

Harbour Investments Inc

Premier Wealth Group 12

Quick Reference Guide

 800-464-7690

 **Monday–Friday**
7:00am–5:00pm CST

 harbourserviceteam@schwab.com

Primary Service Contact

Cal
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Primary Service Professional #2

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Service Team

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TRADING TEAMS

Traditional trading			
Equity trading	800-367-5198, option 1	8:30 a.m.-6:00 p.m. EST	M-F
Mutual Fund trading	800-367-5198, option 2	8:30 a.m.-7:00 p.m. EST	M-F
Fixed Income trading	800-367-5198, option 3	8:30 a.m.-6:00 p.m. EST	M-F
Options trading	800-367-5198, option 4	8:00 a.m.-5:30 p.m. EST	M-F
Trade error reconciliation	800-367-5198, option 6	9:00 a.m.-5:00 p.m. EST, M, T, W, F;	9:00 a.m.-4:00 p.m. EST, Th
Block trading			
Phoenix block trade desk	877-838-5429	8:30 a.m.-5:00 p.m. EST	M-F AK, AZ, CA, HI, ID, KS, MT, ND, NE, NM, NV, OR, SD, UT, WA, WY
Denver block trade desk	877-908-9936	8:30 a.m.-5:00 p.m. EST	M-F AL, AR, CO, IA, IL, IN, KY, LA, MI, MN, MO, MS, OH, OK, TN, WI
Westlake block trade desk	888-280-4692	8:30 a.m.-5:00 p.m. EST	M-F CT, DC, DE, FL, GA, MA, MD, ME, NC, NH, NJ, NY, PA, RI, SC, TX, VA, VT, WV
Strategy desk	800-227-0816	8:30 a.m.-5:30 p.m. EST	M-F
PrimeBroker/Trade Away services	800-404-6996	9:00 a.m.-6:00 p.m. EST	M-F
thinkpipes®	866-547-8431	7:30 a.m.-5:30 p.m. EST	M-F
iRebal®	855-640-2472	9:00 a.m.-5:30 p.m. EST	M-F

SPECIALTY SUPPORT TEAMS

Advisor Platform Support Schwab Advisor Center® technical support and login assistance	800-647-5465	8:00 a.m.-7:00 p.m. EST	M-F	schwabadvisorcenter.com
Schwab Alliance End-client login assistance and servicing	800-515-2157	8:00 a.m.-7:00 p.m. EST	M-F	schwaballiance.com
Alternative Investment Service	877-523-1598	8:00 a.m.-6:00 p.m. EST	M-F	asalternativeinvestments@schwab.com
Cost Basis	877-762-6446	8:30 a.m.-7:00 p.m. EST	M-F	ascostbasis@schwab.com
Managed and Advised Accounts	877-595-6345	9:00 a.m.-7:00 p.m. EST	M-F	
Organization Account Resource and Risk Group Assistance with complex organization types and structures	877-520-7177	10:00 a.m.-5:00 p.m. EST	M-F	asorrgeast@schwab.com (EST, CST); asorrwest@schwab.com (MST, PST)
Personal Trust and Administrative Trustee Services	800-745-7721	9:00 a.m.-7:00 p.m. EST	M-F	trustservicesconsulting@schwab.com
Restricted Stock Services	877-804-3525	9:00 a.m.-6:00 p.m. EST	M-F	asrestrictedstockteam@schwab.com
Schwab Annuity Concierge Service	888-667-2145	9:00 a.m.-7:00 p.m. EST	M-F	annuityconcierge@schwab.com
Schwab Charitable	855-966-3764	10:00 a.m.-6:00 p.m. EST	M-F	give@schwabcharitable.org
Statement and Logo Support	877-762-6446	8:30 a.m.-7:00 p.m. EST	M-F	asstatementsupport@schwab.com
Tax Form (1099/990T) Questions	877-762-6446	8:30 a.m.-7:00 p.m. EST	M-F	astax@schwab.com
Voluntary Corporate Action Elections	877-762-6446	8:30 a.m.-7:00 p.m. EST	M-F	

CUTOFF TIME FOR REQUESTS

(All times below assume the request is received by Schwab in good order)

eAuthorized wire requests	4:30 p.m. EST
Non-eAuthorized wire requests	2:30 p.m. EST
Check and journal request	2:00 p.m. EST
Insufficient funds Schwab One® checks	11:45 a.m. EST
ACH (Schwab MoneyLink®)	One-time requests received by 5:30 p.m. EST will be processed same day and posted to the receiving account the following business day
Management fee uploads	Processed the following business day if received by 2:30 p.m. EST
New accounts	2:00 p.m. EST
Transfer of accounts	Processed the following business day after new account opened

ADDITIONAL RESOURCES ON SCHWAB ADVISOR CENTER®

Service Teams and Specialty Teams	For comprehensive contact information, go to: schwabadvisorcenter.com > Support > choose from the relevant options
Schwab Transition Planning Guide	A handbook on how to navigate the transition from TD Ameritrade to Schwab
Service Guide	A handbook about how to conduct business with Schwab
RIA EdCenter™	A comprehensive library of learning resources
Service Requests	Securely submit documents or messages to Schwab

ADDRESSES

Standard	Schwab Advisor Services P.O. Box 982603, El Paso, TX 79998-2663
Overnight	Schwab Advisor Services 1945 Northwestern Drive El Paso, TX 79912

