What’s happening with this sale?
On January 25, 2018, Capital One Investing entered into an agreement to transfer our self-directed online brokerage accounts to E*TRADE. This includes all of the investment accounts our customers manage for themselves using capitaloneinvesting.com.

How do I access my account?
For now, you’ll continue to manage your account, access your funds and place trades with us as you always have—at capitaloneinvesting.com or by calling our customer service team.

When will my account move to E*TRADE?
The official transition will take place later this year. Until that time, you’ll remain a customer of Capital One Investing. When the transfer is complete, your account will move and you’ll become a customer of E*TRADE.

Why will the transition take so long?
Both Capital One Investing and E*TRADE have put rigorous security and testing protocols in place to ensure that your funds and personal information stay secure and that the transition is as seamless as possible.

Will I need to move my account to E*TRADE at some point?
Your account will be transferred to E*TRADE later this year. You won’t have to do anything to make that happen. E*TRADE will be in touch with you before the transfer with details about the exact timing of the change, your new account number and other important information.

After the transition, how will I access my account?
As the transition progresses, you’ll receive several communications from Capital One and E*TRADE with details about the timing of the move and any steps you need to take. E*TRADE will also send you detailed information explaining how to use its online platform to access your account and place trades.

What will happen to my trade history, account statements and tax records?
Before the transition, you’ll continue to access your trade history, account statements and tax records as you do today. As the transition nears, E*TRADE will provide further details on how you can access this information through its online platform.

How will this affect trading commissions, margin rates and interest I earn on my cash balance?
Nothing is changing right now. Until the transition is complete, you’ll continue to pay the same commissions and margin rates you do today. Interest paid on your cash balance will also remain the same. Prior to the completion of the transition, E*TRADE will communicate details about its pricing and rates.

Does this affect my other accounts at Capital One?
No, your other accounts and relationships at Capital One are not affected by this change. You can continue enjoying our award-winning checking and savings accounts with some of the nation’s best rates.

Is my small business 401(k) affected by this change?
No, our 401(k) offering is not affected by this change.

How can I learn more about E*TRADE?
Please visit etrade.com to learn more about the E*TRADE platform, tools and features.