

**Computershare Transactional Turnaround Times**

**Note: Computershare is committed to service excellence and will perform all transactions as soon as possible. The below turnaround schedule is the maximum time we target to process these transactions.**

Category	Transaction	Web	Telephone	In Writing
Account Updates	Address Updates	Immediate	Immediate	7 business days
	Payment Instruction (Direct Deposit) Updates	Immediate	Immediate	7 business days
	SIN/TIN/SSN Updates	Immediate	Immediate	7 business days
Correspondence	Account Balance	Immediate	Immediate	5 business days
	General Inquiries (Estates, Lost Certificates, etc...)	5 business days	5 business days	5 business days
	Research of Records	20 business days	20 business days	20 business days
Duplicates	Dividend Re-Investment Plan Statement, Tax Statement, Direct Registration Statements (DRS)	Immediate	Immediate	5 business days
*Dividend Re-Investment Plans	Enrolments (subject to Anti-Money Laundering compliance)	Immediate	N/A	5 business days
	Requesting a certificate from your DRIP plan	Immediate	N/A	3 business days
	Optional Cash Payments (purchases)	See footnote	N/A	5 business days
	Sales	See footnote	N/A	5 business days
Fulfillments	Request for company material	Immediate	5 business days	5 business days
Lost Certificates	In most cases, a certificate may be replaced with a single phone call – please call our Contact Center for eligibility	N/A	Immediate	N/A
Lost Certificates	Upon receipt of completed replacement documents (i.e. surety bond) – issuance of a replacement certificate	N/A	N/A	5 business days
Payments	Dividend & Interest Payment Replacements	Immediate	Immediate	10 business days
Proxies	Tabulation of vote	Immediate	Immediate	2 business days or by proxy cut-off
Taxes	Amended Forms	20 business days	20 business days	20 business days
Transfers	Simple Transfer (registered holder (certificated or DRS shares))	N/A	N/A	2 business
	Legal Transfer (an authorized representative is signing for the registered holder)	N/A	N/A	7 business days
	Probated Estate Transfer	N/A	N/A	7 business days
	Non-Probated Estate Transfer (with waiver of probate)	N/A	N/A	10 business days

**Please note, these turnaround times are to be used as a guideline only and can and may change subject to client-specific requirements. The actual processing time within Computershare does not include receipt and delivery. In rare circumstances, external conditions out of Computershare’s control may delay our processing time. For additional information, please consult our Virtual Help at [www.computershare.com/investorcentrecanada](http://www.computershare.com/investorcentrecanada) – Ask Penny, or contact our Call Centre at 1-800-564-6253. \*Please consult the company-specific Plan Text for guidelines on rules governing the purchase and sale of Plan shares.**