TD Ameritrade COVID-19 Response
May 1, 2020

Employee & Client Safety
We have provisioned 100% of our employees to work from home, allowing us to keep our employees safe, but still available to clients. A limited number of employees do have building access - only when it’s necessary - for any required business continuity-related activities. Employees are taking appropriate social distancing precautions when these office visits are needed.

Employee Support
We are adjusting quickly to our new normal, and our employees have responded with a willingness to support one another and embrace flexibility despite the uncertainty of the COVID-19 pandemic impacting every aspect of our lives. In recognition of these challenges, we awarded special $1,000 stipends to every employee at the director level and below, to address the residual impacts of working from home. In addition, we opened a one-time PTO Buy-Back Program allowing employees to sell back some of their unused PTO hours to TD Ameritrade. This allows employees to free up funding to use based on their individual needs including bills, unexpected expenses, meals or charitable giving.

Supporting Relief Efforts & Community Organizations
Our philanthropic response spans a few different commitments:
• To help address the unprecedented needs this crisis has created, we’ve pledged $1 Million to the CDC Foundation’s Combat Coronavirus Fund and $500,000 to Feeding America’s COVID-19 Response Fund.
• We opened up our Community Grants Program to organizations impacted by and/or working to meet urgent local community needs resulting from COVID-19. Through a simplified process, we aim to efficiently provide $850,000 in low-threshold grants to nonprofit organizations serving our communities in this challenging time.
• We have increased our employee Matching Gifts Program from a one-to-one match to a two-to-one match for donations to any eligible nonprofit organization from April 8th through May 31st.
• We’re encouraging Associates to continue utilizing our Dollars 4 Doers program to support eligible nonprofits of their choice, via virtual and/or socially distant volunteer opportunities.
• As a member of the American Red Cross Disaster Responder Program, we make a proactive annual commitment of $250,000 to ensure Red Cross can respond immediately whenever and wherever help is needed.

Providing Virtual Resources
To provide important context on market conditions in these volatile times, industry experts are sharing their insights live, every market day, through programming from our media affiliate, the TD Ameritrade Network. In addition, daily market commentary is always available on our Ticker Tape site.

Through our collaboration with the National 4-H Council, and as part of our effort to bring financial empowerment and education to young people across the country, we accelerated the launch of Smart
Cents activities on 4-H's online STEM Lab. This provides kids and educators with more online educational resources and opportunities while school closures and social distancing measures are in place.

Relevant Link: https://www.tdameritrade.com/a-message-from-the-ceo.page