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E*TRADE EQUITY EDGE ONLINE® PLATFORM RATED #1 IN LOYALTY AND OVERALL SATISFACTION FOR THE SEVENTH CONSECUTIVE YEAR

*E*TRADE also saw significant increases in net promoter scores across several key categories, outperforming industry benchmarks*

NEW YORK--(BUSINESS WIRE)—E*TRADE Financial Corporate Services, Inc. received top ratings in a number of categories in the Group Five 2018 Stock Plan Administration Benchmark Study for its Equity Edge Online platform:

- For the seventh year in a row, Equity Edge Online was rated #1 in Loyalty and Overall Satisfaction.
- For the second year in a row, E*TRADE was rated highest among partial administration plan sponsors in overall satisfaction for brokerage services.
- E*TRADE outpaced industry net promoter scores (NPS) for all categories in which they were eligible, including a 42% increase in NPS for full service administration, a 33% increase in NPS for partial administration and brokerage services, and a 31% increase in NPS for financial reporting.
- E*TRADE also improved their year-over-year standing in Overall Satisfaction with Full Administration clients by 6%, to 93% and Overall Satisfaction with Financial Reporting by 2%, to 94%.
- New this year, E*TRADE was recognized for its ease of use for the participant experience on the web and mobile among partial administration plan sponsors.

Additionally, E*TRADE received the highest ratings among stock plan administration systems used for internal recordkeeping in the following categories:

- Overall satisfaction with administration platform (7 years)
- Accuracy of plan reports (6 years)
- Administration platform's ability to support your plan design (6 years)
- Overall satisfaction with product support (6 years)
- Ease of use of reporting system and administration platform (6 years)
- Accurate execution of plan events (6 years)

“We are devoted to delivering leading-edge products and white-glove service for our clients,” said Scott Whatley, President of E*TRADE Financial Corporate Services, Inc. “Based on these



measures it is clear that at E*TRADE we're in a league of our own when it comes to stock plan administration, defined by exceptional service and quality, and best-in-class technology. As we look ahead, we are committed to delivering more enhancements, functionality, and automation to meet the ever-evolving needs of both participants and administrators. Group Five's continued recognition of our platform is proof that we take our position as an industry leader very seriously."

The Group Five 2018 Stock Plan Administration Benchmark Study was conducted from May 2 to June 15, 2018, and includes ratings from 1,465 plan sponsors on their satisfaction with outside plan administration services.

Visit www.etrade.com/equityedgeonline to learn more about our award-winning platform.

For useful trading and investing insights from E*TRADE, follow the company on Twitter, [@ETRADE](https://twitter.com/ETRADE).

About E*TRADE Financial and Important Notices

The E*TRADE Financial family of companies provides financial services, including trading, investing, banking, and managing employee stock plans. Employee stock plan solutions are offered by E*TRADE Financial Corporate Services, Inc. Securities products and services are offered by E*TRADE Securities LLC (Member FINRA/SIPC). Commodity futures and options on futures products and services are offered by E*TRADE Futures LLC (Member NFA). Managed Account Solutions are offered through E*TRADE Capital Management, LLC, a Registered Investment Adviser. Bank products and services are offered by E*TRADE Bank, a Federal savings bank, Member FDIC, or its subsidiaries. More information is available at www.etrade.com.

In connection with stock plan solutions offered by E*TRADE Financial Corporate Services, Inc., E*TRADE Securities LLC provides brokerage services to stock plan participants.

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