



Hurricane Sandy Market Closure - FAQs

Due to the market closures earlier this week, we expect high call volumes and ask for your patience. Our staff is working to address client needs as quickly as possible. We know that you're concerned with how Hurricane Sandy may affect your trading with TD Ameritrade.

Here are the answers to some questions you may have.

Q. What happens if I placed a trade Monday or Tuesday?

A. It will be handled as if you had placed a trade on Sunday: It will be routed once the markets open.

Q. What about pending settlements?

A. Monday, October 29, 2012, and Tuesday, October 30, 2012, will be treated as settlement days.

Q. Will the hurricane affect my deposits and withdrawals?

A. No. All deposits and withdrawals will be processed as normal. However, please be aware that weather-related mail and other delivery service delays in the Northeast may affect deposits and check delivery.

Q. Will the hurricane affect ex-dividend dates?

A. No, ex-dividend dates will not change.

Q. Will I have access to my funds?

A. Check requests, wire requests and fund transfers will be processed as normal. If you do need help, please call client service at 800-669-3900. You can also access money management tools via your mobile device. Download [TD Ameritrade Mobile](#) by access the Trading Tools menu on TDAmeritrade.com.

Q. What if I entered an order on Friday, October 26 that was due to expire Monday, October 29 or Tuesday, October 30?

A. If you entered an order during a time when the market was open on Friday or earlier, and the order has an expiration date of Monday or Tuesday, then the order expired Monday night or Tuesday night, as appropriate, and will no longer be a working order after that point.

Q. Is the Options Clearing Corporation (OCC) open on Wednesday?

A. Yes, it is open and will be accepting client exercises and transfers.

Q. Are Treasury auctions affected?

A. Treasury auctions are open.

Q. Are TD Ameritrade branches open?

A. Many branches remain closed throughout the Northeast. Check with your local branch by accessing our [branch locator](#).

Q. Can I speak with someone if I have more questions?

A. Our Client Services representatives are available 24/7, as always, at 800-669-3900.