

because when the stop price is reached, the order becomes a limit order and cannot be executed at a price that's inferior to the stop-limit price. Like all price-limit orders, however, a stop-limit order carries the risk of missing the market altogether because it may never reach or surpass the specified limit price. In a fast-moving market, it might be impossible to execute an order at the stop-limit price, so you may not have the protection you sought. Ameritrade Corporate Services accepts stop and stop-limit orders on listed and NASDAQ securities.

■ Interactive Voice Response (IVR) Telephone System Instructions

The Ameritrade Corporate Services automated Interactive Voice Response (IVR) phone system allows you to quickly get quotes, get account information and place trades. It's available 24 hours a day, seven days a week by calling 866-766-4015.

Here's what you need to know to use the IVR system with any touch-tone telephone.

1. Dial 866-766-4015.
2. Enter your nine-digit account number, then press the pound symbol (#).
3. Enter your four-digit personal identification number (PIN), then press #.

Main Menu

- Press ① to place a new trade.
- Press ② for order status or to edit or cancel an order.
- Press ③ for quotes.
- Press ④ for account information.
- Press ⑤ to log on to a different account.

NOTE: Press 0 at any time to speak to an Ameritrade Corporate Services representative. Press *7 for Help Features.

To Place a Trade (Option 1)

Use this option to trade stocks and mutual funds.

- Press ① for stock trading.
- Press ③ for mutual fund trading.
- Press ④ to speak with a broker.

Order Status/To Change, Edit or Cancel an Order (Option 2)

This option allows you to edit or cancel your orders and check their status. Please note that orders submitted to the market can be *too late to change* or *too late to cancel*. When this happens, the original order shown as

"submitted for edit" will be changed to "filled," and the edited order shown as "pending" will be changed to "canceled." Similarly, if the original order is *too late to cancel*, the order status shown as "submitted for cancellation" or "canceled" will be changed to "filled." When canceling orders, please call Ameritrade Corporate Services to receive a "definite out" before placing additional orders.

- Press ① to repeat current open order.
- Press ② to hear the previous open order.
- Press ③ to edit an order.
- Press ④ to cancel an order.
- Press ⑤ to hear the next open order.

NOTE: An order submitted to the market for cancellation can still be filled as "too late to cancel." In this case, an order shown as "submitted for cancellation" or "canceled" will be changed to "filled." Please call Ameritrade Corporate Services to receive a "definite out" before placing additional orders.

Quotes (Option 3)

This option gives you access to real-time quotes and lets you establish a personal quote list.

- Press ① for equity quotes.
- Press ② for option quotes.
- Press ③ for mutual fund quotes.
- Press ④ for market information.
- Press ⑤ to access your quote lists.
- Press ⑥ to change quote list.

NOTE: Foreign securities and securities without symbols are not available for quotes and cannot be traded using our IVR system. Please contact Client Services for quotes, or a broker to place trades, on these securities.

Account Information (Option 4)

This option allows you to access information about the maintenance of your account.

- Press ① for account balances.
- Press ② for account positions.
- Press ③ for transaction history.
- Press ④ to review open orders.
- Press ⑤ to speak with a Client Services representative.

Entering Number Codes for Stock Symbols

Because there are 26 letters in the alphabet, but only 10 numbers on your telephone keypad, the Ameritrade Corporate Services IVR system assigns a two-digit number to each letter. The first digit of the code represents the key on which the letter is located. The second digit of the code represents the letter's position within the three letters on that key. For example, the letter A is assigned a code of 21 because it is located on the 2 key and is the first letter on that key. Refer to the chart below for the complete list.

| | |
|------|------|
| A=21 | N=62 |
| B=22 | O=63 |
| C=23 | P=71 |
| D=31 | Q=11 |
| E=32 | R=72 |
| F=33 | S=73 |
| G=41 | T=81 |
| H=42 | U=82 |
| I=43 | V=83 |
| J=51 | W=91 |
| K=52 | X=92 |
| L=53 | Y=93 |
| M=61 | Z=12 |

NOTE: The letters Q and Z do not appear on your phone keypad. The number 11 is assigned to Q, and the number 12 is assigned to Z.

NOTE: To enter class, preferred or warrants shares, press 0# after entering the symbol, and select the appropriate option.

Keypad Shortcuts

The following shortcuts provide direct access to specific menus. Enter these shortcuts on your phone's keypad at any time to go directly to the corresponding menu.

- 0 — Speak to an Ameritrade Corporate Services representative
- *0 — Main Menu
- *① — Trading Menu
- *② — Order Status, Change or Cancel
- *③ — Quotes Menu
- *④ — Account Information Menu
- *⑤ — Log on to Different Account
- *⑦ — Help
- *⑧ — Quote Maintenance List
- ** — Go Back One Menu
- * — Cancel Input
- # — In Lists: Skips to Next Item
In Menus: Repeats Menu Choices

■ Communicating with Us

Here are some important phone numbers and e-mail addresses you will need when you correspond with Ameritrade Corporate Services.

Client Services

Contact a Client Services representative for:

- Order status, account inquiries, trade inquiries, account positions, account balances, safekeeping issues, and reorganization issues
- Dividend Reinvestment Program (DRIP) requests

E-mail: clientservices@ameritraderetirement.com

Phone: 866-766-4015, select option 0, then option 2

Trading

Contact a licensed broker to place:

- stock, bond and mutual fund orders

Phone: 866-766-4015, select option 1, then option 4

TTY service (for hearing-impaired clients):
888-723-8503 or 402-970-5511

Please include your account number on all correspondence.

NOTE: Written orders submitted by U.S. postal mail, fax and e-mail will not be accepted.

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