

SCHWAB STOCK PLAN SERVICES NEWS

Stock Plan Matters



A newsletter from Schwab Stock Plan Services.

Stock Plan Matters keeps you current through technology updates, best practices, webcasts, events, and other timely information. We're here to help you every day by providing new ideas and resources for you and your employees.

TOP STORIES

TECHNOLOGY UPDATES

[Helpful new tools and upgrades to the Schwab online and mobile experience.](#)

PARTICIPANT NEWS

[New and convenient methods for improving security, accessing online help, and contacting Schwab financial consultants.](#)

TIPS, TRENDS, AND BEST PRACTICES

[Schwab's Equity Award Consultation Team helps you get more from your awards program.](#)

EVENTS

[Join Schwab for 7th Annual Client Forum and the 18th Annual GEO Conference.](#)



TECHNOLOGY UPDATES

Equity Award Center®

We recently made big changes to the equity awards experience on Schwab.com, including adding a "Learn more" feature to the dashboard to help your participants navigate what's new. Other features coming soon will include expanded choices for ticketing trades; making tax elections; selling shares; exercising options; and viewing events, activities, and awards histories.

[Learn more >](#)

Schwab EquiView online help

A new EquiView online help system is coming. It provides a powerful, full-text search capability so clients can easily find the information they need in a convenient and timely manner. The system will replace the hard copy user guide and is tentatively scheduled for late Q1 2017.

Enhanced mobile taxation functionality

Soon Schwab EquiView will be able to support income sourcing and taxable event calculations for mobile participants. Users will also be able to automate income and tax calculations for employees who live, work, or move across multiple states or between countries and face different reciprocity rules. More details to come.



Questions? Contact your Client Service Manager.

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PARTICIPANT NEWS

Voice ID

A new voice ID service will soon replace personal identification numbers (PINs) and security questions in favor of authenticating callers by the characteristics of their voice during phone service interactions. It's one of the fastest and most convenient security protocols, activating when the caller says the phrase "At Schwab, my voice is my password."

Enroll by calling 800-654-2593.

Glance

To help clients complete transactions, fill out forms, or get basic navigation questions answered, Schwab has introduced Glance—a visual-engagement software that allows screen-sharing and co-browsing with a financial consultant on Schwab.com. The application also has a view mode for interactions outside of Schwab.com that enables representatives to assist clients with StreetSmart® trading platforms, intelligent portfolios, specialized financial reports, and third-party websites. All customer information is kept secure and confidential, and the software is downloadable for both PC and Mac users.

Schwab Intelligent Advisory™

Schwab Intelligent Advisor keeps investors connected and on track by combining online planning with one-on-one financial consulting. The service uses an advanced algorithm to build, monitor, and automatically rebalance investor portfolios daily. Progress updates are made available and easily accessible from a desktop or mobile device. Also, to help better identify and reach their goals, participants have direct access to a CERTIFIED FINANCIAL PLANNER™ for portfolio recommendations, personalized consultation, and other assistance.



Questions? Contact your Client Service Manager.

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TIPS, TRENDS, AND BEST PRACTICES

A 2016 Schwab study showed that **52%** of those surveyed chose not to invest in their company's financial plan due to a lack of knowledge. Yet, **74%** of those who did invest felt "extremely or very confident" when helped by a financial professional. Schwab's Equity Award Consultation Team can help employees fully understand their stock awards, promote their stock option benefits, and serve a more holistic set of employee financial wellness needs.

[Learn more >](#)

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EVENTS

Join Schwab Stock Plan Services at the 7th Annual Client Forum

Connect with peers, share best practices, and learn how to make the most of Schwab resources at the 7th Annual Client Forum, August 22–24 in Denver. Take this opportunity to meet with your Client Services Manager and get a firsthand look at the latest improvements to the Schwab Stock Plan Services product suite.


[Save the date >](#)

Schwab speaks at 18th Annual GEO Conference

Schwab will participate in three panels at this year's GEO Conference in Rome, April 26–28, offering insights into the hottest topics in the industry. **Project "By the Slice"** will delve into how Schwab and Morgan Stanley partnered together on Google's fractional share project.

Disruptors in the Stock Plan World will look at the newest developments in the stock plan world and how they could impact you. Also, **Smart Technology Solutions for Automating Difficult Processes** will focus on how new technologies have evolved to meet the process challenges and requirements of the tech-driven era.

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THANK YOU

Participation in February's CPS survey was up significantly from the previous year, and we're already gaining some valuable insights from your thoughts and comments. Your responses help us to better understand what we're doing well and where we could improve. What's more, by providing feedback, you help Schwab promote your stock plan's performance and the financial well-being of your company and its employees.

<Any Disclosures for this section>


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Questions? Contact your Client Service Manager.

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