

FAQs: Fast answers to your most common questions.

With ongoing market volatility, we're getting more questions from clients, and that leads to longer wait times on the phone. To help you skip the line, below are answers to clients' frequently asked questions. Know that we're always here for you—by phone, on Schwab's [website](#), and on our mobile app.

General questions.

Q: What tasks can I quickly complete online?

A: You can [manage your account](#), including placing trades, updating your login ID and password, and more.

Q: Where can I find Schwab's latest perspective on market news and Fed rates?

A: You can stay up to date on our latest market commentary and insights at our [Market Insight](#) page.

Q: What health safety precautions is Schwab taking?

A: We continue to diligently monitor the current situation while following the guidance of local health authorities, including the CDC. We're focused on balancing a dual mandate to protect the health and safety of our employees and serve clients. Out of an abundance of caution, we have activated our continuity planning groups to prepare for workplace safety and minimize any potential disruption to our operations or client service. Across all our locations, we have restricted travel, canceled Schwab events, and increased our efforts to thoroughly clean our facilities. We will continue to take measures on an ongoing basis to maintain a clean and healthy environment for our employees.

This pandemic is a changing situation, and things can shift rapidly. We will continue to monitor events and take any additional precautions or steps that are necessary to protect our clients, employees, and communities.

Schwab branches.

Q: Will Schwab branches close?

A: Schwab branches in the United States, including Puerto Rico, closed temporarily as of March 20. Our Hong Kong office will remain open for clients with appointments but will not accept walk-in appointments temporarily. To make an appointment, please [contact us](#).

Q: How does this impact me?

A: We will continue to support your needs virtually during this time. If you have urgent business, please visit [our contact page](#) and call us at one of the numbers listed. Additionally, many common tasks can be completed online or via our mobile app.

Fund transfers and managing my account.

Q: How do I transfer funds to and from my Schwab account?

A: You can transfer funds online by logging in to your [Schwab account](#) and going to **Accounts > Transfers & Payments**.

Q: How do I fund my Schwab account?

A: Please follow these [funding instructions](#). Note that third-party deposits and transfers are not accepted.

If you fund your account by personal check, please make the check payable to "Charles Schwab & Co., Inc. FBO" and include your eight-digit Schwab account number on the check.

For deposit of a cashier's order or bank draft, please be sure to provide bank-issued proof that it is your deposit (e.g., a bank receipt or bank certification on the back of the cashier's order or bank draft).

Q: When is the daily cutoff for check deposits?

A: Daily cutoff for check deposits has now changed to 11 a.m., Monday through Friday, Hong Kong time.

Q: How do I send a wire?

A: To send a wire, [log in to your account](#) and choose **Transfers & Payments > Send Wire**. Then follow the instructions.

Q: How do I change my login password?

A: Log in to your account and go to **Service > Security Center**. From there, you can change your password and manage other security settings.

Q: How do I open a new account?

A: Visit our [Open an Account](#) page, choose the account you'd like to open, and follow the instructions.

Given current market volatility, our call volumes are higher than normal. We are also experiencing longer than usual application review times. Our service teams are working as quickly as possible to help all of our clients. We appreciate your patience.

Asset protection.

Q: How does Schwab protect my assets?

A: Your assets are yours. The SEC's Customer Protection Rule (Rule 15c3-3) safeguards customer assets at brokerage firms by preventing firms from using customer assets to finance their own proprietary businesses. At Schwab, clients' fully paid securities are segregated so that they are not available to the firm. Client cash deposits invested at the broker-dealer are maintained in special reserve accounts for the exclusive benefit of our customers, as required by the SEC's Customer Protection Rule. Your securities in your client account are held on a fully disclosed and segregated basis and are domiciled and maintained in the U.S. with our affiliate Charles Schwab & Co., Inc., which must comply with the U.S. rules mentioned above.

Q: Is Charles Schwab & Co., Inc. an SIPC-member brokerage firm? And does it maintain excess SIPC protection?

A: Yes and yes. Charles Schwab & Co., Inc. serves as the custodian for your securities account. The Securities Investor Protection Corporation (SIPC) was created to protect against the loss of customer assets at brokerage firms. SIPC offers protection of up to US\$500,000, including a US\$250,000 limit for cash, if a brokerage firm fails, and it covers most types of securities, such as stocks, bonds, and mutual funds. SIPC does not protect against losses caused by a decline in market value. For more information about SIPC, visit www.sipc.org. In addition to SIPC, Schwab customers receive an extra level of coverage. Schwab maintains excess SIPC insurance protection for securities and cash up to an aggregate claim amount of US\$600 million. This coverage helps ensure customer claims will be covered in the event that a brokerage firm fails and funds covered by SIPC protections are exhausted.

Read our [latest perspectives](#) on recent market volatility.