



TDPCW High Net Worth (“HNW”) Brokerage Trading FAQs

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1. Who is a TDPCW High Net Worth Client?

You must be a High Net Worth Client to open a TDPCW brokerage account. Generally, clients who qualify for a TDPCW brokerage account have \$750,000 in investible assets and a net worth of at least \$3 million.

2. What types of securities can I trade online or on the phone?

You can place unsolicited trades of US listed Equities, Exchange Traded Funds (“ETFs”), and Mutual Funds through any of the following means:

(1) by placing trades yourself online, through NetXInvestor

(2) TD Directed Investing Contact Center by calling 1-866-660-4131

(3) with your dedicated TDPCW Investment Advisor

3. How do I contact the TD Directed Investing Contact Center?

Please call 1-866-660-4131

The TD Directed Investing Contact Center is generally open Monday through Friday 9 AM to 5 PM Eastern Standard or Eastern Daylight time, subject to various holidays (“Business Hours”).

4. Do you charge commissions on unsolicited online trades for US Equities, ETFs and Closed-End Mutual Funds?

Please see the TDPCW Brokerage Fee Schedule for details.

5. Do you charge commissions on Open-End Mutual Funds?

Please see the TDPCW Brokerage Fee Schedule for details.

6. Is short selling permitted?

No, short selling is not permitted.

7. Is trading in leveraged or inverse ETF’s permitted?

No, trading leveraged or Inverse ETF’s is not permitted.

8. Is penny stock trading permitted?

No, penny stock trades are not permitted. Specifically, trades for Over The Counter (“OTC”) securities prices below \$5/share will not be accepted.

9. Can I trade options?

No, options trading is not permitted.

10. Can a trade be placed in the Over the Counter (“OTC”) Markets?

Yes, with the exception of securities trading in the following OTC Markets: (Expert Market, Grey Market, Caveat Emptor, and Pink No-Information)

11. Can I add margin to my High Net Worth brokerage account?

Yes, margin capabilities may be added to accounts that meet TDPCW’s eligibility standards, subject to review and approval. Please contact your TDPCW Investment Advisor who can answer questions about opening a margin account, including your eligibility and the risks associated with margin. A separate Margin Agreement is required.

12. I have margin on my account, where can I see my available margin?

You can view your available margin on the Balance tab of NeXtInvestor, your Online trading client portal under the "Fund Available/Due" section

13. What is Day Trading?

A day trade occurs when you buy and sell (or sell and buy) the same security in a margin account on the same day.

If you wish to engage in day trading you must first meet TDPCW's eligibility standards to open a margin account and complete a separate margin account application. Please discuss your eligibility to open a margin account with your TDPCW Advisor.

There are risks associated with Day Trading, so please review the Day Trading and Day Trading Risk Disclosure Statement sections in the TDPCW High Net Worth Supplement to the TDPCW Account Agreement.

14. What is Pattern Trading?

"Pattern day trading" is executing four round-trip orders within five business days. A "round trip order" occurs when you buy and sell the same stock during the same trading day. Pattern day trading is permitted in a margin account under the FINRA rules. If you wish to engage in pattern day trading you must first meet TDPCW's eligibility standards to open a margin account and complete a separate margin account application. Please discuss your eligibility to open a margin account with your TDPCW Advisor.

There are risks associated with Pattern Day Trading, so please review the Day Trading and Day Trading Risk Disclosure Statement sections in the TDPCW High Net Worth Supplement to the TDPCW Account Agreement.

15. How will Pattern Day Trading impact my TDPCW margin brokerage account?

If your TDPCW margin brokerage account is flagged as engaged in pattern day trading, you will be required to meet the minimum account equity requirement of \$25,000, and comply with certain margin requirements in accordance with FINRA requirements.

Pattern day traders cannot trade in excess of their "day-trading buying power", which is generally up to four times the maintenance margin excess (for equity securities). Maintenance margin excess is the amount by which the equity in the margin account exceeds the required margin.

Important Note: a higher minimum equity requirement and/or restrict day trading buying power to less than four times the day trader's maintenance margin excel may be applied at any time without notice.

If you exceed this day trading buying power limitation, you will be issued a day trading margin call. You will have five business days to meet this margin call, during which time your trading buying power may be limited. If you do not meet your margin call by the fifth business day, the account will be restricted to trading only on a cash available basis for 90 days or until the call is met.

16. Can I buy B or C Share Class Mutual Funds?

No, you will not be permitted to buy B and C share class mutual funds. You will be able to sell existing holdings in B or C share class mutual funds.

17. My order status shows 'Open', what does that mean?

Any order that has been sent to the market, but not executed, will show 'Open' in the status column of the 'Order' status screen.

18. My order status shows 'Pending', what does that mean?

Some order submissions require review and approval by TDPCW before they are routed for execution. If approved, and depending on the type of trade, the trade will either be: (1) executed or (2) remain in an Open status until execution or trade expiration. If rejected, you will see Rejected in the status column of the order status screen.

19. My order was rejected, who can I contact for information?

Call your TDPCW Investment Advisor or the TD Direct Investing Contact Center at 1-866-660-4131 during Business Hours.

20. Who can I contact about my High Net Worth brokerage questions?

Clients should contact their TDPCW Investment Advisor. Clients can also call the TD Direct Investing Contact Center at 1-866-660-4131 during Business Hours for assistance with site navigation, trade execution (US listed equities/ETFs/mutual funds only), or trade related questions.

21. How do I set up electronic (ACH) transfers with my bank?

To start making electronic (ACH) transfers, you must connect your bank account. Set up a connection to your bank account by logging into the client portal, selecting the Transact Tab > Funds Transfers > Transfer Funds (ACH) > Start. In the "From" drop down tab, select "Add Account" and then follow the provided prompts to fill out the information required.

22. How do I wire money to my account?

Log onto your client portal and go to the "Investment Professional" home page. The wire instructions can be found under the "Contact Us" section.

23. How can I wire money out of my account?

Please contact your TDPCW Investment Advisor for assistance with wire transfers out of your account.

24. How do I deposit a check?

Log onto your client portal and go to the "Investment Professional" home page. Check delivery instructions can be found under the "Contact Us" section.

25. How do I transfer another account or assets from another brokerage firm to my High Net Worth brokerage account?

Please contact your TDPCW Investment Advisor for assistance with account transfers from another firm.

26. How can I get a mutual fund prospectus?

You can order a mutual fund prospectus by using the NeXtInvestor "Mutual Fund New Order" screen or through the NeXtInvestor "Mutual Fund Research" page.

27. How can I get an ETF prospectus?

You can get ETF offering materials and/or prospectuses through the ETF company's website.

28. Do you accept trades in fractional shares?

No.