

INVESTOR CENTRE™ FAQs – FOR INVESTORS IN THE UNITED STATES AND CANADA

FREQUENTLY ASKED QUESTIONS

NEED HELP ACCESSING YOUR ACCOUNT ON THE NEW INVESTOR CENTRE WEBSITE?

- Keeping your information safe and secure is a key priority for Computershare. As a result we have recently upgraded our security measures within our Investor Centre website.
- When you first login to the new Investor Centre site, once you have correctly entered your user ID and password, you will be required to go through a security upgrade process.
- Our security upgrade process includes setting up additional information, such as a personal site seal.
- During the security upgrade process, you may also be required to reset your current user ID, password and security questions as they may not be compliant with Computershare's new security model.
- In addition, we require that you have a valid and confirmed email address with us, as we use that for security mailings. You will be asked to confirm your email using the code that we send to your email address.
- If you already have an email on record which has not been confirmed, you will need to click on the "resend confirmation" button on the contact information page. We will then send a confirmation code to your inbox which you will need to enter into the field on the screen before continuing.
- If you add or change your email address then we will automatically send you a confirmation code to your inbox which you will need to enter into the field on the screen before continuing.
- Computershare now requires all users to verify their identity before they gain access to account information online. This is to ensure that only people that can prove they should have access get access.
- If you login and do not have access to your portfolio, this simply means that we still require verification from you. In order to verify, you need to enter an access code which we send to the address we have on record for you. If you haven't already received one, you can request one by selecting "Request Code." Access to your portfolio will be available once you have entered the access code.

FORGOT YOUR USER ID?

- You are able to retrieve your User ID by selecting the "Forgot User ID?" function. This is available after you select "Login" on the Investor Centre homepage.
- You will be asked to enter your email address. Once we confirm that it matches the email we have on record, we will send an email containing your user ID within a few minutes.
- If you receive an email stating that the address you entered is not the one we have on record please try again with a different email.
- If you suspect that the email address we have on record is incorrect you will need to contact our call center. You can find details under our "Contact Us" page.

FORGOT YOUR PASSWORD?

- You are able to reset your password by selecting the "forgot password?" function. This is only available once you have entered a valid user ID.
- You will be asked to answer two of your security questions and then a temporary password will be sent via email. If you fail to correctly answer your security questions your temporary password will be sent to your registered postal address.

FREQUENTLY ASKED QUESTIONS

- The email with the temporary password should arrive within a few minutes, however on occasion there may be delays. If you haven't received the email within 24 hours then we recommend you complete the "Forgot password" function again. It's important to note that if you go through the process again any temporary passwords previously issued will no longer be valid so you should discard. Only the most recent temporary password sent is valid for entry.
- If you suspect that the email address we have on record is incorrect you will need to contact our call center. You can find details under our "Contact Us" page.
- If we don't have a valid email address on record your temporary password will be sent to your registered postal address. If you don't receive, the address we have on record for you might not be correct. You will need to contact our call center to get this updated. You can find details under our "Contact Us" page.

TROUBLE ENTERING A TEMPORARY PASSWORD?

- A temporary password consists of eight characters and is either sent to you via email or, if we do not have a valid email on record for you, it is sent to your registered address
- Passwords are case sensitive, so it's important to enter exactly what has been sent to you.
- If you receive via email, we recommend not to copy and paste as sometimes this can include additional spaces and cause an error.
- If you have gone through the "Forgot Password" function more than once, only the last temporary password is valid. Please check you are entering the most recent otherwise there will be an error.

TROUBLE ENTERING A POSTAL ACCESS CODE?

- We require users to enter a postal access code to gain full access to site functionality. The code consists of five digits and is sent to the registered postal address we have on record.
- Once you receive the code, log back into the Investor Centre site and you will be prompted to enter the code during the login process
- If you have lost or haven't received your portal access code, you are able to request a new one by selecting the "Request Code" button. It's important to note that if you have requested a new code that any previous codes sent to you will no longer be valid so you should discard. Only the last code sent is valid for entry. If you have recently requested a new code (within the last three days), the website will not allow you to request a new one.
- If you login and get an error when entering your code, please check that you have entered the five numbers correctly. If you are still getting an error this means the code has expired and no longer valid - either because it wasn't entered within the set timeframe (codes must be entered within 60 days of being issued) or because a subsequent code has been requested and the one you have is now invalid. You will need to request a new one to be sent to your registered address by selecting the "Request Code" function on the postal access code page.
- If you haven't received your postal access code, the postal address we have on record for you might not be correct. You will need to contact our call center to get this updated. You can find details under our "Contact Us" page.

YOUR ACCOUNT IS LOCKED?

- From time to time we lock an account from accessing information and services provided through our Investor Centre website. This is always for security reasons. Computershare's priority is keeping your information safe and secure.
- Common reasons for an account being locked are as a result of multiple attempts to provide key login information such as passwords or answers to security questions.
- If you have recently failed to correctly enter this type of information and as a result find your account is temporarily locked, we recommend that you either use the "Forgot Password" function to reset your password or return to the site in a few days once the temporary lock has been removed.
- If you have not recently failed to correctly answer this type of information but find that your account has been locked you should contact our call centre. You can find details under our "Contact Us" page.