Your Independence East service team



Kelsey Bindon, Team Manager



800-400-6288; option 9, ext 500726 kelsey.bindon@tdameritrade.com



800-400-6288

Access the following departments by pressing the number indicated below on your keypad. Please note the individual hours of operation for each department.

- Press (1) for Trading Monday-Friday 7:30 a.m.-8 p.m. ET
- Press (2) for your service team
 - Monday-Friday 8:30 a.m.-8 p.m. ET
- Press (3) for **Technology Services**

Monday-Friday 7 a.m.-8 p.m. ET



independence@tdameritrade.com

Use this team email address to submit general inquiries only. For client-specific data or forms, please use the Secure Message Center in Veo® or Veo One®.

866-226-4619



Processing cut-off times (ET)*

New accounts

Applications – 4 p.m. Maintenance - 4 p.m. Check-writing forms** – 4 p.m.

Incoming transfers

ACATS, mutual funds, non-ACATS and rollovers** - 1 p.m.

Cash management

Check requests – 3 p.m. Internal transfers/LOAs - 1 p.m. IRA distributions – 1 p.m. Wire requests – 1 p.m. Move money forms** -1 p.m.



Online resources

Veo One - veoone.tdainstitutional.com

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Conveniently and securely submit sensitive client information, including forms and documents, to your service team through the Message Center on Veo One.

Conferences – tdaconferences.com

Public site - tdainstitutional.com



Physical mail

Standard U.S. mail

TD Ameritrade Institutional P.O. Box 650567 Dallas, TX 75265-0567

Overnight mail

TD Ameritrade Institutional 7801 Mesquite Bend Drive, Ste 112 Irving, TX 75063-6043



Social media

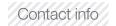
Twitter - @TDA4advisors

LinkedIn - linkedin.com/company/ tdameritradeinstitutional

Facebook - facebook.com/ tdameritradeinstitutional

Blog - tda4advisors.com





For your clients

Phone

800-431-3500

Your clients can access the following services by pressing the number indicated below on their telephone keypad. Please note the individual hours of operation.

- Press (1) for account information Monday-Friday 8:30 a.m.-5 p.m. ET
- Press (2) for assistance with login Monday-Friday 8:30 a.m.-5 p.m. ET
- Press (3) for the mailing address and fax number

Monday-Friday 8:30 a.m.-5 p.m. ET

- Press (4) for Technology Services Monday-Friday 7 a.m.-8 p.m. ET
- Press (5) for Trading Monday-Friday 7 a.m.-8 p.m. ET

Secure Online Access

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Client platform - advisorclient.com

AdvisorClient® enables clients to view their real-time account balances. positions, transaction history, tax documents and more.

AdvisorClient Mobile

Allows your clients to deposit checks remotely from their Apple® and Android™ mobile devices.

On-demand training

Available within the platform to help your clients understand the features available.



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^{*}Items that are in good order will be processed on the same day.

^{**}Items will be submitted for processing, but will not necessarily be completed on the