H | 4, 2 | W | 9, 1 |
| I | 4, 3 | X | 9, 2 |
| J | 5, 1 | Y | 9, 3 |
| K | 5, 2 | Z | 9, 4 |
| L | 5, 3 | Period (.) | 1, 1 |
| M | 6, 1 | Apostrophe (') | 1, 2 |
| N | 6, 2 | | |
| O | 6, 3 | | |

To enter ticker symbol letters:

1. Press the phone button where the letter appears
2. Press 1, 2, 3, or 4 to identify the letter's position on the button
3. After entering the full ticker symbol, press #

Example:

To enter WFC, press 91, 33, 23 #

| Tips if you: | Press |
|---|--------------------------------------|
| Are in a list and want to go backward, forward, or stop | Previous (2) or Next (1) or Stop (3) |
| Want to switch between speech and the touch-tone | Switch (*7) |
| Want to repeat an item | Repeat (8) |