

# Harbour Investments Inc

Premier Wealth Group 12

Quick Reference Guide

## Primary Service Contact

Becca 866-273-1847  
Summerville [rebecca.summerville@schwab.com](mailto:rebecca.summerville@schwab.com)

## Primary Service Contact #2

Ashley 866-291-2554  
Gonzalez [ashley.gonzalez@schwab.com](mailto:ashley.gonzalez@schwab.com)

## Service Team Manager

See 469-451-8324  
Vang [See.Vang@schwab.com](mailto:See.Vang@schwab.com)

## Service Director

Eric 407-806-6325  
Sande [eric.sande@schwab.com](mailto:eric.sande@schwab.com)

 800-464-7690

 **Monday–Friday**  
**8:00am–6:00pm ET**

 [harbourserviceteam@schwab.com](mailto:harbourserviceteam@schwab.com)

## Service Team

Debra McHazlett

Garrett Hahn

Jen Hawkins

Katherine Rattanaovong

Lindsay Whitfield

Robert Fortier

Steve Scalley


Zory Matos Rivera

Michael Rodriguez








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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

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

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

## ADDRESSES

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

