



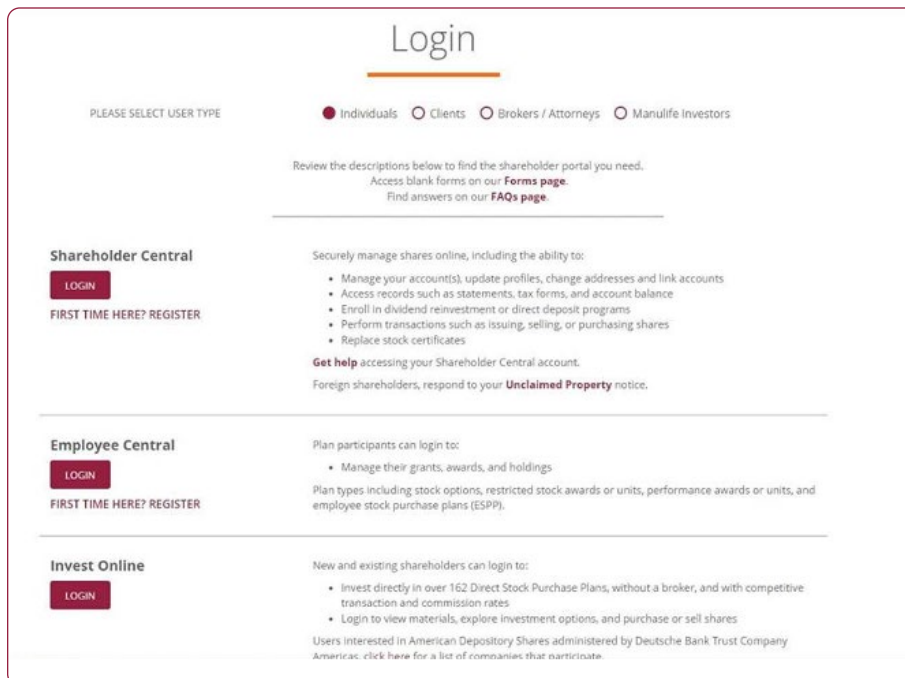
SHAREHOLDER CENTRAL: ONLINE REGISTRATION GUIDE

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

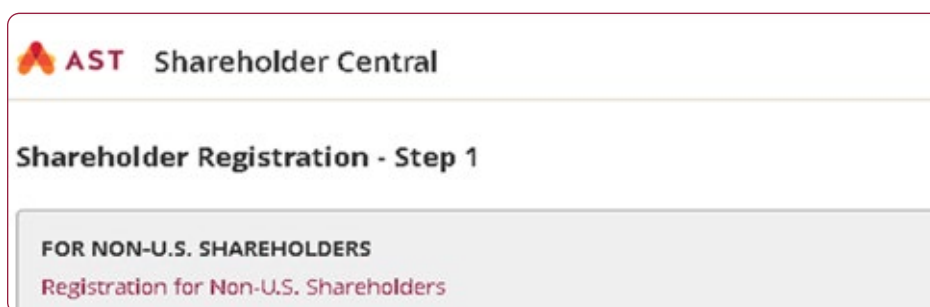
Non-U.S. Shareholders

For a Non-US Shareholder to complete a one-time registration, a PIN number is mandatory to complete the process.

1. Go to www.astfinancial.com/login
2. On the Login page, select **"Individuals"** and under **"Shareholder Central"** click on **"First Time Here? Register"**

A screenshot of the AST Login page. At the top, the word 'Login' is centered in a large, grey font. Below it, a horizontal line separates the header from the main content. Under the line, the text 'PLEASE SELECT USER TYPE' is followed by four radio buttons: 'Individuals' (selected), 'Clients', 'Brokers / Attorneys', and 'Manulife Investors'. Below this, a paragraph reads: 'Review the descriptions below to find the shareholder portal you need. Access blank forms on our [Forms page](#). Find answers on our [FAQs page](#).' The page is divided into three main sections: 'Shareholder Central', 'Employee Central', and 'Invest Online'. Each section has a 'LOGIN' button and a 'FIRST TIME HERE? REGISTER' link. The 'Shareholder Central' section lists capabilities like managing accounts, accessing records, and performing transactions. The 'Employee Central' section mentions plan participants and stock options. The 'Invest Online' section mentions direct stock purchase plans and materials. At the bottom, there is a note about American Depository Shares administered by Deutsche Bank Trust Company Americas.

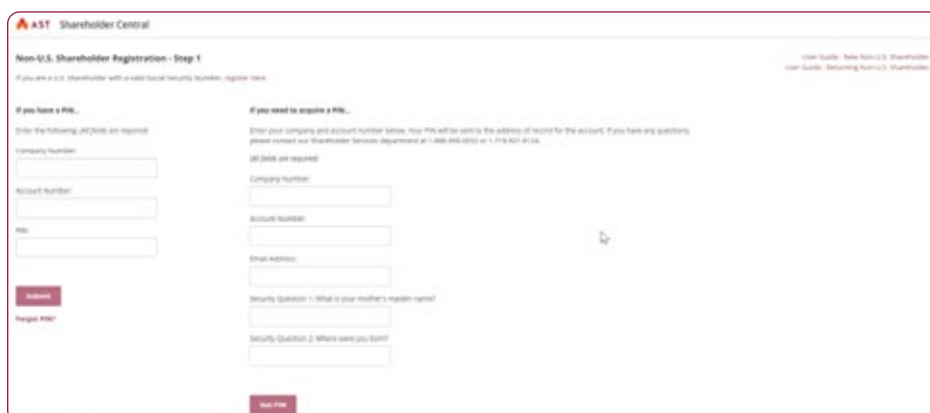
3. You will be directed to **“Shareholder Registration Step 1.”** Click on **“Registration for Non-US Shareholders.”**



The screenshot shows the 'AST Shareholder Central' header. Below it, the title 'Shareholder Registration - Step 1' is displayed. A grey box contains the text 'FOR NON-U.S. SHAREHOLDERS' and 'Registration for Non-U.S. Shareholders' in red.

4. On “Non-US Shareholder Registration Step 1”

- If you already received a PIN, under **“If you have a PIN”** enter Company Number, Account Number & PIN, click **Submit**. You will be directed to Shareholder Registration – Step 2
- If you have never requested a PIN, under **“If you need to acquire a PIN,”** enter company number, account number, email address & 2 security questions



The screenshot shows the registration form with two main sections: 'If you have a PIN...' and 'If you need to acquire a PIN...'. The first section has fields for Company Number, Account Number, and PIN, with a 'Submit' button. The second section has fields for Company Number, Account Number, Email Address, and two security questions, with a 'Get PIN' button. A 'Forgot PIN?' link is also present.

- Click **Get PIN** and you will receive a **PIN** request confirmation



The screenshot shows the 'PIN Request Confirmation' page. It states that a personal identification number (PIN) will be mailed to the address of record. It also includes a note about the processing time (3 to 4 days) and a contact number for shareholder services.

5. 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
- **Secondary Email** – this is optional
- ***Primary Phone** – from the drop-down list select **“Cell, Work or Home”**
- **Home, Work and Cell Phone Fields** – the box will display the American Flag by default, type the number after +1-718-123-1234

- **Phone number fields are mandatory**
- ***Username** – create a Username (a combination of letters & numbers between 8 to 20 characters, username *cannot* be your email address. The username is not case sensitive. (**Do Not** use any special characters or symbols, i.e \$,%,@,?,#.)
- Click **Submit** to go to a secure page to set your password.

Shareholder Registration - Step 2

| Company Name | Account Number | Status |
|--------------|----------------|--------|
| [Redacted] | [Redacted] | Open |
| [Redacted] | [Redacted] | Closed |

Shareholder Registration

[Redacted]

* = Required Field

First Name:* Last Name:* Full Name:

Primary Email:* Secondary Email:

Primary Phone:*

Select Primary Phone:

Home Phone: Work Phone: Cell Phone:

Create Username:*


Username should have -

- Characters: Minimum 8, Maximum 20
- Upper case letters (A-Z)
- Lower case letters (a-z)
- Numbers (0-9)




Clicking the Submit button will take you to a secure page to set the password for your account, and send an email confirming your Username with a link to the same secure page if you prefer to set the password later.


Submit

On this page, please select a **password** and enter it in both fields:


An Equinix Company

Reset Your Password

 Request  Validate  Reset

See Password Requirements 

NEW PASSWORD

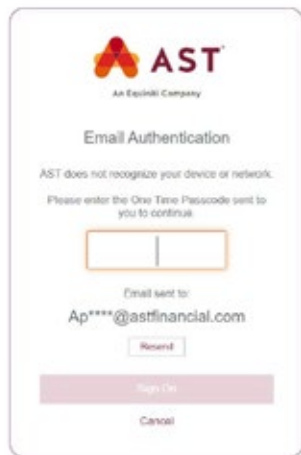
CONFIRM NEW PASSWORD

Reset

Cancel

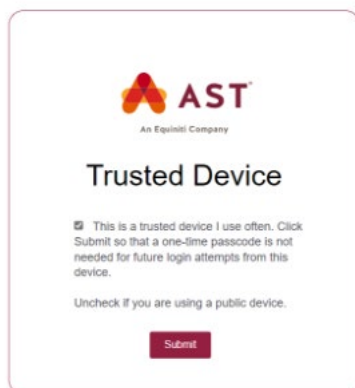
- Password Requirements:
 - Characters: Min 8, Max 25
 - Minimum 1 Upper Case (A-Z)
 - Minimum 1 Lower Case (a-z)
 - Minimum 1 Number (1-9)
 - Special characters are optional
- Click **Reset**

6. Upon setting your new password, you will be directed to login with your username & password.
7. You will be sent a one-time passcode via email. If you do not receive the passcode after several minutes, make sure the masked email address shown on the screen is the one you expect to receive your passcode to. You can press the “Resend” button to send a new one. Enter the one-time passcode on this screen and click **Sign On**.



The screenshot shows the 'Email Authentication' screen of the AST system. At the top is the AST logo with the tagline 'An Equinix Company'. Below the logo, the text reads 'Email Authentication' and 'AST does not recognize your device or network. Please enter the One Time Passcode sent to you to continue.' There is a text input field for the passcode. Below the input field, it says 'Email sent to: Ap****@astfinancial.com' with a 'Resend' button. At the bottom, there are two buttons: 'Sign On' (highlighted in pink) and 'Cancel'.

- On the next screen, you can check the box indicating that your device should be trusted, and you will not have to enter an OTP for 30 days if you are in the same browser and have not cleared your cache. **If it is a shared device, please uncheck this box to protect the security of your account.**



The screenshot shows the 'Trusted Device' screen of the AST system. At the top is the AST logo with the tagline 'An Equinix Company'. Below the logo, the text reads 'Trusted Device' and 'This is a trusted device I use often. Click Submit so that a one-time passcode is not needed for future login attempts from this device. Uncheck if you are using a public device.' There is a checkbox that is currently checked. At the bottom, there is a 'Submit' button.

8. You will then be directed to the **“TERMS AND CONDITIONS OF USE”** page. Read the Terms and Conditions and if you agree, check the box and click **Agree**. You can also disagree, but then you will not be able to use Shareholder Central.

TERMS AND CONDITIONS OF USE

Last Modified: May 17, 2018

1

In order to continue you must agree the following Terms and Conditions.

1. ACCEPTANCE OF THE TERMS AND CONDITIONS OF USE

This Website (as defined below) is provided by American Stock Transfer & Trust Company, LLC and its related entities collectively, “AST”, “we”, “us” or the “Company”. All references to this Website shall include any affiliated websites or websites accessed from this Website. These terms and conditions of use are entered into by and between AST and you. The following terms and conditions of use (the “Terms of Use”) govern your access to and use of this website, including any content, functionality and services that may be provided thereby (this “Website” or this “site”).

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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.

2. CHANGES TO THE TERMS OF USE

We may revise and update these Terms of Use from time to time in our sole discretion. All changes are effective immediately when posted and apply to all access to and use of this Website thereafter.

☐ I have read through the Terms and Conditions.

Agree

Disagree

AST

Shareholder Central

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Last Modified: May 17, 2018

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☒ I have read through the Terms and Conditions.

Agree

Disagree

Your registration is complete.

For additional information or assistance:

Please call 1.888.999.0032 (1.718.921.8124 if outside USA), or email help@astfinancial.com.

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