

News Release

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LATEST SCHWAB SERVICE SCORECARD™ TRACKS SERVICE LEVELS FOR STOCK PLAN ADMINISTRATORS

Online Tool Quantifies Performance and Utilization

SAN FRANCISCO – March 30, 2004 – Charles Schwab Corporate Services has introduced the Schwab Service Scorecard™ for stock plans, an online reporting tool that tracks and monitors a variety of stock plan service parameters for plan sponsors.

“Stock plan administrators deserve to know if their provider is delivering on its service commitments, and they also need tools to report service levels back to their organization. The scorecard enables clients to verify performance using an objective, easily understood format, and builds on our philosophy of transparency and client advocacy,” said Ben Brigeman, senior vice president, Charles Schwab Corporate Services.

Schwab verifies service quality by measuring how well it performs on more than 20 specific service criteria and reports this information through the Schwab Service Scorecard. Stock plan sponsors can access their plan’s scorecard anytime online. Schwab introduced a similar scorecard for its retirement plan clients last year. There is no charge for the scorecard service.

Information reported in the stock plan scorecard includes:

- *Service Score* – displays agreed-upon goals to benchmark service quality. By tracking Schwab’s success in meeting these service goals, sponsors can objectively evaluate the service their plan receives. Tracked services include:
 - Call center responsiveness
 - Delivery of participant communications
 - Participant satisfaction
 - Delivery of company exercise notifications and reports
 - Web services availability
- *Service Feature Utilization* – tracks utilization of stock plan features and enhancements to help sponsors take full advantage of available services.
- *Plan Information* – provides statistics including total exercises, online exercises, transaction type, and total participant registrations.

“By verifying service quality and tracking utilization of offered features, we can work with our clients to help them optimize their plans. For example, we can compare Web and telephone usage to determine whether participants in a plan are making the best use of available communication channels,” said Dale Kalman, director of stock plan services.

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About Charles Schwab Corporate Services

Charles Schwab Corporate Services provides individual investing support services through employers, including employee retirement and stock option plans, IRA rollovers 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 through Schwab Retirement Technologies[®], trustee and custodial services through The Charles Schwab Trust Company, and the Schwab Personal Choice Retirement Account[®] (PCRA) (self-directed brokerage account through Charles Schwab & Co., Inc.). These entities are affiliates of each other and are wholly owned subsidiaries of The Charles Schwab Corporation. Total client assets in employer-sponsored retirement plans at Schwab equaled \$114 billion at the end of December 2003.

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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