



# SHAREHOLDER CENTRAL ONLINE REGISTRATION GUIDE

**AST's Shareholder Central Online Portal allows shareholders to access their account holdings, history, account transactions and all related transfer and account maintenance forms.**

## U.S. Shareholders

1. Go to [www.astfinancial.com/login](http://www.astfinancial.com/login)
2. On the Login page, select **"Individuals"**, and under **"Shareholder Central"** click on **"Register-First Time Users Click here."**

A screenshot of the AST Shareholder Central Login page. The page has a white background with a dark purple header. The header includes the AST logo and 'UNITED STATES' on the left, and navigation links like 'About Us', 'Knowledge Center', 'News & Events', 'Research Tools', 'Contact Us', and 'Careers' on the right. A 'Login' button is in the top right corner. Below the header, there are four service categories: 'Issuer & Investor Services', 'Governance, Proxy & Ownership Services', 'Class Actions & Mission Critical Services', and 'Restructuring Services'. The main content area is titled 'Login' and has a sub-header 'PLEASE SELECT USER TYPE'. Below this, there are radio buttons for 'Individuals', 'Clients', 'Brokers / Attorneys', and 'Manulife Investors'. The 'Individuals' option is selected. Below the radio buttons, there is a section titled 'Shareholder Central' with a 'LOGIN' button and a link 'REGISTER - FIRST TIME USERS CLICK HERE'. To the right of this section, there is a list of services: 'Securely manage shares online, including the ability to: Manage your account(s), update profiles, change addresses and link accounts; Access records such as statements, tax forms, and account balance; Enroll in dividend reinvestment or direct deposit programs; Perform transactions such as issuing, selling, or purchasing shares; Replace stock certificates.' At the bottom, there is a note for foreign shareholders: 'Foreign shareholders, respond to your Unclaimed Property notice by clicking here.'

3. You will be directed to **"Shareholder Registration Step 1"**. Enter the 10-digit **Account Number**. *For example, 0000010012 or 9000012345* (you must enter all the zeros in the account number). Enter your complete **Social Security number or Tax Identification Number** with no spaces or dashes. It will automatically populate the Company Name. **(Note: The Company name will not populate if the combination of the account number and SSN number entered does not match our database).**



#### Shareholder Registration - Step 1

FOR NON-U.S. SHAREHOLDERS  
Registration for Non-U.S. Shareholders

#### FOR U.S. SHAREHOLDERS

Enter the following:

Account Number:

Social Security Number(SSN)/Tax ID:

(Do not enter dashes)

Company Name:

I Want to Register:

- ☐ Only this Account
- ☒ All Accounts & Holdings Linked to this SSN
- ☐ Exclude Joint Accounts

Continue

#### 4. Under **I Want to Register:** you have 3 options

- **Only this Account**--*this option will only register 1 account.*
- **All Accounts & Holdings Linked to this SSN** *(system defaults to this option).*  
This option will link all accounts associated with this SSN / Tax ID number for example joint accounts, trust accounts, TOD accounts associated with the SSN. Any future accounts with the same primary SSN will be automatically linked to this web ID.
- **Exclude Joint Accounts:** *this option will link all accounts associated with the same SSN, except joint accounts.*

#### 5. Once you select the correct option, Click **Continue**.



#### Shareholder Registration - Step 2

Company Name	Account Number	Status
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Shareholder Registration

**\* Required Field**

First Name:\*  Last Name:\*  Full Name:

Primary Email:\*  Secondary Email:

Primary Phone:\*

Home Phone:  Work Phone:  Cell Phone:

Create Unique ID:\*

Create Password:\*

Confirm Password:\*

**Submit**

6. On Shareholder Registration Step 2, please note, all fields marked in red \* are required and should be filled in. Once completed click Submit.
- **\*First Name-** example JOHN (as displayed on the Registration)
  - **\*Last Name-**example DOE (as displayed on the Registration).
  - **Full Name-**It will display automatically
  - **\*Primary Email Address-** example [johndoe@gmail.com](mailto:johndoe@gmail.com)
  - **Secondary Email- OPTIONAL (not mandatory)**
  - **\*Primary Phone** -from the drop-down list select "Cell, Work or Home".
  - **Home Phone-**the box will display the American Flag (by default) type the number after +1-718-123-1234.
  - **Work Phone-** the box will display the American Flag (by default), type the number after +1-718-123-1234.
  - **Cell Phone-** the box will display the American Flag (by default), type the number after +1-718-123-1234.
  - **THE PHONE NUMBER FIELDS ARE MANDATORY**
  - **\*Unique ID-**create a user id (a combination of alphabets & numbers, between 8 to 15 characters, The ID cannot be your email address. The ID is not case sensitive. (DO NOT use any special characters or symbols example \$, % @, ( ), ?, < >, #, { }.
  - **\*Password-** must be a combination of alphabets, numbers or special characters.it should be between 8 to 15 characters. It must consist of 1 Upper Case at least, Lower Case alphabets, Numbers OR Special Characters (#, \$, %). It cannot be similar to your ID, it cannot be your



- Name / Names and it cannot be your email **Passwords are CASE SENSITIVE.**
- Click **Submit**

7. Upon completion of Shareholder Registration – Step 2, system will direct you login with your Unique id & Password.

A screenshot of the 'AST Shareholder Central' website showing a 'Registration Complete' message. It includes a green checkmark icon and the text 'Your registration was completed successfully.' Below this, there is a link that says 'Login to your Shareholder Account.'

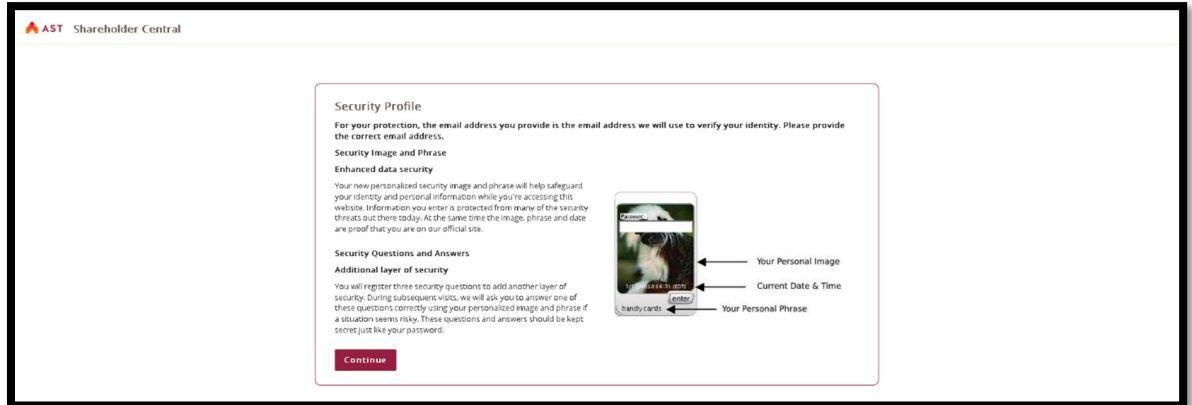
8. Enter your Unique ID, created at the time of registration, Click **Continue**

A screenshot of the 'AST Shareholder Central' website showing a 'Login' form. The form asks for the 'Unique ID (Username)' and has a 'Continue' button. It also includes a link for 'Forgot your Unique ID (username)?'.

9. Enter your password, click **Submit**

A screenshot of the 'AST Shareholder Central' website showing a 'Password' form. It includes 'Tips to Safeguard your password' and a list of password requirements. There is a password input field with a 'Password' label and a 'Submit' button. A link for 'Forgot your password?' is also present.

10. The system will direct you to Security Profile, Click **Continue**



**AST Shareholder Central**

### Security Profile

For your protection, the email address you provide is the email address we will use to verify your identity. Please provide the correct email address.

**Security Image and Phrase**

**Enhanced data security**

Your new personalized security image and phrase will help safeguard your identity and personal information while you're accessing the website. Information you enter is protected from many of the security threats out there today. At the same time the image, phrase and date are proof that you are on our official site.

**Security Questions and Answers**

**Additional layer of security**

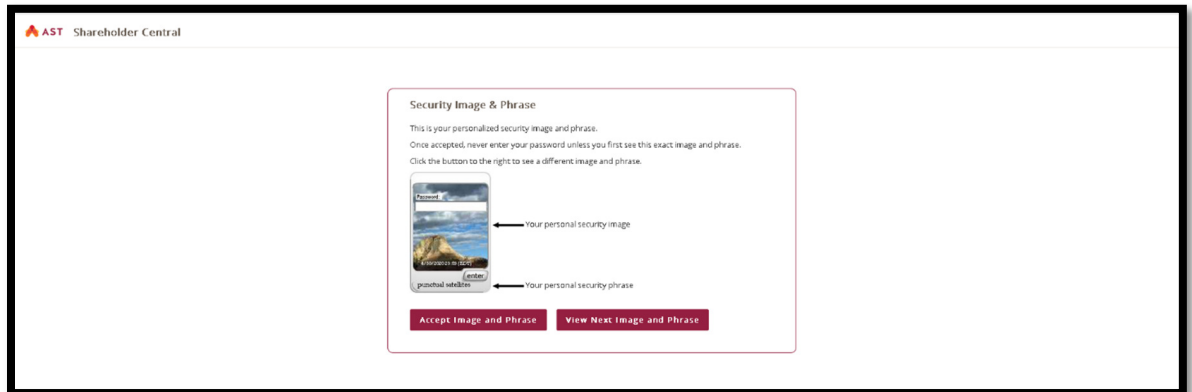
You will register three security questions to add another layer of security. During subsequent visits, we will ask you to answer one of these questions correctly using your personalized image and phrase if a situation seems risky. These questions and answers should be kept secret just like your password.

**Continue**

Visual example of Security Image and Phrase:

- Your Personal Image
- Current Date & Time
- Your Personal Phrase

11. Next screen is Security Image & Phrase. Click Accept Image and Phrase if you prefer the Image displayed on the screen. Or click on View Next Image and Phrase to select an image of your choice.



**AST Shareholder Central**

### Security Image & Phrase

This is your personalized security image and phrase.

Once accepted, never enter your password unless you first see this exact image and phrase.

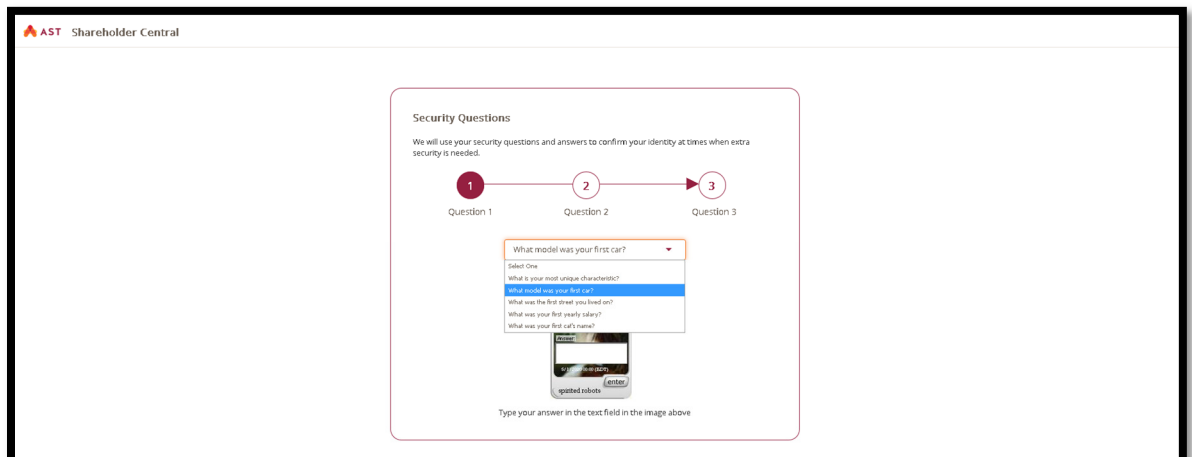
Click the button to the right to see a different image and phrase.

Visual example of Security Image and Phrase:

- Your personal security image
- Your personal security phrase

**Accept Image and Phrase** **View Next Image and Phrase**

12. Security Questions will be displayed. From the drop-down list, pick your question; enter your answer in the image below, Click **Enter**. *(The answers are not case sensitive. You cannot use the same answer for all 3 questions. The answers have to be a minimum of 3 characters).*



**AST Shareholder Central**

### Security Questions

We will use your security questions and answers to confirm your identity at times when extra security is needed.

1 Question 1 → 2 Question 2 → 3 Question 3

What model was your first car?

Select One

- What is your most unique characteristic?
- What is your favorite color?**
- What was the first street you lived on?
- What was your first yearly salary?
- What was your first car's name?

Type your answer in the text field in the image above



13. You will be directed to “**TERMS AND CONDITIONS OF USE**” page.

A screenshot of the 'AST Shareholder Central' website's 'TERMS AND CONDITIONS OF USE' page. The page has a white background with a dark header bar containing the AST logo and the text 'Shareholder Central'. Below the header, the title 'TERMS AND CONDITIONS OF USE' is centered, with a 'Last Modified: February 9, 2016' date on the right. A red-bordered box contains the main text of the terms, which includes a disclaimer and a bolded statement: 'PLEASE READ THE TERMS OF USE CAREFULLY BEFORE YOU START TO USE THIS WEBSITE. BY USING THIS WEBSITE, YOU ACCEPT AND AGREE TO BE BOUND AND ABIDE BY THE TERMS OF USE AND OUR PRIVACY POLICY, FOUND AT AND INCORPORATED HEREIN BY REFERENCE. IF YOU DO NOT WANT TO AGREE TO THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THIS WEBSITE.' Below this text is a checkbox labeled 'I have read through the Terms and Conditions.' which is checked. At the bottom of the box are two buttons: 'Agree' and 'Disagree'.


14. A pop-up window for: **Update Multi-Factor Authentication (MFA) Email Address** will populate. Enter an Email Address & Confirm Email Address and check the box “*I confirm the MFA Preferred Email Address provided is valid.*”

A screenshot of a pop-up window titled 'Update Multi-Factor Authentication (MFA) Email Address'. The window has a white background with a dark border. The title is in bold. Below the title, there is a paragraph of text: 'Provide your Multi-Factor Authentication (MFA) email address to confirm your identity. The next time you login, a One-Time Passcode (OTP) will be sent to the MFA Preferred email address.' Below this text are two input fields. The first is labeled 'MFA Preferred Email Address:' and the second is labeled 'Confirm MFA Preferred Email Address:'. Below the second input field is a checkbox labeled 'I confirm the MFA Preferred Email Address provided is valid.' which is checked. At the bottom right of the window is a dark red button labeled 'Submit'.



15. Once enrolled, a window **"Update Multi-Factor Authentication (MFA) Email Address Successful"** will be displayed, Click **Continue** and you will be directed to Account Landing page.

### Update Multi-Factor Authentication (MFA) Email Address Successful

 You are successfully enrolled for MFA.

MFA Preferred Email Address:

**Continue**

**Your Registration is complete.**

**For additional information or assistance, please call 1.888.999.0032 or [help@astfinancial.com](mailto:help@astfinancial.com)**