

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
Johnson cal.johnson@schwab.com

Primary Service Professional #2

Geo
Aguilera Geovanni.Aguilera@schwab.com

Service Team Manager

See 817-854-6111
Vang see.vang@schwab.com

Service Director

Eric 407-806-6325
Sande eric.sande@schwab.com

Service Team

Ashley Gonzalez

Cal Johnson

Garrett Hahn

Geo Aguilera

Jason Salazar

Jennifer Hawkins

Katherine Rattavong

Lindsay Whitfield

Michael Rodriguez

Robert Fortier

Salma Arroyo

Shawn McGuire


Steve Scalley

Zory Matos Rivera








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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





AS Premier Wealth Group

March 2025

Advisor Wealth Services

Your Premier Wealth Group 12 Service Team



See Vang
Sr. Manager
Westlake, TX



Eric Sande
Director
Orlando, FL



Ashley Gonzalez
Manager



Debra McHazlett
Manager



Cal Johnson
Manager



Garrett Hahn
Manager



Geo Aguilera
Manager



Jason Salazar
Sr. Specialist



Jennifer Hawkins
Manager



Katherine Rattanavong
Sr. Specialist



Lindsay Whitfield
Manager



Michael Rodriguez
Manager



Robert Fortier
Manager



Salma Arroyo
Sr. Specialist



Shawn McGuire
Sr. Specialist



Steve Scalley
Manager



Zory Matos Rivera
Manager

Team Bio

See Vang

See has over 20 years of service experience in varying industries. Throughout her career, she received multiple awards and recognition for her leadership and quality of service delivered. She started in the financial industry with TD Ameritrade in 2014. In 2023, See received Schwab's Outstanding Leader Award because of the dedication to her team and our advisors. She graduated from University of Phoenix with a Bachelor Degree in Business Management and a Master in Business Administration.

See was born and raised in California, but moved to Fort Worth, Texas in 2007. Outside of work, she spends all her time with her family. She has 3 daughters ages 19, 16, 13 and a son age 12. In 2023, she and her husband celebrated their 20-year Wedding Anniversary. She looks forward to traveling more with her family.

Team Bio

Ashley Gonzalez

Ashley started her financial industry journey in 2017 at TD Ameritrade. She began her career on the Institutional side talking to end-clients and worked her way through the various service team until she successfully landed her desired role - having dedicated advisory firm relationships. Throughout the years, she developed strong relationships with her firms and internal business partners. Her goal is to always lookout for the next big thing that'll help make things easier and more efficient for our advisors.

Outside of work, she enjoys spending time at coffee shops reading and studying a variety of topics (trading, leadership, history, etc.). She also loves cooking for her friends (Paella, Steak tacos, Italian pot roast to name a few) and pairing dishes with the perfect cabernet wine, mixed mezcal drink, or dark beer. She enjoys traveling within the U.S.. As a Texan used to the 100+ degree weather, she hopes to one day explore the northern states and experience a real Fall season.

Debra McHazlett

Debra started at TD Ameritrade side over 23 years ago. She began her career on the retail division and then moved to the Institutional side of the business 16+ years ago. In early 2023, Debra was awarded *The Service Excellence* and *The CEO Award* for her contributions to the team and dedication to our advisors.

Debra is a true Texan who was born, raised, and still lives in Texas. She and her husband are empty nesters and have a grandson who is the boss! Debra's hobbies include gardening, baking, camping, and spending time with family and friends as much as possible.

Team Bio

Cal Johnson

Cal has over 10 years of experience in education as a high school counselor before transitioning into financial services. He joined Schwab in 2022 and has dedicated his career to advisor services. In 2023, Cal was honored with the Founders Award in recognition of his commitment and contributions. He earned his master's degree in school counseling from the University of Wisconsin-Stout.

Cal was born and raised in Wisconsin and moved to Fort Worth in 2022. He and his wife are approaching 17 years of marriage and have two children, a daughter, a high school senior preparing to attend Texas State to pursue a career in nursing, and a son, a high school freshman who enjoys spending time with friends and family. Outside of work, Cal loves spending quality time with his family, exploring new experiences, and traveling.

Garrett Hahn

Garrett started with TD Ameritrade in 2006 and worked in both the Retail and Institutional sides of the business. Over the years, he received many recognitions for his leadership and support to his team, and quality of service delivered to our advisors.

He is a native Southeast Texan that graduated from Lamar University and has lived in Fort Worth, TX since 2005, but is still a fan of all the Houston pro sports teams.

He and his wife of 7 years welcomed twins -- a boy and girl - in early 2022, so that takes up most of his free time outside of work. Before his twins were born, his hobbies included hiking, skiing, playing golf, enjoying live music, seeing new movies, and trying new craft beers. He hopes to get back to those hobbies very soon!

Team Bio

Geo Aguilera

Geo graduated from the University of Texas at Arlington with a BBA in Finance and a BS in Information Systems. He started his financial industry journey at Bank of America in 2014, where he worked his way up to Operation Manager before joining TD Ameritrade/Schwab in 2021.

He enjoys traveling, going to the gym, and doing any outdoor activities possible.

Jason Salazar

Jason was born and raised in Fort Worth. He joined Schwab September 2022. He enjoys learning as much as he can about the industry, finding flexible solutions for advisors, and building relationships with internal business partners and advisors!

Prior to Schwab, he was a General Manager at several Domino's locations for four and a half years. During his time there, he developed a passion for learning and teaching others. He has since used that passion to help train new Schwab employees.

In his free time, Jason enjoys Outdoor Activities, CrossFit, and socializing with his friends.

Team Bio

Jennifer Hawkins

Jennifer began her financial services career on the TD retail division and then moved to the institutional side of the business a few years later. In 2023, she received the corporate *Schwab Founders Award* for her productivity, contributions to the team, and dedication to our advisors.

Jennifer is originally from Louisiana, was routed through Florida for several years, and then landed in Texas in the 90's. Her time outside of work is spent with her husband of 25+ years, 2 adult children, and 5-year-old granddaughter. Her hobbies include watching movies, crochet, and all things crafty. Now that the kids are older, she and her husband are looking forward to travelling more.

Katherine Rattavong

Katherine Rattavong started at TD Ameritrade over 5 years. She graduated from The University of Texas in Arlington in 1999 with a Degree in Information Systems.

Prior to TD Ameritrade, she held various financial roles dealing with insurance, banking, and private wealth management (to name a few). Katherine's experience helped to establish collaborative business relationships with internal and external business partners.

Outside of work, Katherine enjoys traveling, hiking, paddle boarding, cycling, bingeing Korean Drama and Anime.

Team Bio

Lindsay Whitfield

Lindsay was born and raised in Southlake, Texas and began her career with TD Ameritrade over 10 years ago. Over the years, she received multiple advisor praise and recognitions for the high service levels delivered.

She has a 9-year-old daughter, Halston and a 2-year-old cat, Miss Molly. Her hobbies include being a Mom and doing whatever it is that her daughter has planned for them. Their most favorite thing to do is create and display their award-winning chalk art around their neighborhood.

Michael Rodriguez

Michael was born and raised in the Dallas/Fort Worth area. He started at TD Ameritrade over 12+ years ago where he got the experience working with both retail clients and advisors. Michael spent most of his career on the institutional side of the business working with Advisors of all sizes and their end-client. Through his career, Michael received many recognitions for his leadership, productivity, and high-quality of service delivered.

He enjoys spending the weekends at concerts and music festivals. He's a huge proponent in music, speaker quality, and he recently got into news podcasts. He looks forward to traveling around the world and experiencing different cultures.

Team Bio

The logo for Charles Schwab, featuring the word "charles" in a lowercase, italicized serif font above the word "SCHWAB" in a bold, uppercase sans-serif font, all contained within a blue square.

Robert Fortier

Robert Fortier originally started with TD Ameritrade over 12 years ago. Through the years he established strong business relationships with both his clients and internal business partners.

Robert and his late wife Renee have 4 cats (Dakar, Laguna, Cota, Watkins) and a Dog name Sheldon. His favorite NFL Team is the Saints, and Robert says he “started following the Seattle Kracken's in the NHL because that is the coolest mascot.” His hobbies include leatherwork and playing Dungeons and Dragons with a small group of friends. He also likes to go camping and traveling.

Prior to TD Ameritrade/Schwab, he worked at GM for three years as an Area Sales Manager. In college, he played football and was an active member in Phi Delta Theta. He graduated from Westminster College in 2007 with a Degree in Political Science with dual specific emphasis in International Relations and Campaign Management and a minor in Legal Theory.

Salma Arroyo

Salma began her career in HR before pivoting to the financial industry with Schwab Advisor Wealth Services in 2023. She has since developed strong relationships with her dedicated firms and internal business partners, receiving praise and recognition for her quality of service and advocacy for our advisors and clients.

Salma is originally from Chicago, IL and moved to the Dallas/Fort Worth area in 2016. She is a fan of all Chicago teams but has grown love for the Dallas Cowboys (and the Texas weather). Salma enjoys golfing, working out, traveling, and spending time with family and friends.

Team Bio

Shawn McGuire

Shawn began his career at Schwab in July 2021, shortly after graduating from Northwest Missouri State University with a Bachelor's Degree in Marketing. Originally from Iowa, Shawn relocated to Texas just before starting his role. Over the past three years at Schwab, he has quickly established himself as a reliable team member, serving as Interim Team Lead and becoming a respected resource for answers.

Outside of work, Shawn has a passion for sports, including soccer, basketball, volleyball, football, and pickleball. He also loves travelling and outdoor activities, having visited 15 different countries, numerous U.S. states and national parks, and enjoyed five ski trips to Colorado. Additionally, Shawn is currently challenging himself by learning the piano, balancing this with his interests in sports, church, and travel.

Steve Scalley

Steve is originally from Boston and is a Boston Sports fan of all teams. He is married and has two Sons, Michael and John; and one Dog, a Maltese name Snowball.

Steve started with TD Ameritrade over 7 years ago and has over 25 years of industry experience with many roles of increasing responsibility. Steve also has over 17 years of management experience.

Team Bio

Zoribet "Zory" Matos Rivera

Zory has over 17 years of service experience in varying industries. She started with Charles Schwab in 2019. Prior to Charles Schwab, she worked at T. Rowe Price as a Bilingual Retirement Plan Specialist. Throughout Zory's career, she received multiple awards and recognitions showcasing her dedication to excellent customer service, efficiency and risk management. Zory graduated from the University of Puerto Rico in Mayaguez with a degree in Psychology.

Zory was born and raised in Puerto Rico. She lived in a few different states but made Texas her home in 2022. She has a 13-year-old daughter and an 11-year-old furry son. Zory has an adventurous side and enjoys outdoor activities, especially the ones that include motors and speeds. She also enjoys staying at home, cooking, watching movies and spending quality time with family and friends. Zory is looking forward to traveling more and exploring the world!



We look forward to the
continued partnership.

Advisor Services