

## News Release

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### **NEW SCHWAB SERVICE SCORECARD™ TRACKS SERVICE LEVELS FOR RETIREMENT PLAN SPONSORS**

*Verifiable service quality demonstrates, quantifies performance*

**SAN FRANCISCO – May 22, 2003** – Charles Schwab Corporate Services has introduced the Schwab Service Scorecard™, an online reporting tool that tracks and monitors a variety of retirement plan service parameters for plan sponsors.

“The Schwab Service Scorecard enables us to verify our service levels for plan sponsors and builds on our philosophy of client advocacy. We’ve always offered transparent plan pricing, and last year we introduced the online Fiduciary and Investment Report to help plan sponsors track and compare the performance of plan investments. Now the Schwab Service Scorecard provides insight into plan servicing,” said Ben Brigeman, senior vice president, Charles Schwab Corporate Services.

Schwab verifies service quality by measuring how well it delivers on specific service criteria and reports this information through the Schwab Service Scorecard. Plan sponsors can access their plan’s scorecard anytime through [schwabplan.com](http://schwabplan.com).

Information reported in the scorecard includes:

- *Service Experience* – measures service levels in areas such as contributions, distribution and loan processing, web and voice response systems, as well as participant survey results on education meetings and call center experience.
- *Service Score* – displays agreed-upon goals that function as benchmarks to track service quality. By measuring the percentage of times Schwab meets these service goals, sponsors can see an overall score representative of the service their plan receives.
- *Service Feature Utilization* – tracks the plan’s utilization of available retirement plan features and enhancements.
- *Plan Information* – provides statistics including participation rates, deferral rates and IRA rollover details.

“By verifying service quality and tracking utilization of available features, we can help plan sponsors improve their companies’ retirement plans as we continually look for ways to improve our service,” said John Harabedian, vice president, Charles Schwab Corporate Services, who oversees client servicing of bundled retirement plans.

#### **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.

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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 through Schwab Retirement Technologies<sup>TM</sup>, 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., Schwab Retirement Technologies and The Charles Schwab Trust Company are affiliates of Charles Schwab & Co., Inc., and are wholly owned subsidiaries of The Charles Schwab Corporation.

The Charles Schwab Corporation (NYSE:SCH), through Charles Schwab & Co., Inc. (Member SIPC/NYSE), U.S. Trust Corporation, CyberTrader, Inc. (Member SIPC/NASD) and its other operating subsidiaries, is one of the nation's largest financial services firms.

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