Advisor Services
Digital Account Open (AS DAO) Training Guide
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1. How to Set Up Users in AS Digital Account Open

For this purpose, the Firm Security Administrator (FSA) would:

1. Go to the “More” menu in SAC.com and select “Launch Security Administration”

2. On the Security Admin page in SAC there are tabs, one of which is “User Security Groups”. The Administrator can use an existing security group of their preference, or create a new one

3. By default, all advisors in the participating firm get access to DAO (but not to “Submit”), immediately after we add the firm to the pilot’s group

4. The Administrator only needs to define who to add to “Access Submit DAO Bundle” function (so they can submit envelopes)

5. Users will also need the following functions assigned:
   I. “Access Forms and Applications” to be able to use DAO
   II. “Send Email”

6. The Advisor must also have access to the Master Account assigned to DAO for that firm

7. Done!
2. Creating a New Account on AS Digital Account Open

Introduction

The Advisor Services Digital Account Open (AS DAO) tool provides advisors with a new channel to open accounts for their clients, with a guided and intuitive digital experience. This digital journey reduces manual data entry, leverages smart data fields to minimize errors, and creates an overall faster account open process that includes the ability to add advisor documents.

Access to AS Digital Account Open

Advisors can access AS DAO from Schwab Advisor Center, inside the Forms & Applications tab.

1. Select Account

Once within AS DAO, the Advisor will land into DAO and will be prompted to select a Master Account from which to open new account types.
2. Creating a New Account on AS Digital Account Open continued

Once a Master Account is selected, a selection of account types is displayed.

2. Select Clients

One of the benefits of DAO is the ability to access contact records for whom you have already created a DAO package. These contacts are displayed in the left rail from which you may make a selection. This is a convenient way to populate the data fields necessary for opening a new Schwab Charitable account. Recent Contacts can be applied by simply dragging and dropping the desired contact into the box indicated for the Primary Donor.
Once the contact has been dropped into the appropriate box, a summary of the contact’s details are displayed. If the contact has yet to complete the Schwab DAO process, the fields can still be edited by clicking on the “Edit” link. If an incorrect contact was selected, clicking the “X” on the far right of the contact box will remove the information and the process begins again. For existing Schwab clients, these fields cannot be edited during the DAO process.

Search Contacts

Alternatively, an Advisor can search from their existing clients in the Schwab Advisor Center using the Search bar. The Advisor can type name, email, or account number into the bar and search. A menu of options matching the search will appear and the Advisor will be prompted to select the desired contact.
Create New Contact

Finally, if the client does not exist in the Schwab Advisor Center, the Advisor has the ability to create a new contact. The “Create New” button opens a list of smart data fields. These are optimized to reduce input errors and will prevent the Advisor from moving ahead in the process should any mandatory fields be missing. It is important to note that the Advisor can leave the “Date of Birth” and “Social Security Number” fields empty, in which case, the account number is not generated. These fields can be later completed by the client during their approval process.

3. Prepare Documents

Summary

Once the Advisor has clicked on the “Next” button, they will be prompted to Prepare Documents. The first step is to review the account type as well as the account holder’s name. The left rail of the page displays the steps that have been completed in the AS DAO application and marks them with a green circle with a white checkmark.
2.1. Schwab Charitable Donor-Advised Fund Accounts on AS

**Account Information**

Next, the Advisor needs to indicate:

- **Advisor Privileges** – Optional
- **Account Name** – Mandatory
- **Source of Funds** – Mandatory

All of the mandatory fields need to be filled out before being able to click “Next”.

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[Image of Account Information screen]

[Image of Digital Account Open screen]
Succession Planning

The Advisor can fill out the entire Succession Planning information on behalf of their End client. This part includes:

- Successors and Contingent Successors
- Beneficiaries and Contingent Beneficiaries
  - Schwab Charitable Philanthropy Fund

This step is optional and not necessary to complete the application. If left blank, the Primary Donor will be able to provide that information during the authorization process, and if Primary Donor leaves the Succession Planning section blank, the Secondary Donor will not be able to edit this section.

On the other hand, in the case that all or part of the Succession Planning section is provided by the Advisor, this becomes “read-only” for the Donor to review and approve. However, if donor wants to change Succession Planning information at this stage, they would need to reject envelope and contact advisor to reinitiate the envelope.
2.1. Schwab Charitable Donor-Advised Fund Accounts on AS continued

**Investment Allocation Pool**

This is a mandatory stage for the Advisor. It prompts the selection of an investment pool or a combination of investment pools for the funds in the account. These allocations must total 100%.

**Funding the Account**

In Digital Account Open, Advisors have the ability to indicate the channel for funding the Account. This mandatory stage requires Advisors to add a combination of funding methods that include:

- Funds from an existing Schwab Account (Journal)
  - Existing Schwab Brokerage Account
  - Cash
- Check Transfer
- Wire Transfer
- Assets Help at a Non-Schwab Account – this selection prompt Advisors to enter an amount, but follow the existing paper process.

Advisors can enter one or many funding sources. The total needs to be at least five thousand dollars.
4. Finalize

At this point, the Advisor is given a final opportunity to review the Envelope to be sent to the client for approval. Account holder’s information is still editable at this stage, and Advisor Documents can be changed.

After submitting the Envelope to your client you will see a confirmation screen showing instructions on the next steps.

Review Applications in Progress

Advisors have the ability to view all submitted envelopes and select to take further actions. To view the Digital Envelopes in Progress, the Advisor needs to go back to the “Forms and Applications” tab.

Once in the “Digital Account Open Envelopes” page, the Advisor can see a list of all digital envelopes they have initiated and created. Every one of the columns can be sorted alphabetically or chronologically (depending on the field), by clicking on them.
The “Next Steps” column guides the advisor on what can be done with the Envelope, depending on its Status. For instance, if the Envelope requires the client’s approval, “Next Steps” will allow the Advisor to either send a reminder to the client, or cancel the envelope.

The “View Receipts” link will prompt a new screen for the advisor to review all the information regarding a specific envelope in detail. This is a printable screen. This summary screen will only appear once the account has been opened, which could happen even before the client has authorized the account. The Advisor can then print it as PDF for their records.
3. Subscribe to DAO Alerts

AS Digital Account Open integrates with the Schwab Advisor Center Alerts functionality. AS DAO Alerts can be found in the same menu as regular alerts and can be customized according to user preferences. To subscribe, the Advisor would go to the “Alerts” tab, and click on the “Customize” link.

From here, “Digital Account Open” will be in the list of alerts. The Advisor can then select their preferences. The types of Alerts are:

1. Undeliverable Email
2. Client Authentication Failure
3. Unable to open New account
4. Bundle Ready for Advisor Review
5. Bundle Expiring
6. Client Declined to Authorize
7. Bundle Expired
8. Account Opened
4. The Client Experience

In AS DAO, both existing and prospect clients are guided through a digital experience to confirm account details entered by the Advisor, and add missing information. For prospects, AS DAO allows them to prove their identity via multi-factor authentication. Your client will receive an email with the subject: “A digital envelope has been created for your review” prompting them to Review digital envelope.

After receiving an email with a link, the client will be prompted to select to receive a four-digit PIN via text message or automated call.

After entering their PIN, AS DAO will then provide a list of data points the client will need to continue with the application.
4. The Client Experience continued

When the process begins, the first step is to enter the information listed on the previous screen before reviewing account features. Please note that the steps of the process are marked by arrows at the top of the page.

Once this step is completed and the client is authenticated, they are prompted to either enter their login credentials if they are an existing client, or create new ones if they are not yet a client with Schwab.
4. The Client Experience continued

Donor is then prompted to confirm additional details about their account.

Paperless preferences, although not entered by the Advisor, are editable during the Donor Flow.

The next stages require the Donor to review:

- **Succession Planning** – only if entered by Advisor, otherwise it becomes an optional stage to the Donor
- **Allocation Pool** – these are the recommended investment pools entered by Advisor
4. The Client Experience continued

The Terms and Conditions are presented to the client in an “accordion” format that guides them one agreement at a time. Once a section has been agreed to, the next one opens automatically.

Finally, the Donor will receive confirmation that they have completed their portion of the application, and that their Advisor will be notified. Additionally, the Donor reviews the Next Step in the Account, which is Funding. In cases other than Assets from Another Schwab Account (Journal), it is up to the Advisor to follow up and complete the Funding process.
5. Additional Account Holders

When additional account holders are assigned, the primary will be the one to begin the account approval. Secondary account holders will then be prompted to initiate their own process separately, using their own credentials that they create.