



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 **"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, 'UNITED STATES', and a 'Login' button. Below the header, there are four tabs: 'Issuer & Investor Services', 'Governance, Proxy & Ownership Services', 'Class Actions & Mission Critical Services', and 'Restructuring Services'. The 'Login' section is highlighted. It includes a 'PLEASE SELECT USER TYPE' section with radio buttons for 'Individuals', 'Clients', 'Brokers / Attorneys', and 'Manulife Investors'. Below this, there is a 'Shareholder Central' section with a 'LOGIN' button and a link 'REGISTER - FIRST TIME USERS CLICK HERE'. To the right, 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; Foreign shareholders, respond to your Unclaimed Property notice by clicking here.'

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

A screenshot of the AST Shareholder Central 'Shareholder Registration - Step 1' page. The page has a white background with a dark purple header. The header includes the AST logo and the text 'Shareholder Central'. Below the header, the title 'Shareholder Registration - Step 1' is displayed. A large, light gray box contains the text 'FOR NON-U.S. SHAREHOLDERS' and 'Registration for Non-U.S. Shareholders'.



4. On **"Non-US SHAREHOLDER Registration Steps 1"**

- If you have already received a PIN, under **"If you have a PIN"**, enter Company Number, Account Number & PIN, Click **Submit**. You will be directed to Share 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

This is a screenshot of the 'Non-U.S. Shareholder Registration - Step 1' form on the AST Shareholder Central website. The form is divided into two main sections: 'If you have a PIN...' and 'If you need to acquire a PIN...'. The 'If you have a PIN...' section includes fields for Company Number, Account Number, and PIN, with a 'Submit' button and a 'Forgot PIN?' link. The 'If you need to acquire a PIN...' section includes fields for Company Number, Account Number, Email Address, and two security questions (mother's maiden name and place of birth), with a 'Get PIN' button. A note at the bottom of the 'If you need to acquire a PIN...' section states: 'Enter your company and account number below. Your PIN will be sent to the address of record for the account. If you have any questions, please contact our Shareholder Services department at 1-888-999-0032 or 1-718-921-8124.' The form also includes a link to 'register here' for U.S. Shareholders.

Click **Get PIN**. You will receive a **PIN** request Confirmation.

This is a screenshot of the 'PIN Request Confirmation' page on the AST Shareholder Central website. The page includes a note stating: 'A personal identification number (PIN) will be mailed to the address of record. Please allow 3 to 4 days to process the PIN request. For security purposes, if you recently changed the address on this account, the PIN request may be delayed. If you have any questions, please contact our Shareholder Services department at 1-888-999-0032 or 1-718-921-8124.'



Shareholder Registration - Step 2

Company Name	Account Number	Status
Shareholder Registration		
* = Required Field		
First Name:*	Last Name:*	Full Name:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Primary Email:*	Secondary Email:	
<input type="text"/>	<input type="text"/>	
Primary Phone:*		
Select Primary Phone		
Home Phone:	Work Phone:	Cell Phone:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Create Unique ID:*		
<input type="text"/>		
Create Password:*		
<input type="text"/>		
Confirm Password:*		
<input type="text"/>		
<input type="submit" value="Submit"/>		

5. 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 jdoe@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**



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

AST Shareholder Central

Registration Complete

✓ Your registration was completed successfully.

[Login to your Shareholder Account.](#)

7. Enter your Unique ID, created at the time of registration, click **Continue**

AST Shareholder Central

Login

All shareholders must complete a one-time registration process.
If you are already registered, please enter your Unique ID in the box below.

Unique ID (Username):

[Continue](#)

[Forgot your Unique ID \(Username\)?](#)


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

AST Shareholder Central

Password

Tips to Safeguard your password

- Make password long, strong and with a minimum of 8 characters.
- Your password should be a mix of upper and lower case letters, numbers and symbols.
- Don't share your password.
- Have your password(s) be unique and not something that is easily guessed.
- Choose a different password for each online account.
- Write down your password and store it in a safe place.
- Change your password several times a year or at a minimum every 90 days.



[Forgot your password?](#)



9. 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 this 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

Labels in image: Your Personal Image, Current Date & Time, Your Personal Phrase, hardy cards, enter

10. 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.

Labels in image: Your personal security image, Your personal security phrase, Accept Image and Phrase, View Next Image and Phrase

11. 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 animal were you first love?
- What was the first drink you had on?
- What was your first yearly salary?
- What was your first car's name?

Enter

Type your answer in the text field in the image above



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

A screenshot of the 'AST Shareholder Central' website showing the 'TERMS AND CONDITIONS OF USE' page. The page has a white background with a dark header bar containing the AST logo and 'Shareholder Central'. The main content area is titled 'TERMS AND CONDITIONS OF USE' and includes a 'Last Modified: February 9, 2016' timestamp. The text is organized into sections: '1. ACCEPTANCE OF THE TERMS AND CONDITIONS OF USE', '2. CHANGES TO THE TERMS OF USE', and a 'PLEASE READ THE TERMS OF USE CAREFULLY BEFORE YOU START TO USE THIS WEBSITE' warning. At the bottom, there is a checkbox labeled 'I have read through the Terms and Conditions.' which is checked, and two buttons: 'Agree' and 'Disagree'.

13. 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 main text reads: '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, there are two input fields: 'MFA Preferred Email Address:' and 'Confirm MFA Preferred Email Address:'. At the bottom, there is a checkbox labeled 'I confirm the MFA Preferred Email Address provided is valid.' which is checked. A 'Submit' button is located in the bottom right corner.



14. 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 1.718.921.8124. You can also email help@astfinancial.com