

Resources to support your needs

Dear Valued TD Ameritrade Client,

As we've already seen, the COVID-19 virus has created uncertainty around the globe and within financial markets. The health and welfare of our clients and associates are our first priorities, and we're doing everything we can to support both during these difficult times.

As you might expect, volatility in the markets has increased the number of clients contacting us. Regrettably, this has resulted in much longer than normal phone wait times, sometimes keeping us from delivering the level of service we are known for.

Given the potential spread of the virus over the coming weeks, we're anticipating additional impacts that may lead to a continuation of extended wait times. We apologize for any inconvenience this may cause you. To assist in our efforts to provide timely service to all of our Self-Directed Plan Services clients like you, we are asking that any non-trading requests or inquiries that are not extremely time sensitive are pleased submitted by email so they can be addressed as efficiently as possible. Our service teams will strive to answer your inquiry with the utmost efficiency and care.

Ways clients can stay informed:

- TD Ameritrade posts timely messages on Market Volatility and related circuit breaker timing, when applicable, at the top of your home page, viewable upon login
- Access the Education Center for a tailored learning path and videos on Investing and Finance
- Participants who need to reset their UserID or Password may manage their login information anytime through either the mobile or standard website:
 - o Use our new Mobile Site to access your account via security code delivered by text message as an alternative to security questions
 - o Retrieve your user ID or Reset your password

Of course, you're always welcome to contact us if you need additional help—our specialized service team is available for you Monday through Friday, 8 a.m. to 7 p.m. EST.

As events continue to unfold, please login to your account and check our website, tdameritraderetirement.com, for the latest updates and let us know if there is anything we can do to assist you during this time. We appreciate your business and look forward to continuing to serve your investment needs.

Sincerely,

TD Ameritrade Institutional Participant Services

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