

## News Release

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### **CUSTOMIZABLE WEB AND CALL CENTER SOFTWARE FROM SCHWAB HELPS RETIREMENT PLAN ADMINISTRATORS ENHANCE SERVICES**

*Schwab RT Web and Schwab RT Call Center can help level playing field in tough market*

**SAN FRANCISCO – May 6, 2003** – Charles Schwab Corporate Services recently introduced Schwab RT Web and Schwab RT Call Center, two software applications designed to improve retirement plan administration and participant servicing. The products offer plan administrators powerful capabilities that can help them expand client service and differentiate themselves in the competitive retirement plan marketplace.

Schwab Retirement Technologies<sup>sm</sup> (Schwab RT), a dedicated technology unit, developed the new applications. Schwab RT provides retirement plan recordkeeping and participant servicing solutions to consulting firms, third-party administrators, bank and trust companies, mutual fund companies and insurance companies.

“Any edge that helps our clients win in this marketplace is a ‘must do’ for us. We developed these applications to help plan administrators streamline their own operations and extend new services to their clients. These customizable tools can help plan administrators better compete with larger retirement plan providers,” said Jim McCool, Senior Vice President, Charles Schwab Corporate Services.

#### **Schwab RT Web**

The new Schwab RT Web application provides plan administrators with a robust set of easy-to-use tools for customizing the appearance, content and structure of their clients’ retirement plan web sites.

- *Skin Editor* – apply plan-specific custom “look and feel” (color scheme, fonts, etc.) and add company logos for branding/co-branding
- *Menu Editor* – control the arrangement of plan-specific menu options (rename, reorder, remove, change defaults and add custom options)
- *Content Editor* – program plan-specific content – welcome greetings, announcements, definitions and preferred language

To make it easier for administrators to customize and maintain web sites, these tools use familiar functionality, like check boxes, drag and drop functions, and drop down menus.

Plan participants can also customize their experience on their plan’s web site. Participants can select the data that appears on their homepage, create a library of links to additional resources, specify filters for transaction history, and export data to an Excel file or send it via e-mail in report form.

Through Schwab RT Web, administrators can also offer plan sponsors a comprehensive suite of online financial planning and advice tools to help their participants, including Morningstar® ClearFuture®, MasteryPOINT Financial Analyzer® and retirement planning tools on schwab.com.

EPIC Advisors, Inc., (Rochester, NY) began offering enhanced services with Schwab RT Web in April. “Schwab RT Web has enabled us to significantly upgrade our online capabilities to meet individual client needs. This new level of customization has been very enthusiastically received by the financial institutions and plan sponsors we serve,” said Kathleen A. Wright, Principal and Co-CEO.

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“In focus groups we’ve held, participants found the web sites to be very intuitive. We’ve also experienced an unexpected benefit. Participant calls to our support center are down. We attribute this to the flexibility of the web product, which has enabled us to improve the way information is presented online,” Wright added.

### **Schwab RT Call Center**

The Schwab RT Call Center application is designed for plan administrators who want to improve the customer experience for their plan sponsors and participants. The application helps customer service representatives (CSRs) deliver a higher level of responsiveness and customer care, as well as tie all customer facing employees into the customer experience. Using Schwab RT Call Center:

- CSRs have ready access to the participant’s full history, pending transactions and additional notes.
- CSRs work with an interface designed around the most frequently requested information and activities.
- Multiple call centers share the same information source and participant account access points are fully integrated.
- Activities performed through the web, automated voice response system and wireless devices are all tracked and presented to CSRs when they view an account.

With Schwab RT Call Center, plan administrators can maintain a standard, systematic process for participant account administration, and participants can experience seamless and consistent service.

Schwab RT Call Center also empowers managers with superior data mining and reporting capabilities, which significantly enhance call center audits, CSR performance evaluations and continuous improvement measures. The application allows for both high-level trend analysis and the ability to drill down to specific events. The reporting tools are designed to provide managers with the data they need to track progress, develop action plans and continually improve participant care.

In January, retirement plan provider Invesmart (Pittsburgh, PA) successfully rolled out the Schwab RT Call Center to its nationwide network of service centers. The single application now supports more than 200,000 participants. “Schwab RT Call Center was critical to successfully launching our Participant Service Center model without having to develop custom code. We were able to quickly install the application, train our people in multiple locations, and deploy enhanced services to participants,” said Lynn Mangan, Invesmart Vice President and Regional Director.

### **About Charles Schwab Corporate Services**

Charles Schwab Corporate Services provides individual investing support services through employers, including employee retirement and stock option plans, IRA rollover accounts and individual/personal accounts. Charles Schwab Corporate Services also offers retirement plan services including recordkeeping and related services through Schwab Retirement Plan Services, Inc., proprietary retirement plan recordkeeping systems, trustee and custodial services through The Charles Schwab Trust Company, and the Schwab Personal Choice Retirement Account<sup>®</sup> (PCRA) (self-directed brokerage account through Charles Schwab & Co., Inc.). Total client assets in employer-sponsored retirement plans at Schwab equaled \$90 billion at the end of March 2003. Schwab Retirement Plan Services, Inc., and The Charles Schwab Trust Company are affiliates of Charles Schwab & Co., Inc., and are wholly owned subsidiaries of The Charles Schwab Corporation.

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