

Answers to frequently asked questions about the TCA/E*TRADE alliance

Q. How will my platform and/or experience change?

A. E*TRADE and TCA continue to operate as a separate entities – this means there will be no change to the current platform or our commitment to service. Specifically:

- The TCA leadership team will continue to be led by Josh Pace.
- We continue to be a non-competitive partner.
- Your TCA contacts will not change.
- The TCA service model will not change.
- Your fee structure will not change.
- TCA client statements will not change and still mention TCA in the footer.
- TCA’s commitment to pursuing excellence will not change.
- TCA’s commitment to helping advisors realize their full potential will not change.

Q. Who is acquiring TCA?

A. E*TRADE is a leading financial services company and pioneer in the online brokerage industry. The company provides online brokerage, banking, and other related services primarily to individual retail investors. Moreover, E*TRADE has long been at the forefront of the digital revolution, focused on delivering easy-to-use solutions for traders, investors, and stock plan participants.

Q. Why did E*TRADE acquire TCA?

A. This acquisition allows E*TRADE to participate in a segment of the industry that has experienced significant growth. It enables E*TRADE to further diversify its business model and revenue drivers away from transaction-based, toward a higher-touch, fee-based model. The advisor model is particularly well-suited for the executives who come to E*TRADE through its Corporate Services business. It will also appeal to those high net worth clients at the top of their retail book. Including TCA’s RIA channel also broadens E*TRADE’s product set with the addition of alternative investments more suited for the sophisticated high net worth investors E*TRADE aims to better serve. Further, E*TRADE enjoys phenomenal brand awareness, and we are confident that it will serve as a powerful asset and natural complement to TCA.

Q. Was TCA in financial trouble prior to this acquisition?

A. No, TCA is financially sound and well-capitalized. TCA has a long track of profitability and financial strength. TCA has consistently received high ratings for capital adequacy from both the FDIC and the Colorado Division of Banking.

Q. When will the transaction be complete?

A. The transaction is subject to regulatory approvals and customary closing conditions. The transaction is expected to close by the end of the second quarter 2018.

Q. Will TCA now be offering services or products that compete with me because of this alliance?

A. No, TCA's non-competitive partnership paradigm remains in place. You should not expect your accounts to be directly contacted by TCA or E*TRADE selling any products or services as a result of the acquisition. In addition, terminated accounts will follow the same process as they currently do whenever a client is notified to vacate TCA. We have no plans to convert these accounts into "house" accounts. Moreover, your clients will continue to log into their accounts through TCA.

Q. What are the benefits to advisors and their clients as a result of this alliance?

A. E*TRADE is committed to ensuring TCA has the people, systems, and technology it needs to solidify its status as an industry leader. Like TCA, E*TRADE is a leader in technology, and both organizations will benefit from its combined technological resources and expertise.

Moreover, there may be opportunities down the road to offer advisors and their clients additional products and services that TCA did not have available as a standalone entity. For example, down the road TCA advisors may be able to provide their clients with options strategies, margin lending, and banking products like deposit accounts, full checking privileges and CDs.

Q. Who should I call to resolve trade/customer service issues? Where should I send my account opening forms/funding information?

A. Your contacts at TCA will not change. You should continue to contact your TCA relationship manager in our client services group led by Mark Massa. If Mike Lover is your key contact, he will continue to be your contact.

Q. Will TCA's FDIC insurance coverage change as a result of this new alliance?

A. No, TCA will remain an FDIC-insured depository institution and will continue to comply with federal statutes and regulations as enforced by FDIC examination. The FDIC has designated TCA as "well capitalized," its highest level.

Q. Will the TCA name or brand change?

A. E*TRADE and TCA continue to operate as a separate entities, which means no changes to TCA's brand, purpose or values. TCA will continue to operate under the TCA brand without any reduction in our services, technology or support. E*TRADE is committed to maintaining the core values that have made TCA a trusted partner, an industry leader and an innovator. Over time, TCA will be designated as an E*TRADE company in its branding so you and your advisors can benefit from E*TRADE's national brand recognition.

Q. What will happen to TCA's current company leadership?

A. TCA's company leadership will remain in place throughout the transition. TCA and E*TRADE's leadership believe this is only the beginning of a new chapter of what's possible for TCA, and they are excited about what TCA can accomplish as a part of the E*TRADE family.

Q. Does E*TRADE have plans to make changes to TCA or is E*TRADE interested in acquiring just parts of the company, such as TCA's technology or assets under custody?

A. E*TRADE has great respect for TCA and its incredible team. E*TRADE is interested in keeping TCA running smoothly and strongly. TCA is being acquired in full.