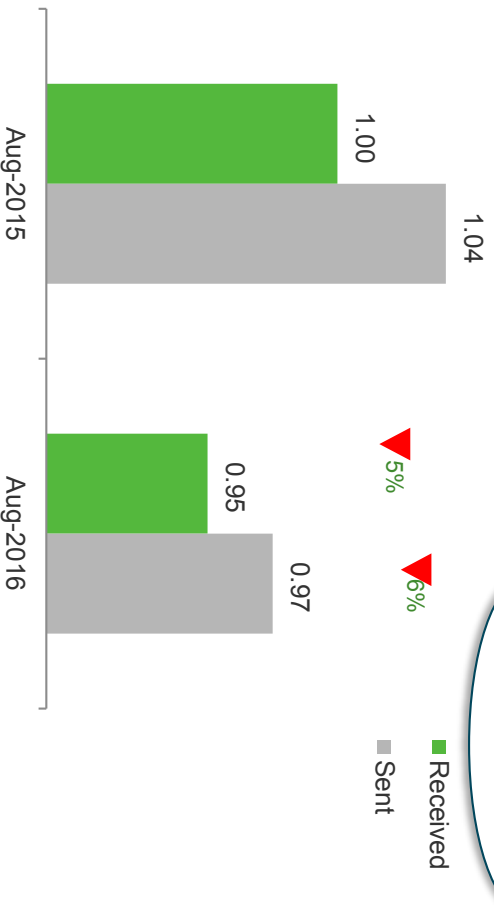


OPERATIONS BEHAVIOR METRICS

Team problem solving* Number of problems

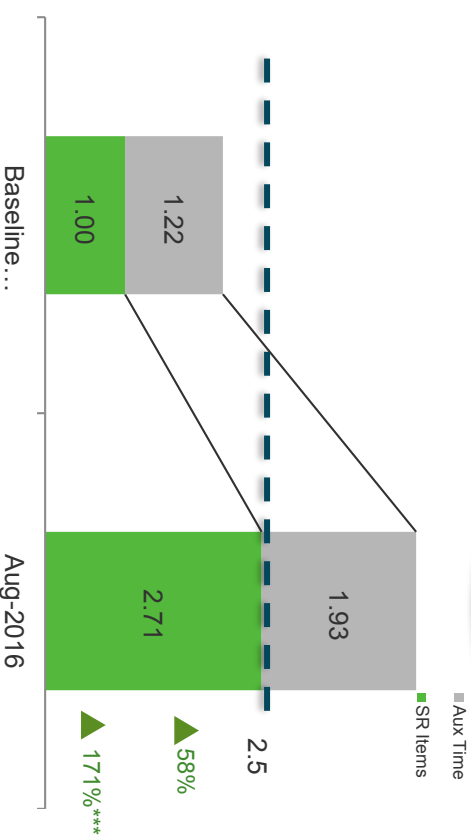


Share Better Certificates Number

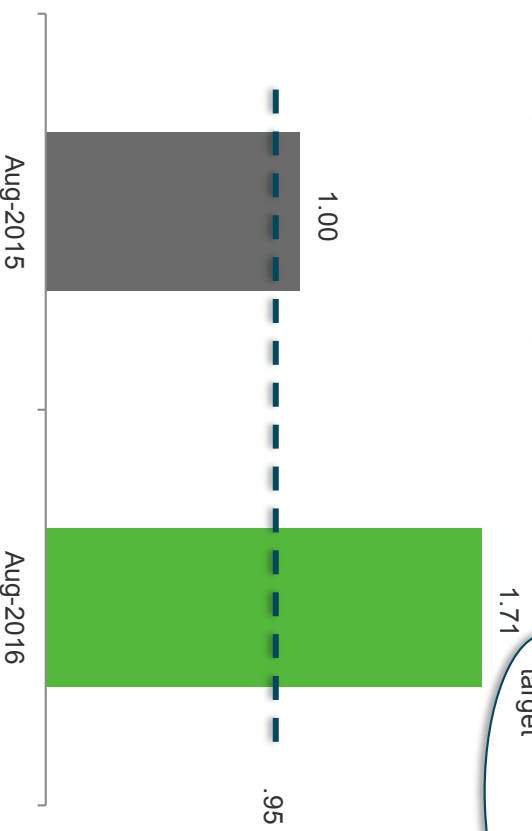


*Includes RCA events

Team coaching Total hours



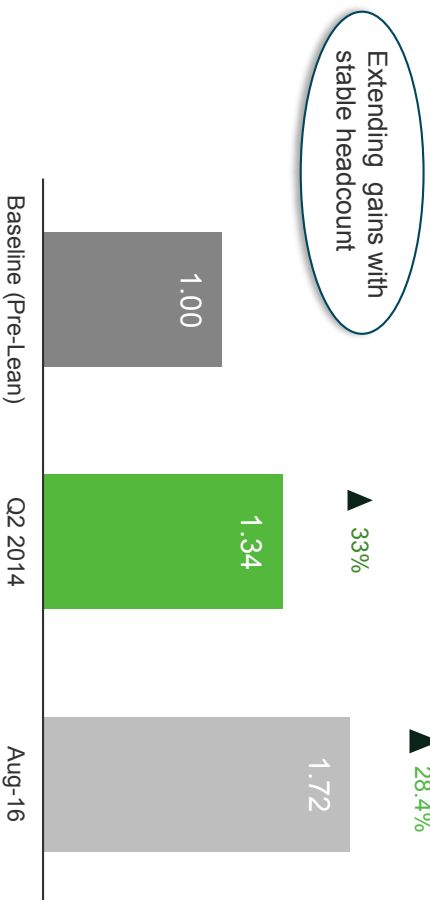
Senior Rep Better Way time Average share of weekly hours



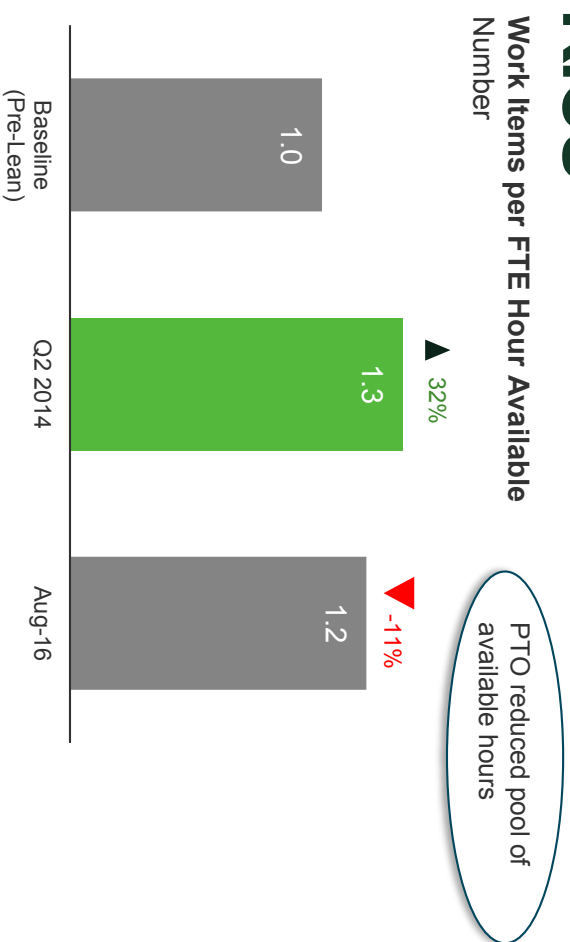
Sr. Rep increase year over year

OPERATIONS OUTCOME METRICS

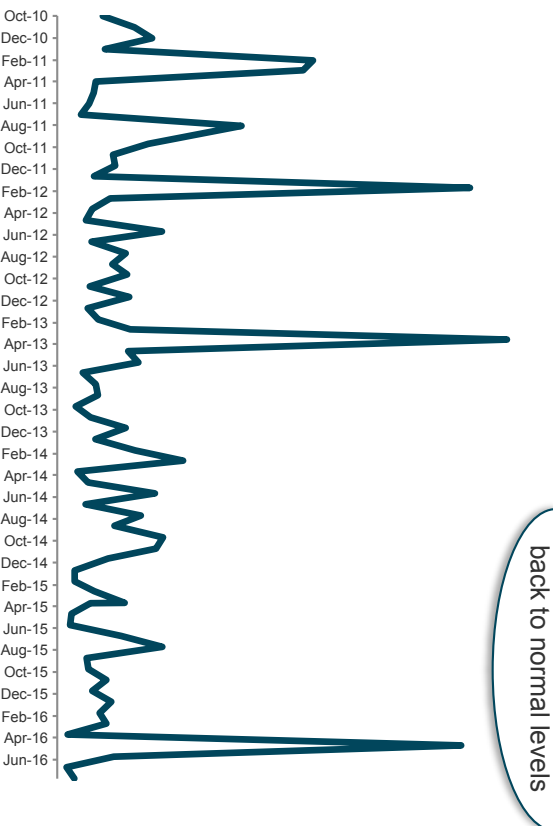
Funded Accounts per FTE Number



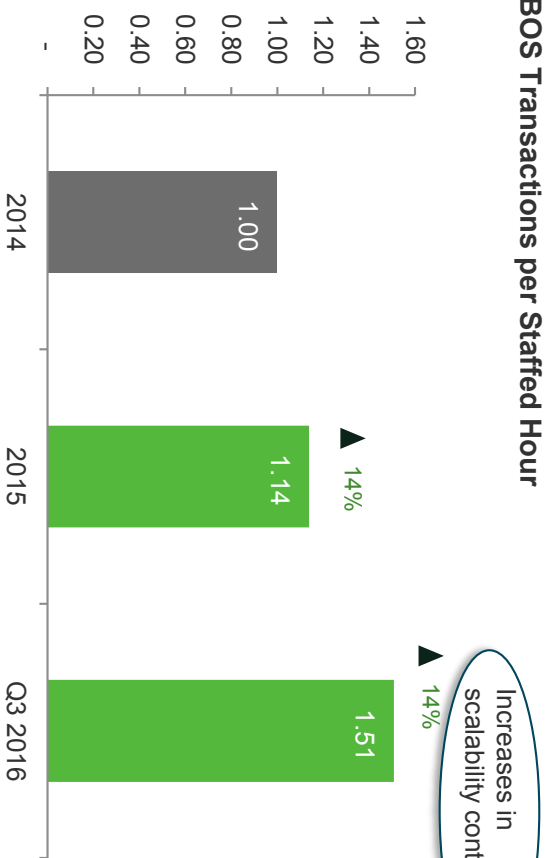
Work Items per FTE Hour Available



Operational Loss trends



BOS Transactions per Staffed Hour



*520 Gain \$723,200 - Non-Liquid Acct - 991-000286 - Underlying entity (casip 016ESCA02) filed bankruptcy in 2007. Litigation resolved in 2015 resulted in a payout to equity holders (\$5.68 per share. TDA held 127,354 in the non-liquid account).