

The IRS requires that we report the cost basis of certain shares acquired after January 1, 2011 and then sold. Shares transferred out of an account will be done using our default cost basis calculation of first in, first out (FIFO) unless otherwise instructed. Please visit our website, review the enclosed FAQ, or consult your tax advisor if you need additional information about cost basis.

Dear Holder,

As requested, enclosed are the forms and instructions needed to transfer stock to a new account or another holder. We have also enclosed answers to Frequently Asked Questions (FAQs) to assist you with completing the form and to answer transfer related questions you may have. You can find additional helpful information in the "Help" section of our website, www.computershare.com/investor.

To request the transfer, you will need to complete the following steps:

Step 1: Transfer Request form – Complete the enclosed form. All current registered holders or a legally authorized representative must sign the "Authorized Signatures" section (section 6). If you are a legal representative, we will need a certified copy of the legal document appointing you as the legal representative. An individual signing on behalf of the current registered holder must indicate his or her capacity next to the signature on the form (e.g. John Smith, Executor or John Smith, Custodian). See the enclosed FAQ document for additional information.

Please include any original stock certificates along with the form (if applicable). If a certificate is lost, please contact us at the customer service number listed on the top right corner of this letter to find out the cost and process for requesting a replacement. Lost certificates must be replaced prior to transferring the shares.

Step 2: Validation of Identity Form – In addition to the Transfer Request Form, a completed Verification of Identity form accompanied by (a) two (2) certified copies of identification for each holder/signer; one of which must be a driving license or passport and one of which must be an official letter and have the address of the shareholder, but cannot be from a mobile phone or credit card company and (b) a complete Validation of Identity Form. Both the Validation of Identity Form and the identification documents must be stamped by your Bank on the same date, by the same representative of the bank. See the enclosed FAQ document for additional information.

Step 3: Tax certification – The new holder should complete and sign the enclosed Form W-8BEN (Certificate of Foreign Status of Beneficial Owner for United States Tax Withholding). If the new holder is unable to provide tax certification at this time, we will send him or her a Form W-8BEN once the transfer request is processed. Computershare will be required to withhold US taxes on any dividends or other cash distributions until certification is received.

Step 4: Send all required documents outlined above with the fee of \$150 USD, or the equivalent of \$150 USD in GBP or Euro to:

Regular mail:
Computershare
P.O. Box 43078
Providence, RI 02940-3078

Overnight/certified/registered delivery:
Computershare
250 Royall Street
Canton, MA 02021

It is important that you follow the steps above to ensure that your transfer can be completed. Depending on the type of transfer being requested, your transfer should be completed within 10 business days of receipt. A statement will be sent to the new holder upon completion of the transfer. Please note, the statement cannot be sent to a third party. If your transfer cannot be processed due to missing or incomplete documentation, we will contact you for more information.

Sincerely,

Computershare
Enclosures

Confirmation of Verification of Identity

Private Individual

Verified by an EU Regulated Financial Services Firm

1 DETAILS OF INDIVIDUAL (see explanatory notes below)

Forename(s)	<input type="text"/>
Surname	<input type="text"/>
Current address	<input type="text"/>
	Postcode
Previous address if individual has changed address in the last three years	<input type="text"/>
	Postcode
Date of birth	<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>

2 CONFIRMATION (to be completed by a member of the verifying firm)

I/we confirm that

- the information in section 1 above was obtained by me/us in relation to the customer;
- the evidence we have obtained to verify the identity of the customer meets the requirements of our national money laundering legislation that implements the EU Money Laundering Directive, and any relevant authoritative guidance provided as best practice in relation to the type of business or transaction to which this confirmation relates;
- where the underlying evidence taken in relation to the verification of the customer's identity is held outside the UK, in the event of any enquiry from UK law enforcement agencies or regulators, copies of the relevant customer records will be made available under court order or relevant mutual assistance procedure, to the extent that we are required under local law to retain these records.

Signed	<input type="text"/>
Name	<input type="text"/>
Position	<input type="text"/>
Date	<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>

3 DETAILS OF VERIFYING FIRM

Full name of regulated firm	<input type="text"/>	Regulated firm's stamp
Jurisdiction	<input type="text"/>	
Name of regulator	<input type="text"/>	
Regulator reference number	<input type="text"/>	

4 EXPLANATORY NOTES

- A separate confirmation must be completed for each customer (e.g. joint holders, trustee cases and joint life cases). Where a third party is involved, e.g. a payer of contributions who is different from the customer, the identity of that person must also be verified, and a confirmation provided.
- This form cannot be used to verify the identity of any customer that falls into one of the following categories:
 - those who are exempt from verification as being an existing client of the introducing firm prior to the adoption of our national legislation that implements the EU Money Laundering Directive; or
 - those whose identity has not been verified by virtue of the application of a permitted exemption under the EU Money Laundering Directive.
- This confirmation must carry an original signature, or electronic equivalent.

5 BEFORE RETURNING THE FORM

Before you return the Confirmation of Verification of Identity form, please ensure the sections above have been completed by a regulated UK/EU or equivalent registered financial intermediary who at the time of completion has also certified one of the following for proof of address and proof of identity:

Proof of Address

A certified copy of the original (dated within the last 6 months):

Bank statement	<input type="checkbox"/>
Public utility bill	<input type="checkbox"/>

Proof of Identity

A certified copy of the original:

Driver's licence (with photograph)	<input type="checkbox"/>
Passport	<input type="checkbox"/>

Form W-8BEN Certificate of Foreign Status of Beneficial Owner for United States Tax Withholding

(Section references are to the Internal Revenue Code)

Do not use this form for:

- A U.S. citizen or other U.S. person, including a resident alien individualW-9
- A person claiming that income is effectively connected with the conduct of a trade or business in the United StatesW-8ECI
- A foreign partnership, a foreign simple trust, or a foreign grantor trust (see instructions for exceptions)W-8ECI or W-8IMY
- A foreign government, international organization, foreign central bank of issue, foreign tax-exempt organization, foreign private foundation, or government of a U.S. possession that received effectively connected income or that is claiming the applicability of section(s) 115(2), 501(c), 892, 895, or 1443(b) (see instructions)W-8EXP or W-8ECI

Instead, use Form:

Note: These entities should use Form W-8BEN if they are claiming treaty benefits or are providing the form only to claim they are a foreign person exempt from backup withholding.

- A person acting as an intermediaryW-8IMY

Purpose of this form:

The United States Internal Revenue Service requires that all non-resident alien investors certify their foreign status by completing Form W-8BEN. A Form W-8BEN is also required to claim, if applicable, a reduced rate of withholding as a resident of a foreign country with which the United States has an income tax treaty. Failure to provide a completed Form W-8BEN may result in the imposition of a U.S. backup withholding tax on all payments to your account.

Type of Beneficial Owner

Check the one box that applies. If you select "Other", please choose from the following categories:

- Partnership
- Estate
- Complex Trust
- Simple Trust
- Government
- Central Bank of Issue
- Grantor Trust
- Tax Exempt Org.
- Disregarded Entity
- Private Foundation
- International Org.

Claim of Treaty Benefits

Individuals

Please check Box 9a AND enter your country of residence if you qualify as a resident under the terms of the treaty.

Non-Individuals

Please check Box 9c AND enter your country of residence AND check Box 9c.

Computershare +
 Computershare
 PO Box 43078
 Providence Rhode Island 02940-3078
 www.computershare.com/investor

Name of Beneficial Owner and Mailing Address
 Name _____
 Address _____
 City, State, Zip _____

Holder Account Number _____
 Company Name _____

Use a black pen. Print in CAPITAL letters inside the gray areas as shown in this example:

Form W-8BEN Certificate of Foreign Status of Beneficial Owner for United States Tax Withholding OMB No. 1545-0047 (Rev. Feb. 2008) Dept. of U.S. Treasury

Part I. Identification of Beneficial Owner (See instructions on reverse)
 Please mark the box that indicates your status.
 Individual Corporation Other U.S. Taxpayer Identification Number, if required _____
 Country of incorporation or organization _____

If your permanent residence address is different than your mailing address, please provide it below.
 Permanent Residence Address (street, apt., or suite no., or rural route) _____ City or Town/State or Province/Postal Code _____ Country (do not abbreviate) _____

Part II. Claim of Tax Treaty Benefits (if applicable)
 1. Individuals claiming a reduced treaty rate must check Box 9a AND enter country of residence.
 2. Non-individuals claiming a reduced treaty rate must check Box 9c AND enter country of residence AND check Box 9c.
 3. Beneficial owners claiming a special withholding rate -- if applicable, must complete an IRS Form W-8BEN, See "Special Rates and Conditions" on the back of this form for more information.

I certify that (mark all boxes that apply):
 9a The beneficial owner is a resident of the country at right, within the meaning of the income tax treaty between the United States and that country. Country _____
 9c The beneficial owner is not an individual, derive the item (or items) of income for which treaty benefits are claimed, and if applicable, meets the requirements of the treaty provision dealing with imputation on benefits (see IRS instructions).

Part IV. Certification - Sign Here
 Under penalties of perjury, I declare that I have examined the information on this form and to the best of my knowledge and belief it is true, correct, and complete. I further certify under penalties of perjury that:
 * I am the beneficial owner or am authorized to sign for the beneficial owner of all the income to which this form relates.
 * The beneficial owner is not a U.S. person.
 * I am not a resident of the United States (i.e., I do not effectively connected with the conduct of a trade or business in the United States, (b) effectively connected but is not subject to tax under an income tax treaty, or (c) the partner's share of a partnership's net income).
 * For broker transactions or letter exchanges, the beneficial owner is an exempt foreign person as defined in the instructions.
 Furthermore, I authorize this form to be provided to any withholding agent that has control, receipt, or custody of the income of which I am the beneficial owner.
 The Internal Revenue Service does not require your consent to any provisions of this document other than the certifications required to establish your status as a non-U.S. person and, if applicable, obtain a reduced rate of withholding.

Date (mm/dd/yyyy) _____ Signature of beneficial owner or authorized signatory of beneficial owner _____ Capacity in which acting _____

Send form to Computershare. Do not send to the IRS (see reverse for mailing instructions). E 1 8 U W 8

Country of Incorporation

If you are a corporation, enter the country of incorporation. If you are another type of entity, enter the country under which laws you were created, organized or governed.

U.S. Taxpayer Identification Number (TIN)

If applicable, enter your U.S. Social Security Number or your U.S. Employer Identification Number. Do not enter your Canadian Social Insurance Number or your Australian Tax File Number.

Permanent Residence Address

Complete this section only if your permanent address is different than your mailing address. Your permanent residence address is the address in the country where you claim to be a resident for purposes of that country's income tax. If you are not an individual and you do not have a tax residence in any country, the permanent address is where you maintain your principal office. Do not use a United States, P.O. Box or in-care-of address.

Capacity in which acting

If this form is completed by an agent acting under a duly authorized Power of Attorney, the form must be accompanied by the Power of Attorney in proper form or a copy thereof. **Non-individuals.** This form must be signed by an authorized representative or officer of the beneficial owner and the "capacity in which acting" field must be completed, e.g., Director.

Date

Please date the form in the format (mm/dd/yyyy).

Signature

If the form is not returned with a signature, the form will be treated as invalid and reportable payments will be subject to backup withholding.

Special Rates and Conditions

If applicable, a beneficial owner must complete a government issue (IRS) Form W-8BEN and submit such original signed form to Computershare at the address shown below. When completing the IRS Form W-8BEN, be sure to include the information required by Part II, Line 10 on such form. This form can be found on the IRS website www.irs.gov. An example of a beneficial owner who might qualify for a special rate under the treaty is a foreign corporation claiming a special rate applicable to dividends based on ownership of a specific percentage of stock.

Joint Ownership

Each beneficial owner of a joint account must complete and return a separate Form W-8BEN. Each form must be individually signed in order to be valid.

Please do not submit any other maintenance or financial requests within the envelope provided.

Return your completed form in the enclosed envelope or mail to Computershare Tax Operations, P.O. Box 43078, Providence, RI 02940-3078, USA

DID YOU KNOW?

You can certify your account online by visiting us at the website on the reverse side of this form.

While online, join the thousands of shareholders that have signed up for electronic delivery!

How to Complete the Transfer Request Form

SEE FAQs FOR MORE INFORMATION

CURRENT HOLDER INFORMATION

Shares to be Transferred

See the following Frequently Asked Questions (FAQs) section for more information about number and type of shares. All shares transferred will be in book-entry form unless otherwise requested in writing.

- 1** Enter a daytime telephone number where you can be reached should we have any questions regarding this transfer request.
- 2** Check this box only if you wish to transfer all of the shares in your account. These shares include Direct Registration System (DRS) and investment plan shares held in book-entry form, as well as any certificates submitted. **If this box is checked, do not complete sections 3, 4 and 5.**
- 3** Enter the number of DRS book-entry shares you wish to transfer.
- 4** Enter the number of certificated shares you wish to transfer. **IMPORTANT:** In order to transfer certificated shares, you must submit the original certificates with this form. If the number of shares to transfer is less than the number of shares on the certificate, the balance will be put into DRS book-entry form in the name of the current holder and a statement will be mailed.
- 5** Enter the number of investment plan book-entry shares you wish to transfer. If you would like to transfer all of your investment plan shares, you must enter the exact number of shares you hold including any partial share amount.
- 6** **Authorized Signatures – This section must be completed for your transfer to be executed.**

After reviewing the form to ensure that all information provided is correct, please sign and date the form in the appropriate boxes. Please note, if you are signing on behalf of the current registered holder you must indicate your capacity (e.g. John Smith, Executor).

For accounts with asset values up to \$100,000, in lieu of a Medallion Signature Guarantee by a qualified financial institution, you must provide along with this form (a) two (2) certified copies of identification for each holder/signer; one of which must be a driving license or passport and one of which must be an official letter and have the address of the shareholder, but cannot be from a mobile phone or credit card company and (b) a complete Validation of Identify Form. Both the Validation of Identity Form and the identification documents must be stamped by your Bank on the same date, by the same representative of the bank. If you are a legal representative, we will need a certified copy of the legal document appointing you as the legal representative.

A fee of \$150 USD or the equivalent of \$150 USD in GBP or Euro applies to this exception process.

NEW HOLDER/RECIPIENT INFORMATION

If you are transferring to multiple new holders, feel free to photocopy the “New Holder/Recipient” page of the form prior to completion. This page must be completed for each new holder. Please be sure to clearly note the top of each page with the number of shares (not a percentage) to be transferred to each recipient.

- 7** **Account Type** – Mark only one box with an “X” indicating the type of account into which you are transferring shares. Complete additional sections as indicated.

Definitions of Account Types:

- A **joint** tenant registration with right of survivorship, e.g. John T. Smith and Jane T. Doe JT TEN, is used if there are two or more equal holders listed on the account. Please note, the registration must read “and.” The word “or” cannot appear in the registration. In the event of the death of one of the listed holders, the securities in the account become the property of the surviving joint holder.
 - A **trust** registration, e.g. John T. Smith and Jane T. Doe TR UA 4-3-66 Smith Family Trust, is used to allow the appointed trustees to handle the securities. All acting trustees are listed on the account, which also names the legal name and date of the trust agreement. To register shares under a trust, a legal trust agreement must exist.
 - An **estate** registration, e.g. John Smith Executor for the Jane Doe Estate, is used to allow a court-appointed legal representative to act on the account. The account is registered in the decedent’s estate.
 - **Other** common registrations include community property, Limited Liability Company (LLC), nominee, partnership, tenants by entireties and unincorporated association.
- A** If the new holder already owns stock in the company under the exact account name being requested, transfer the shares to the existing account by entering the new holder’s 11-digit Computershare account number, which starts with a “C”.
 - B** Enter the new holder’s name (first, middle initial, last) if the account type is individual, trustee, executor or other.
 - C** Enter the name (first, middle initial, last) of the second new holder on the account if the account type is joint, co-trustee or other (if applicable).
 - D** Enter the name of the trust or estate (if applicable).
 - E** If a trust is entered in section 7D, enter the date of the trust. Leave this section blank if the new account is for an estate or another type of account.
 - F** Enter the street address or PO Box for the new holder whose name was entered in section 7A. If applicable, enter apartment or unit number.
 - G** Enter the new holder’s city or town.
 - H** Enter the new holder’s state or province.
 - I** Enter the new holder’s postal code.
 - J** Enter the new holder’s country.
- An **individual** registration, e.g. John T. Smith, is used if there is only one account holder. There is only one individual listed on the account.

How to Complete the Verification of Identify Form

SEE FAQs FOR MORE INFORMATION

In order to complete your Transfer we will need to verify your identity and address. Please take the Verification of Identify Form and the below documents to a Bank or Building Society who will be able to verify your identify and address for us.

- 1** To be completed by the current holder.
- 2** To be completed by the verifying firm / regulated body.
- 3** To be completed by the verifying firm / regulated body.

The verifying firm / regulated body should take photocopies of the current holder's passport/driving license and bank statement/bill as detailed below under "What We Need." The verifying firm / regulated body should endorse (branch sort code stamp/regulated or official body stamp), sign and print their name on the photocopies of the supporting documentation. These should be endorsed by the same person who completes sections 2 & 3. It is important to note that the firm/regulated body who completes sections 2 and 3 of this form is asked only to verify your identity and address.

- 4** Additional exploitation on the form.
- 5** Proof of Address and Proof of Identity check list to be completed by the same person who completes sections 2 & 3.

This form does not ask them to confirm your financial standing or provide a recommendation on your suitability for an account.

What We Need

Please note each applicant will need to complete a separate Verification of Identity form.

You will need:

Your passport or photographic driving licence; and

Bank statement (dated within the last 6 months showing your current address). If you cannot supply a Bank Statement we will only accept one of the following documents:

Gas bill

Electricity bill

Water supply bill

Home telephone bill (not mobile bills)

Documents we do NOT accept include internet print-outs, Credit Card statements, mobile phone bills.

Frequently Asked Questions (FAQs)

Below you will find answers to common questions regarding:

- Account Information
- Transferring Shares
- Uncashed Checks
- Transfer Request Form
- Stock Certificates
- Tax Certification, Form W-8BEN
- Managing Your Account Online (Investor Centre)

Note: Reference to our website – www.computershare.com/investor – is made throughout this document.

Account Information

How do I determine the type of shares that I own?

- You own book-entry shares if the shares are held in an electronic account at Computershare. A paper certificate was not issued for these shares.
 - **Direct Registration System (DRS) shares** are book-entry shares that are not part of a company's investment plan.
 - **Investment plan shares** are book-entry shares that are part of a company's dividend reinvestment plan (DRP) or direct stock purchase plan (DSPP).
- You own **certificated shares** if a paper stock certificate was issued to you.

How can I find out my current share balance?

If your shares are held electronically by Computershare in book-entry form, the most recent statement that you received will provide the current share balance. For certificated shares, each certificate indicates the number of shares it represents directly on the stock certificate.

Transferring Shares

I want to give my shares to someone I know. Do I have to transfer the shares to them?

Yes. When you give your shares to someone, you are transferring ownership to them.

My legal name has changed, do I have to transfer the shares to myself?

Yes. In the case of a legal name change, such as through marriage, complete a Transfer Request form and sign using your old name, which is the current name on the account. Please enter your new legal name in section 7B of the form.

What do I do if I want to transfer shares to several other parties?

If you are transferring to multiple new holders, feel free to photocopy the "New Holder/Recipient" page of the form prior to completion. This page must be completed for each new holder. Please be sure to clearly note the top of each page with the number of shares (not a percentage) to be transferred to each recipient.

What do I do if I want to transfer shares of several companies?

You will need to submit a separate completed Transfer Request form, including the required certified proof of identity for each company.

How do I transfer my employee stock purchase plan (ESPP) shares?

Please contact your ESPP administrator for details on how to transfer any ESPP shares that you hold.

How do I transfer shares to a brokerage account?

Please contact your stockbroker to initiate the transfer of shares in your Computershare account to a brokerage account.

The new holder has an existing account to which I want the shares transferred. Where can I find the account number of the account to which I want to transfer shares? What if I can't find it?

The new holder should be able to obtain the account number from a statement or other document for that account. If you do not have the account number, please provide all the information you have on the Transfer Request form, and note "unable to locate" in section 7A of the form so that we know you would like the shares transferred to an existing account. We may or may not be able to do this based on the information provided.

Will account features I previously selected automatically carry over from the old account to the new account?

No. Account features, such as direct deposit of dividends or reinvestment of dividends, do not carry over to a new account. Once the transfer is complete, the new holder can easily set up his or her account options online after creating a login ID to use Investor Centre. Please note, any change in registration, including changing a name, will result in a new account.

What do I do if I want to use a different option for transferring my shares other than FIFO?

Please consult your tax advisor and then please contact us at the number listed on the front of this package for further instruction.

Frequently Asked Questions (FAQs)

What legal documents do I need to submit when requesting a transfer on behalf of another?

For accounts with asset values up to \$100,000, in lieu of a Medallion Signature (a) two (2) certified copies of identification for each holder/signer; one of which must be a driving license or passport and one of which must be an official letter and have the address of the shareholder, but cannot be from a mobile phone or credit card company and (b) a complete Validation of Identify Form. Both the Validation of Identify Form and the identification documents must be stamped by your Bank on the same date, by the same representative of the bank. If you are a legal representative, we will need a certified copy of the legal document appointing you as the legal representative. Please note, you will need to sign the Transfer Request form in your capacity (e.g. John Smith, Executor).

Is there a fee to transfer stock?

Computershare does not charge a fee to transfer stock; however, there is a fee of \$150 USD or the equivalent of \$150 USD in GBP or Euro for residents of the UK who utilize the Medallion Signature Guarantee exception process for identity validation.

Will you return the paperwork I send to you?

All submitted documents will be kept as part of Computershare's permanent records and will not be returned to you.

Uncashed Checks

Can you reissue uncashed dividend or other checks in the name of the new holder?

No. If any uncashed checks have been lost, we can reissue a check in the name of the original holder. Please contact us at the customer service number listed on the top right corner of the enclosed Transfer Request form to find out the process for requesting a check replacement. Holders may also be able to replace checks online via Investor Centre; refer to the Investor Centre information provided in this FAQ.

Transfer Request Form

Who can I call for help completing the form?

Please call us at the customer service number listed on the top right corner of the enclosed Transfer Request form.

I can't fit all the information in the space provided. What should I do?

Please feel free to attach additional pages as needed.

What are examples of other account type choices for the new holder?

Other common account types include community property, Limited Liability Company (LLC), nominee, partnership, tenants by entireties and unincorporated association.

Stock Certificates

What if I can't find a stock certificate?

Please contact us at the customer service number listed on the top right corner of the enclosed Transfer Request form to find out the cost and process for requesting a replacement. The certificate must be replaced prior to transferring the shares.

How should I send the certificate? Should I insure the mailing?

We recommend using registered mail or a courier service that provides a return receipt. We also suggest that you insure the mailing with the carrier for 3% of the stock's market value, which is the approximate cost to replace a certificate in the event that it is lost in transit.

Should I sign the back of the certificate before I send it?

No. For your protection, we suggest that you do not sign the back of the certificate when presenting it to us for a transfer.

Tax Certification, Form W-8BEN

What is a Form W-8BEN? Why do I have to complete the form?

Form W-8BEN is an US Internal Revenue Service form used to establish proper tax status for non-US residents. Submitting a completed form may allow the new holder to qualify for a reduced tax rate if the country of origin has a favorable tax treaty with the US.

Where can I obtain one?

A copy of the form is enclosed. Additional forms can be downloaded from the "Help" section of the website listed at the beginning of this FAQ document.

What if the new holder is not available to complete a Form W-8BEN?

If the new holder is unable to provide tax certification at this time, Computershare will be required to withhold taxes on any dividends or other cash distributions until certification is received. Once we process the transfer request and set up the new account, we will send the appropriate tax certification form (Form W-8BEN) to the new holder.

Frequently Asked Questions (FAQs)

Managing Your Account Online (Investor Centre)

I am a new account holder. Can I access my account online?

Yes. Non-business entity accounts can gain access through "Investor Centre" at www.computershare.com/investor.

Computershare's Investor Centre is a free online service that provides you with a wide variety of self-service tools to help track and manage your personal holdings in the companies we service. Investor Centre allows you to manage your holdings in several different companies simultaneously. Please note that Computershare does not permit online access to accounts registered as a business such as corporations, banks, associations, some trusts, nominees, etc.

What can I do with Internet account access?

Here are some of the things you can accomplish through Investor Centre:

- View current account balances
- Sign up to receive statements and documentation electronically (where available)
- View transaction history
- View payment history
- View stock prices
- Change your mailing address
- Certify your tax status online (Form W-8BEN certification)
- Update your bank account details to have funds directly deposited into your bank account
- Replace checks
- Review information on available investment plans
- Enroll in an investment plan, such as a dividend reinvestment plan (where available)
- Buy shares through a direct stock purchase plan (where available)
- Sell book-entry shares held by Computershare
- Download forms
- Access a comprehensive list of frequently asked questions

How do I start using Investor Centre?

To access your account, just follow these easy steps:

Step 1: Go to www.computershare.com/investor and click "Create Login"

Step 2: Fill in the required information

Step 3: Read and accept the terms and conditions

Step 4: Select your member details including a unique user ID and password

Following the initial registration steps, most Investor Centre users are immediately granted full member access to their account and will receive an Investor Centre welcome letter by mail. In some cases, you may initially be granted only limited read-only access to your portfolio. Don't worry, this is only temporary, and is done for your protection based upon your account and validation information. In these cases, we will mail you a notice of registration, which includes an access code. Once you receive your access code, simply log on to Investor Centre with your user ID and password. Enter the access code when prompted and you will be granted full member access immediately.

Is my Investor Centre account information secure?

Yes. All communication between our Web server and your computer use industry-standard Secure Sockets Layer (SSL) 128-bit encryption when you are viewing any details of your holding(s). This is the same type of encryption used by financial institutions worldwide.