



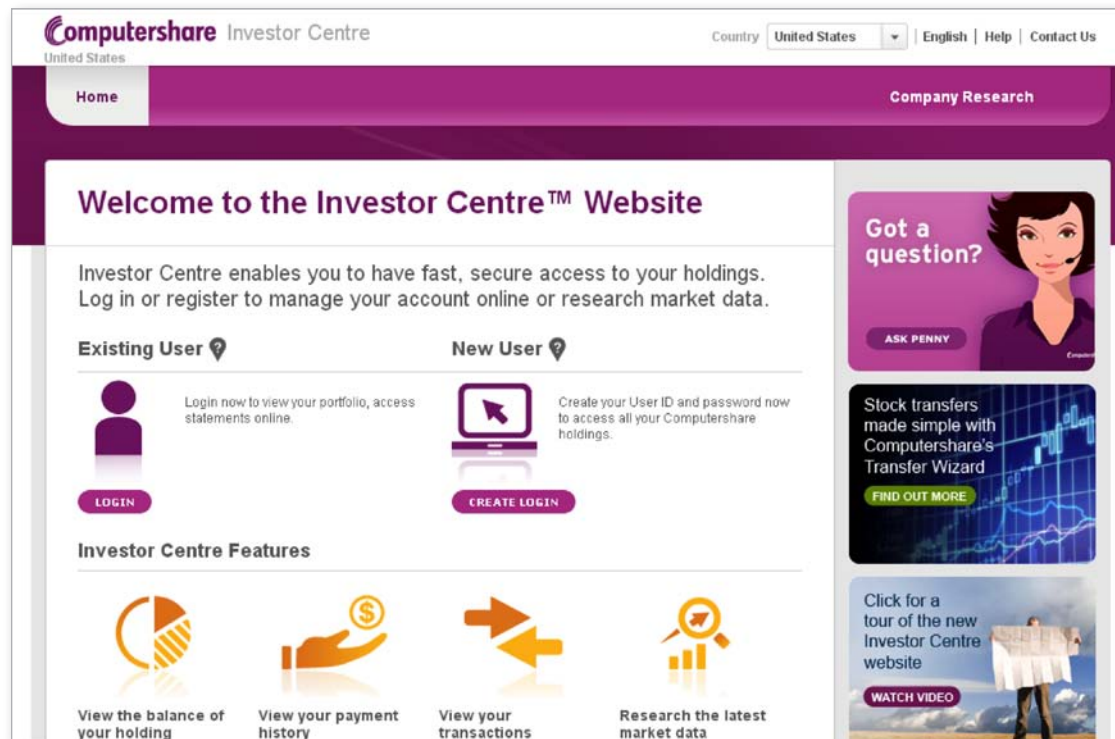
INVESTOR CENTRE™ USER GUIDE

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OVERVIEW

Welcome to Computershare's Investor Centre™ website. We have designed our shareholder Web application to provide shareholders with easy access to their portfolio of accounts, including historical transaction and payment data, statements, and tax documents. The Investor Centre site is available around the clock. User access is secure and designed to allow shareholders to get the most out of their online account management experience.



GETTING STARTED

Go to: www.computershare.com/investor.

First-time users should click the “create login” button to follow the steps for creating a unique user ID.

Returning investors simply click login and enter their user ID and password. If you have forgotten your user ID or password and wish to access your account, click on the “forgot user ID?” or “forgot password” button on the page to go through the recovery process.

Note: In November 2012, Computershare updated the Investor Centre website with enhanced security protocols. Upon their first login to the updated site, users were prompted to validate their contact information and create a custom “site seal” as an additional layer of account authentication.

HOW TO REGISTER

If you are a first-time user, you will need to complete a simple process to create your user ID. You will be required to enter the following information for validation:

- > Ticker symbol or company name
- > Social Security number or taxpayer ID (if you have one)
- > Zip code (or last name if you reside outside the US)

If you do not have a Social Security number or taxpayer ID, you will need to click the “Alternate Validation” button. This alternate registration page allows you to register by entering:

- > Ticker
- > Account number
- > Zip code
- > Last name

Registration

[Back to Home](#)

Investor Centre Membership gives you full access to all your Computershare managed holdings.

In order to validate your account details using Social Security Number please provide details below.
If you live outside the U.S., or wish to use your account number instead of Social Security Number please choose the ALTERNATE VALIDATION option.

Account Validation

Ticker symbol or Company Name: *

Social Security # (or U.S. Tax I.D.) * **ALTERNATE VALIDATION**

Zip Code *

As an additional security measure please type the security code shown here into the box below

CR309

Terms and Conditions

I agree to be bound by the **Terms and Conditions**

I would like to receive information about future online services

[CANCEL](#) [NEXT](#)

Got a question?

[ASK PENNY](#)

After accepting the terms and conditions, you will be directed to the “User Set-up” page. There, you will provide your name, email address and mobile phone number for account validation (mobile number is optional). You will also be prompted to create a unique “site seal” by choosing a color and entering three words of your choice. This custom site seal will appear each time you log in as an added layer of verification.

Choose a user ID and password for your account and enter them into the designated boxes. Finally, you will be asked to select three security questions.

Computershare

User Set-up

User Details

Contact Information

First Name *

Last Name *

Email Address *
We require that you confirm your email address as part of registration so please ensure you have immediate access to do this.

Mobile Number *
We recommend you enter a mobile number as it is required to complete some high value transactions.

Select a country

Personal Site Seal

Enter a unique word in each of the 3 fields *

Choose a color for your Site Seal image *

Site Seal Preview:

Remember This Device

Use the Remember Me option if you want to trust the device you are currently using.

Remember Me

Login details

User ID *

New Password *

Confirm New Password *

Security questions

Question 1 *
Answer *

Question 2 *
Answer *

Question 3 *
Answer *

Need Help?

Personal Site Seal

Your Personal Site Seal adds an extra layer of security and confirms that you are on the authentic website.

It is important that you check that your personal site seal is displayed before entering your password.

Remember Me

When logging in from an unknown device you will be prompted to answer one of your security questions.

If you use this device frequently, choose Remember Me to avoid this step in the future. Do not choose this option if you are using a public computer.

Login Details

Your User ID must be at least 6 characters.

Your password must include:

- At least 8 characters
- At least 1 uppercase character
- At least 1 lowercase character
- At least 1 number

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Click “Save” to continue to the next step.

On the following page, you will be prompted to enter in account confirmation codes that were sent to the email address and mobile phone number you provided.

The screenshot shows the 'User Set-up' page on the Computershare website. The page has a purple header with the Computershare logo. Below the header, the main content area is white with a purple border. The title 'User Set-up' is in purple. Underneath, the section 'Confirm Your Contact Information' is in bold. A message asks the user to confirm their email address and mobile number by entering confirmation codes. There are two sections: 'Confirm Email Address' and 'Confirm Mobile Number'. Each section shows the current information (e.g., 'Johnsmith@email.com - Not Confirmed!') and a 'CONFIRM' button. Below each section are links for 'Resend Confirmation' and 'Change Email Address' or 'Change Mobile Number'. At the bottom of the form are buttons for 'REMEMBER ME LATER' and 'NEXT'. On the right side, there is a 'Need Help?' section with a message: 'It's important that you confirm your email address and/or your mobile number. Until these are confirmed you may have limited access to the website.'

Click "Next" after entering in your confirmation codes. First-time users must undergo an additional layer of account verification required. You can choose to receive a confirmation code in the mail, or if you desire immediate access, you can use our online verification process (note: non-US shareholders are not eligible for online verification and must verify with a code sent via mail).

Online verification uses a search of public record databases to create three questions that only you will be able to answer correctly. Questions are then presented in a multiple choice format. Once you answer the questions correctly, you are granted immediate access to the Investor Centre site.

With the registration steps complete, you will automatically be taken to your Portfolio upon login on future visits to the site.

PORTFOLIO

Portfolio is a snapshot of all your holdings with Computershare, including number of shares held, values and related links. Your portfolio is organized by company, so if you own various types of shares in a particular company (certificate shares, registered shares, employee plan shares, etc.), they are all consolidated under the same holding.

Computershare Investor Centre
United States

Country: **United States** | English | Help | Contact Us

Portfolio | Dividends & Payments | Transaction History | Statements & Documents | Company Research

Portfolio

[HIDE ZERO BALANCES](#) |
 [SEARCH & BUY](#) |
 [EXPORT BALANCE LETTER](#)

Click the icon below to show or hide details of your holdings. Total Value: USD 5,493,543.75

Holdings	Quantity	Price	Total
1 ARLENE MIRISOLA (ATW1_TST) HWD COMMON STOCK	11250	\$13.63	\$153,337.50
1 ARLENE MIRISOLA (ATW2_TST) HAE COMMON STOCK	11250	\$81.15	\$912,937.50
1 ARLENE MIRISOLA (ATW3_TST) HQH COMMON STOCK	11250	\$18,015	\$202,668.75
1 ARLENE MIRISOLA (ATW4_TST) RAX COMMON STOCK	11250	\$62.18	\$699,525.00
1 ARLENE MIRISOLA (ATW5_TST) RAI COMMON STOCK	11250	\$41.21	\$463,612.50
1 ARLENE MIRISOLA (ATW6_TST) RAH COMMON STOCK	11250	\$71.21	\$801,112.50

Welcome back
John Smith

[MY PROFILE](#) | [LOG OUT](#)

My Messages

You have 0 new messages.

[VIEW MESSAGES](#)

Got a question?

[ASK PENNY](#)

The Portfolio also serves as the launching pad for your Investor Centre experience. Using the navigation bar at the top, you can easily access the other sections of the site. Profile information and your message center can be found on the right.

Additional detail on holdings

To see additional detail on a particular holding, click on the purple arrow icon on the left.

The screenshot shows the 'Portfolio' page for a user named John Smith. The total value of the portfolio is USD 5,493,543.75. The main section displays a list of holdings, with the first one highlighted:

Holdings	Quantity	Price	Total
ARLENE MIRISOLA (ATW1_TST) HWD COMMON STOCK	11250	\$13.63	\$153,337.50

Below the main holding list, there is a detailed view for 'ARLENE MIRISOLA (ATW1_TST)'. It includes a table with columns for Name, Share Type, Quantity, Value, and Action:

Name	Share Type	Quantity	Value	Action
GENEVIEVE C				
GROBELNY C*****6629	Book	11250	\$153,337.50	SELECT ACTION
	Certificated	0	-	SELECT ACTION

At the bottom of this detailed view, there are several shortcut buttons: 'More about this holding', 'Dividends & payments', 'Transaction History', 'Statements & documents', and 'Company information'. The right sidebar contains a 'My Messages' section (0 new messages), a 'Got a question?' section with an 'ASK PENNY' button, and user profile information.

For each type of holding, you can hover your mouse over the "Select Action" drop-down menu to see a list of transaction options for that type of holding. You will only see actions applicable to your holdings, such as "sell shares," "buy shares," "share transfer" and certificate requests.

You can also obtain more information about your holding by clicking on one of the "More about this holding" shortcut buttons.

This screenshot is similar to the previous one, but it shows the 'SELECT ACTION' dropdown menu expanded for the 'ARLENE MIRISOLA (ATW1_TST)' holding. The menu options are:

- Request a Certificate
- Transfer Shares
- Sell

The rest of the page layout, including the holding list and sidebar, remains the same as in the previous screenshot.

Add investments

If you have shares held outside of Computershare you may use the Add Investments feature to enter the number of shares you own and the company. This will then be added to your portfolio balance and provide you with a total portfolio value.

Please note that any decrease or increase in you balances entered in Add Investments are not update automatically as they are not managed by Computershare. You may use the Edit feature to make updates to the balance.

Company Name	Quantity	Price	Total Value
CANTON TEST COMPANY #3 YPF COMMON STOCK	11250	\$10.52	\$118,350.00
CANTON TEST COMPANY 4 EQS2 COMMON STOCK	11250	-	\$0.00

Displaying items 1 - 12 of 12

[ADD INVESTMENTS](#)

Market Data Provider [▶](#)

Total Value: USD 5,493,543.75

Balance letter

To retrieve a balance letter, simply click on the “Export Balance Letter” button and select the criteria you desire for you letter.

Computershare Investor Centre
United States

Country: United States | [English](#) | [Help](#) | [Contact Us](#)

Portfolio | Dividends & Payments | Transaction History | Statements & Documents | Company Research

Welcome back John Smith
[MY PROFILE](#) [LOG OUT](#)

My Messages
You have 0 new messages.
[VIEW MESSAGES](#)

Got a question?
[ASK PENNY](#)

Export Balance Letter

This export function creates a letter detailing your Computershare managed holdings as at the date you selected.

Please select the level of information you wish to download.

Select Account: All

Account Balance as of: 11/8/2012

[SUBMIT](#)

Click the icon below to show or hide details of your holdings.

Total Value: USD 5,493,543.75

Holdings	Quantity	Price	Total
ARLENE MIRISOLA (ATW1_TST) HWD COMMON STOCK	11250	\$13.63	\$153,337.50
ARLENE MIRISOLA (ATW2_TST) HAF COMMON STOCK	11250	\$81.15	\$912,937.50

User tools

On the right-hand side of the website, you will see the user tools, including your name, message center and a link to “My Profile” where you can manage your account details. From the “My Profile” page, you can update your account and holding preferences, enroll in dividend reinvestment plans, update banking information, purchase additional shares and retrieve tax information (more information on “My Profile” can be found later in this document).

The screenshot displays the Computershare Investor Centre website. The top navigation bar includes the logo, "Investor Centre", and options for "Country" (United States), "English", "Help", and "Contact Us". Below this is a secondary navigation bar with links for "Portfolio", "Dividends & Payments", "Transaction History", "Statements & Documents", and "Company Research".

The main content area is titled "Portfolio" and features a sub-navigation bar with "HIDE ZERO BALANCES", "SEARCH & BUY", and "EXPORT BALANCE LETTER". Below this is an "Export Balance Letter" section with a form to select the account and the date of the balance. The form includes a "Select Account" dropdown set to "All" and an "Account Balance as of" date field set to "11/8/2012". A "SUBMIT" button is located at the bottom right of the form.

Below the form, there is a table of holdings with the following data:

Holdings	Quantity	Price	Total
ARLENE MIRISOLA (ATW1_TST) HWD COMMON STOCK	11250	\$13.63	\$153,337.50
ARLENE MIRISOLA (ATW2_TST) HAE COMMON STOCK	11250	\$81.15	\$912,937.50

The total value of the holdings is displayed as "Total Value: USD 5,493,543.75".

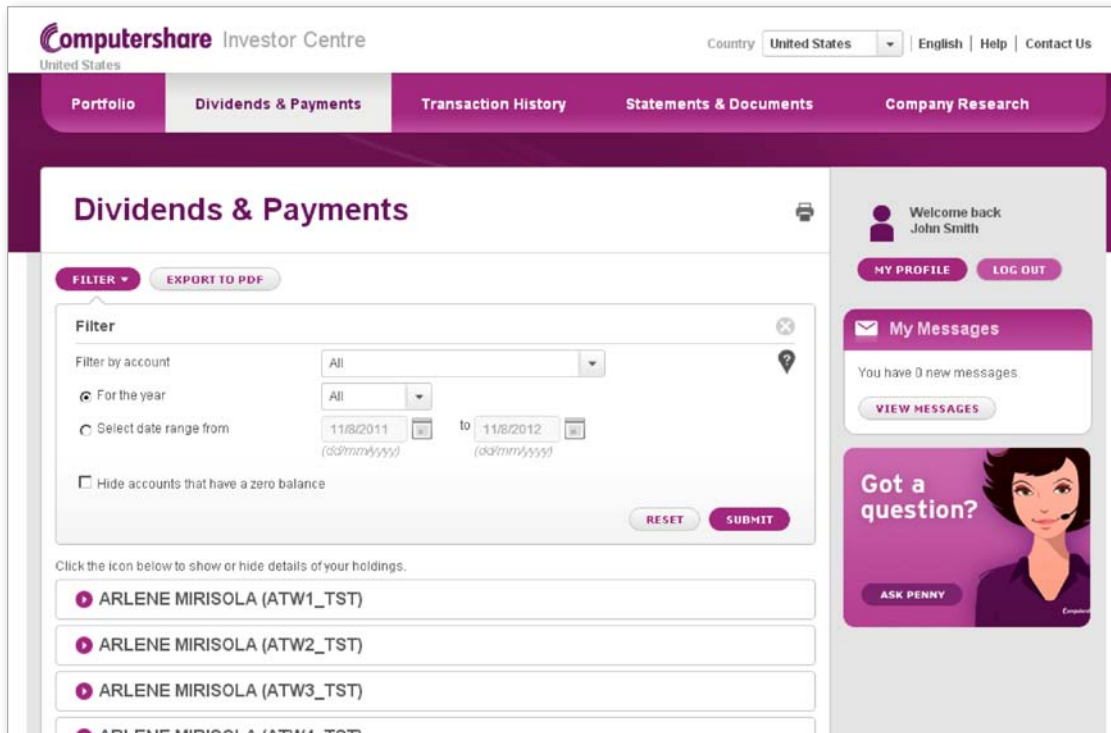
On the right side of the page, there is a sidebar with several user tools:

- A "Welcome back John Smith" message with "MY PROFILE" and "LOG OUT" buttons.
- A "My Messages" section showing "You have 0 new messages." and a "VIEW MESSAGES" button.
- A "Got a question?" section featuring a cartoon character and an "ASK PENNY" button.

DIVIDENDS AND PAYMENTS

You can manage your dividends and payments through this section of the site. The “Filter” button at the top allows you to narrow down your dividend information to a selected account, year or date range.

You can export a PDF of your dividend and payment history by clicking the “Export to PDF” button (the PDF will contain all information for the filter criteria you selected; if you select no criteria, the PDF will contain all dividend and payment history for all of your holdings).



To see more about a particular holding, click on the purple arrow icon to the left. This view will show you every dividend and payment over the history of your ownership of the holding.

Dividends & Payments

WELCOME back John Smith
[MY PROFILE](#) [LOG OUT](#)

My Messages
 You have 0 new messages.
[VIEW MESSAGES](#)

Got a question?
[ASK PENNY](#)

ARLENE MIRISOLA (ATW1_TST)
 Genevieve C Grobelny C*****6629

Payment Date	Net	Type	Method	Status	Action
9/21/2009	\$3,584.00	Dividend	Check	Uncashed	SELECT ACTION
12/28/2008	\$3,584.00	Dividend	Check	Uncashed	SELECT ACTION
12/19/2008	\$3,584.00	Dividend	Check	Uncashed	SELECT ACTION
12/12/2008	\$3,584.00	Dividend	Check	Uncashed	SELECT ACTION
12/5/2008	\$3,584.00	Dividend	Check	Uncashed	SELECT ACTION
11/28/2008	\$3,584.00	Dividend	Check	Uncashed	SELECT ACTION
11/21/2008	\$1,782.00	Dividend	Check	Uncashed	SELECT ACTION
11/14/2008	\$1,782.00	Dividend	Check	Uncashed	SELECT ACTION
10/31/2008	\$1,782.00	Dividend	Check	Uncashed	SELECT ACTION
10/31/2008	\$1,782.00	Dividend	Check	Uncashed	SELECT ACTION

Displaying items 1 - 10 of 50
 Page 1 2 3 4 5 6

More about this holding
[Transaction History](#) [Statements & documents](#) [Company information](#)

ARLENE MIRISOLA (ATW2_TST)

For more information on a particular dividend, click the “More Details” button to view all the details on a particular dividend payment with the option of exporting to a PDF file.

Dividends & Payments

WELCOME back John Smith
[MY PROFILE](#) [LOG OUT](#)

My Messages
 You have 0 new messages.
[VIEW MESSAGES](#)

Got a question?
[ASK PENNY](#)

Dividend & Payment Details [Back to Dividends & Payments](#)

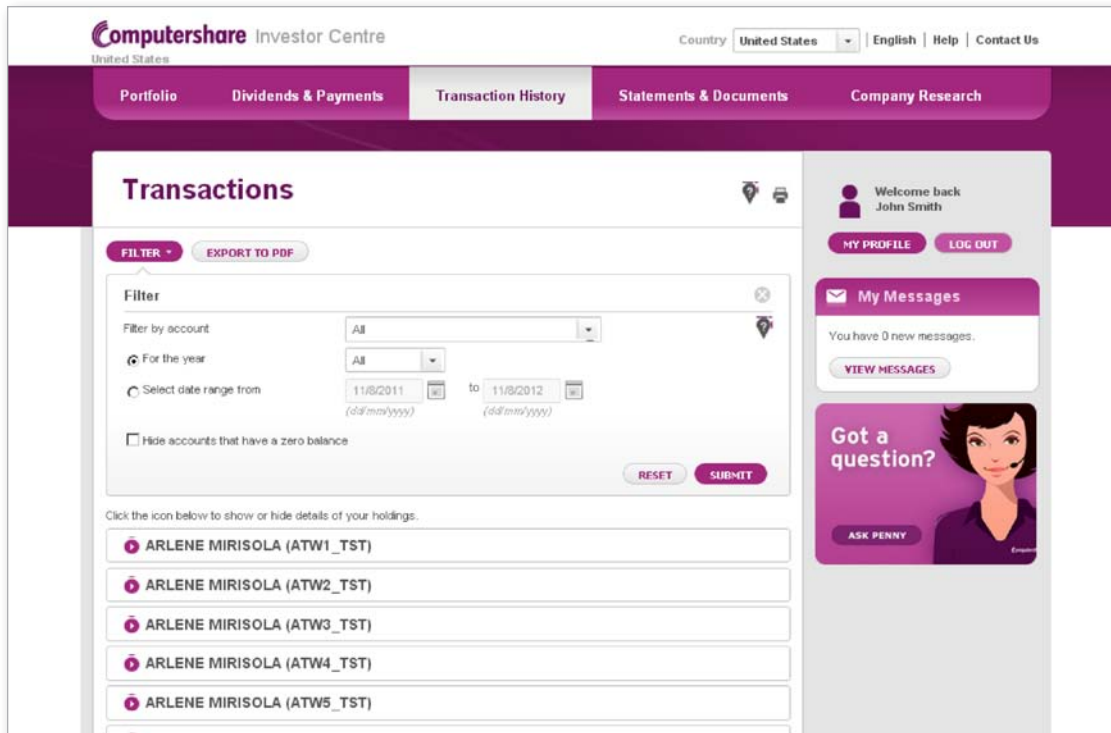
[EXPORT TO PDF](#)

ARLENE MIRISOLA (ATW1_TST)
 Genevieve C Grobelny C*****6629

Summary		Taxes and Fees	
Holding	DRIP-COMMON STOCK	Gross amount	\$4,950.00
Payment date	9/21/2009	Taxes	
Record date	9/18/2009	Federal Tax deducted	\$1,386.00
Payment type	Dividend	State/Province Tax deducted	\$0.00
Payment rate	\$0.44	Fees	\$0.00
Shares on record date	11250	Net amount	\$3,564.00
Payment method	Check		
Check number	000000010000160		
Gross amount	\$4,950.00		
Total taxes	\$1,386.00		
Total fees	\$0.00		
Net amount	\$3,564.00		

TRANSACTION HISTORY

This area allows you to view and manage your transaction history. The “Filter” button at the top allows you to narrow down your transaction history information to a selected account, year or date range. You can export a PDF of your transaction history information by clicking the “Export to PDF” button (the PDF will contain all information for the filter criteria you selected; if you select no criteria, the PDF will contain all transaction history for all of your holdings).



To see more about transactions from a particular holding, click on the purple arrow icon to the left. This view will show you all transaction history over the period of your ownership of the holding.

Date	Transaction	Debit/credit	Running balance	Action
12/19/2007	PURCHASE - DIV RE-INVESTMENT	+2.173269	129.28918	MORE DETAILS
6/15/2005	PURCHASE - DIV RE-INVESTMENT	+1.856687	127.115911	MORE DETAILS
1/7/2005	PURCHASE - DIV RE-INVESTMENT	+1.834834	125.259224	MORE DETAILS
7/18/2004	STOCK SPLIT	+41.14153	123.42459	
6/18/2004	PURCHASE - DIV RE-INVESTMENT	+1.364718	82.28306	MORE DETAILS
1/9/2004	PURCHASE - DIV RE-INVESTMENT	+1.773333	80.918342	MORE DETAILS
6/13/2003	PURCHASE - DIV RE-INVESTMENT	+1.75	79.145009	MORE DETAILS
1/6/2003	PURCHASE - DIV RE-INVESTMENT	+2.035009	77.395009	MORE DETAILS
6/14/2002	COM DIV	+1.827	75.36	
1/4/2002	COM DIV	+2.011	73.533	

Displaying items 1 - 10 of 18

Page 1 2

[More about this holding](#)
[Dividends & payments](#)
[Statements & documents](#)
[Company information](#)

For more information on a particular transaction, click the "More Details" button to view all the details and to export into a PDF file.

Transactions

Welcome back John Smith

[MY PROFILE](#) [LOG OUT](#)

[My Messages](#)

You have 0 new messages.

[VIEW MESSAGES](#)

[Got a question?](#)

[ASK PENNY](#)

Transaction Details

[EXPORT](#)

UATI IC2 TAX COMPANY
Terance Favor C*****2181

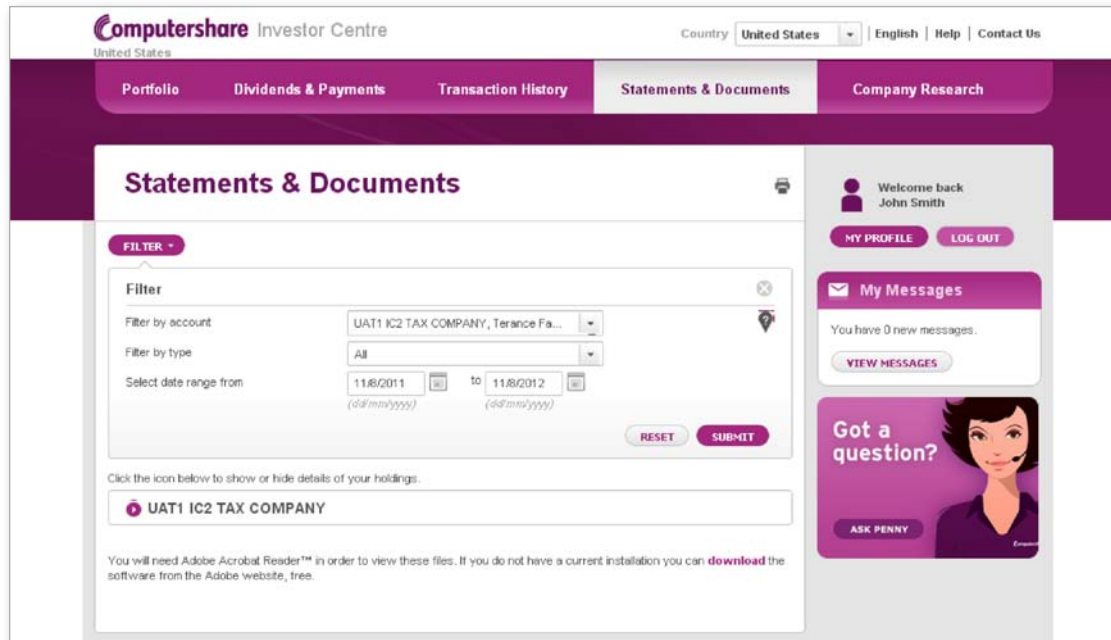
Summary		Fees	
Transaction	Reinvestment	Amount received	\$114.16
Transaction date	12/19/2007	Fees	
Purchase date	12/19/2007	Trading charges	\$2.15
Settlement date	12/19/2007	Brokerage fee	\$0.00
Holding	DRIP-COMMON STOCK	Handling fee	\$17.12
Shares	+2.173269	Check charge	\$0.00
Price	\$52.00	Wire charge	\$0.00
FMV	\$52.00	Direct banking charge	\$0.00
Exchange rate	0	Courier charge	\$0.00
Amount received	\$114.16	Amount invested	\$113.01
Total fees	\$19.27		
Amount invested	\$113.01		

Cost Basis and Tax Information Summary

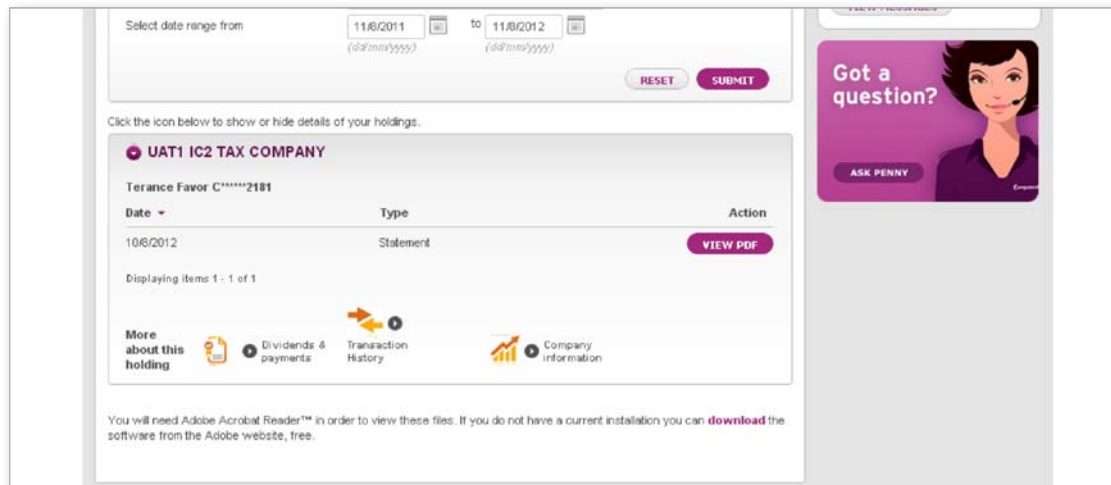
Type	Shares	Proceeds	Cost Basis
Covered	0	\$0.00	\$0.00
Non-covered (1)	2.173269	\$0.00	\$113.01

STATEMENTS AND DOCUMENTS

This area allows you to view and manage various statements and documents for your holdings. The “Filter” button at the top allows you to narrow down your statements and documents to a selected account, year or date range.

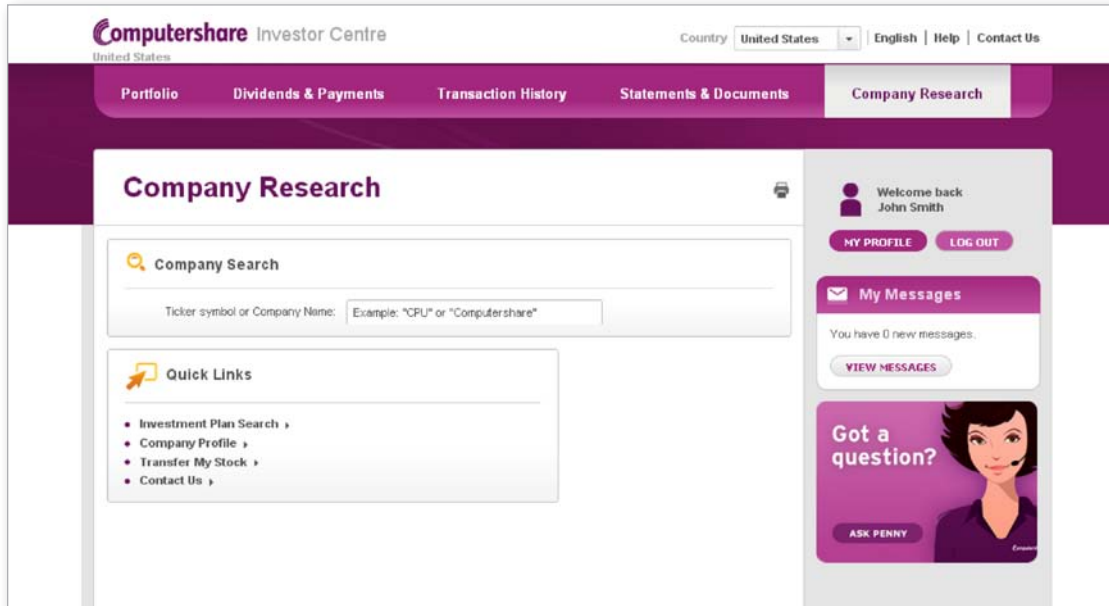


To see more about transactions from a particular holding, click on the arrow icon to the left. This view will show you all transaction history over the period of your ownership of the holding. To view a document in your chosen holding, simply click the “View PDF” button.

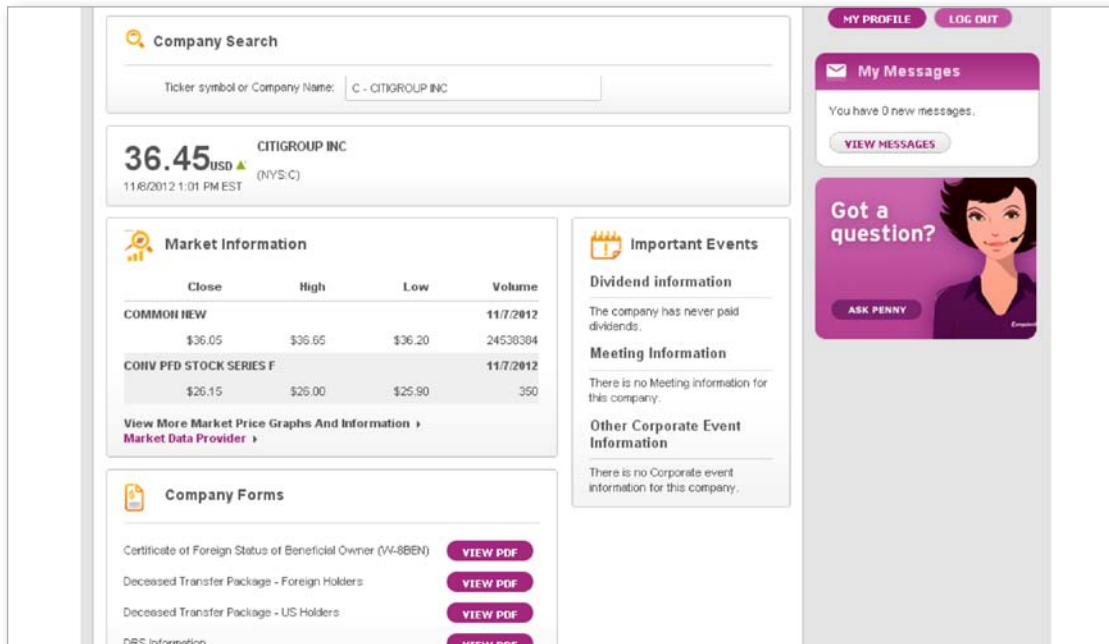


COMPANY RESEARCH

You can learn more about the companies you are invested in, or obtain information on companies you are considering investing in, by going to the “Company Research” section of the Investor Centre site. Simply type in the ticker symbol or company name to begin your search.



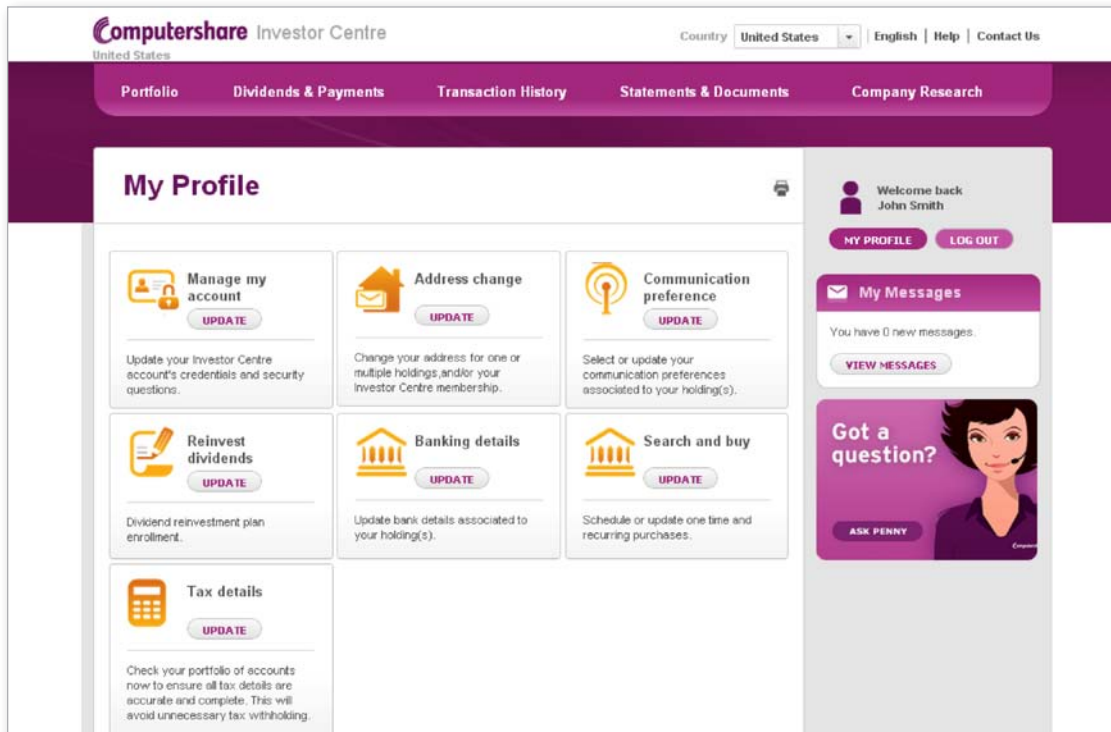
Information for the company you select will appear on the screen, including market price (and an option to



view even more detailed market information on the company), any upcoming corporate actions or events, and company forms.

MY PROFILE

The “My Profile” section is where you go to update your account and holding preferences, enroll in dividend reinvestment plans (if available), update banking information, purchase additional shares and retrieve tax



information.

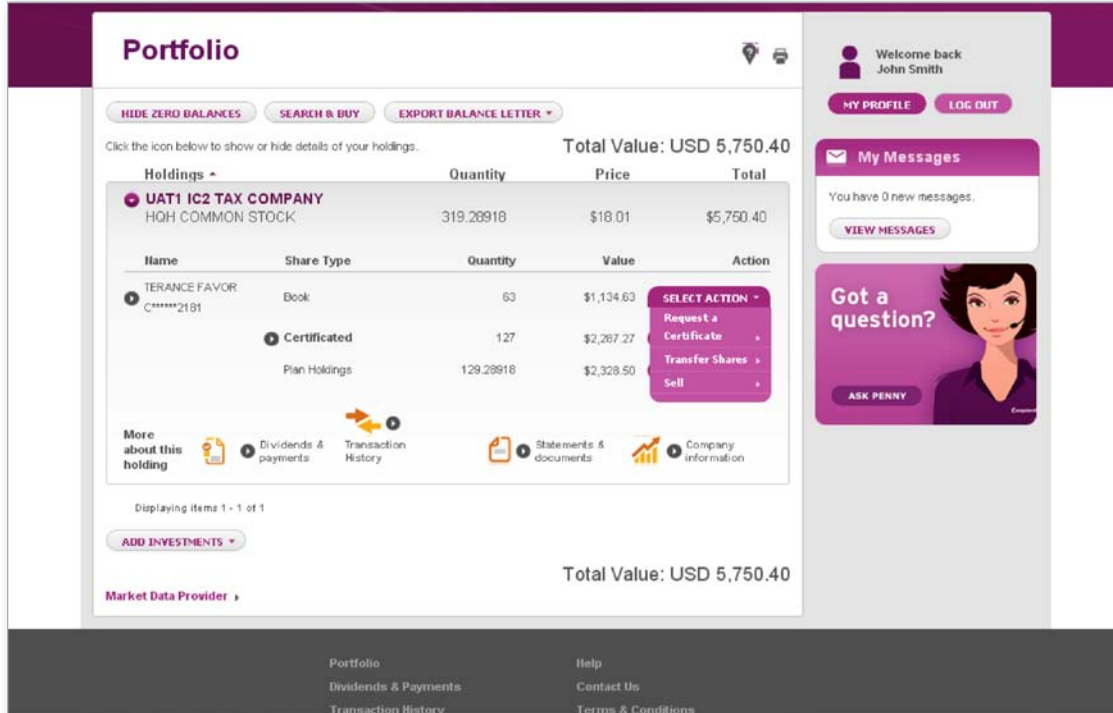
You can conduct the following activities from the various links within “My Profile”:

- › Manage my account - update your Investor Centre account and login information
- › Address change - update/edit addresses for any of your holdings
- › Communication preference - enroll in electronic communications to receive documents electronically, rather than via mail, providing fingertip access to materials and reducing environmental impact
- › Reinvest dividends - if one of your holdings offers a dividend reinvestment plan, this link will take you to a page that walks you through the enrollment process
- › Banking details - provide account and routing numbers for direct deposit of payments and dividends
- › Search and buy - expand current holdings or purchase shares in a new company

- > Tax details - confirm all tax information is current and complete

SELLING SHARES

Selling shares is easy through the Investor Centre website. From your portfolio, click on the holding you wish



to sell from, go to the “Select Action” drop-down menu on the right and click “Sell.”

From here, you will be walked through a simple, five step process to sell shares.

1. Pre-sell details. Confirm that your address and banking information is correct before clicking “Next.”

2. Order Entry. Specify the amount of shares you wish to sell (by number of shares or dollars) and the order

The screenshot shows the 'Sell Your Shares' interface for 'UAT1 IC2 TAX COMPANY'. The progress bar indicates the current step is 'Order Entry' (step 2 of 5). The 'Order Entry' section is titled 'Share Type - Book'. It includes a note: 'All sales are subject to the Terms and Conditions of the plan' with links for 'VIEW PLAN DOCUMENT' and 'VIEW FEES'. The question is 'How many shares do you wish to sell?'. It states '192,28918 shares are available to sell' and 'Current Share Price \$17.99 As of 11/8/2012 1:00 PM'. There are three radio button options: 'Sell all' (selected), 'Specify quantity' (with an input field), and 'I want to specify the USD amount that I am looking to receive' (with an input field). There is also a 'Select Sell order type' dropdown menu. At the bottom are 'CANCEL', 'PREVIOUS STEP', and 'NEXT' buttons. On the right sidebar, there is a user greeting 'Welcome back John Smith', 'MY PROFILE' and 'LOG OUT' buttons, a 'My Messages' section showing 'You have 0 new messages.' and a 'VIEW MESSAGES' button, and a 'Got a question?' section with an 'ASK PENNY' button and a cartoon character.

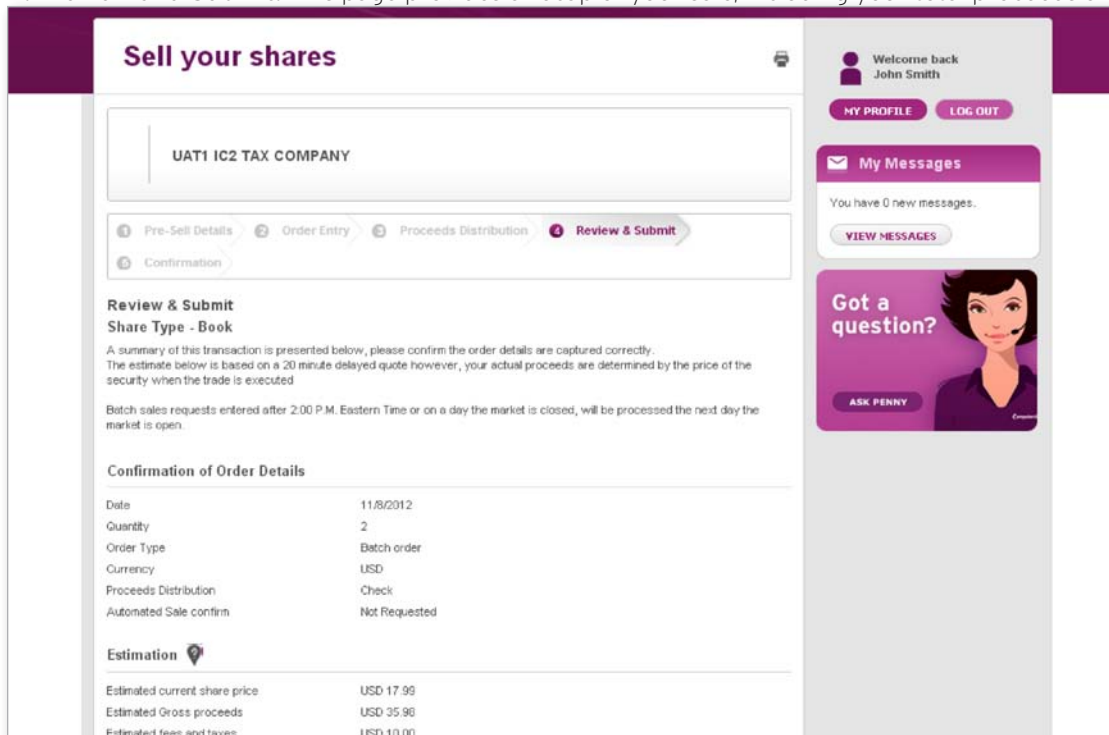
type. Click “Next.”

3. Proceeds distribution. Select how you wish to receive your payment (check, ACH deposit, etc.) and your

The screenshot shows the 'Sell Your Shares' interface for 'UAT1 IC2 TAX COMPANY'. The progress bar indicates the current step is 'Proceeds Distribution' (step 3 of 5). The 'Proceeds Distribution' section is titled 'Share Type - Book'. The question is 'How would you like your proceeds distributed?'. It includes a note: 'Your proceeds can be distributed to you by check.' There are two dropdown menus: 'USD check' and 'via postal mail'. At the bottom are 'CANCEL', 'PREVIOUS STEP', and 'NEXT' buttons. The right sidebar is identical to the previous screenshot, showing the user greeting, profile/logout buttons, messages section, and the 'Got a question?' section.

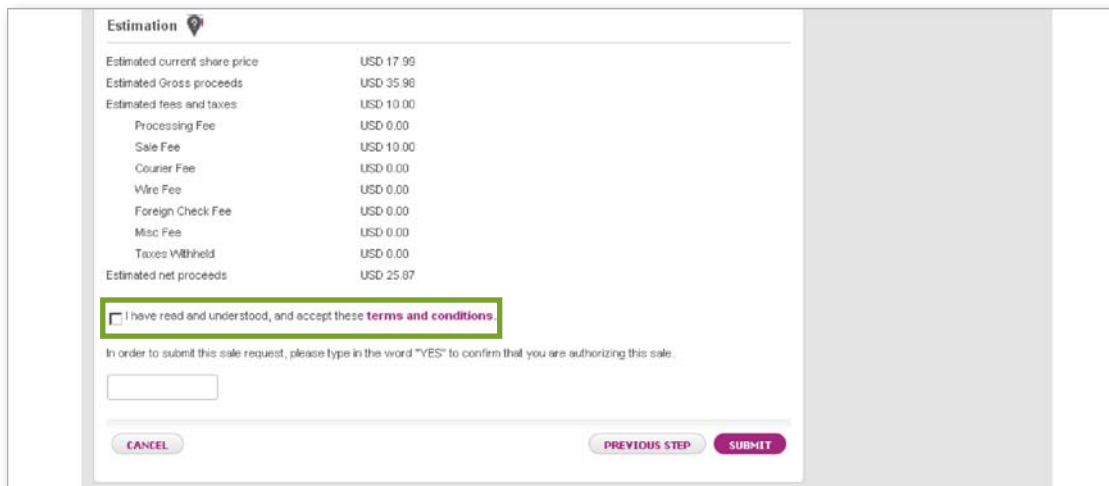
preferred delivery method. After making your selections, click "Next."

4. Review and Submit. This page provides a recap of your sale, including your total proceeds after all



applicable fees.

To confirm the sale, click the check box acknowledging the terms and conditions, and type "YES" into the



authorization box (this final step prevents inadvertent sales).

5. Confirmation. This final page confirms your order and can be printed for your records.