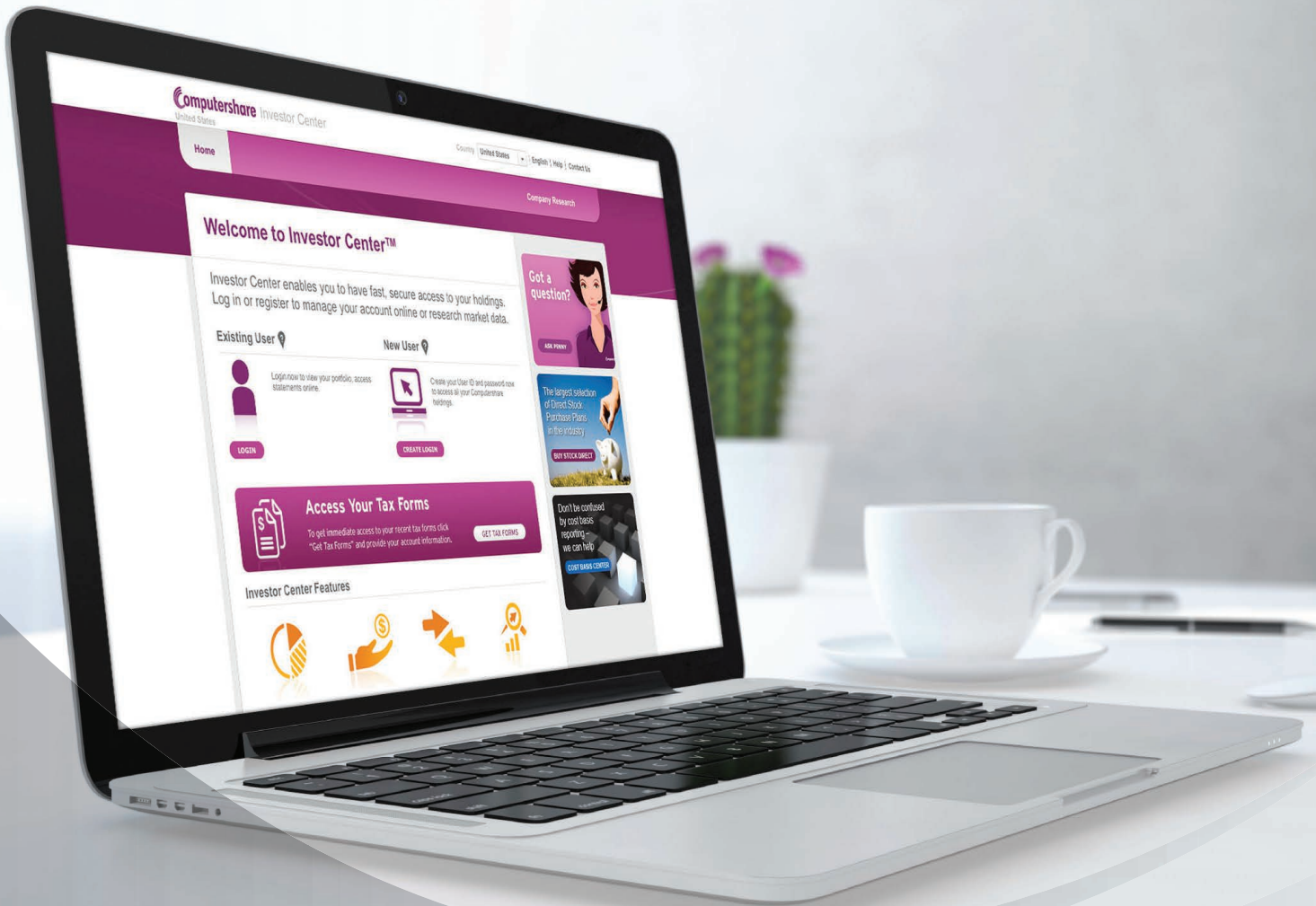


Investor Center User Guide

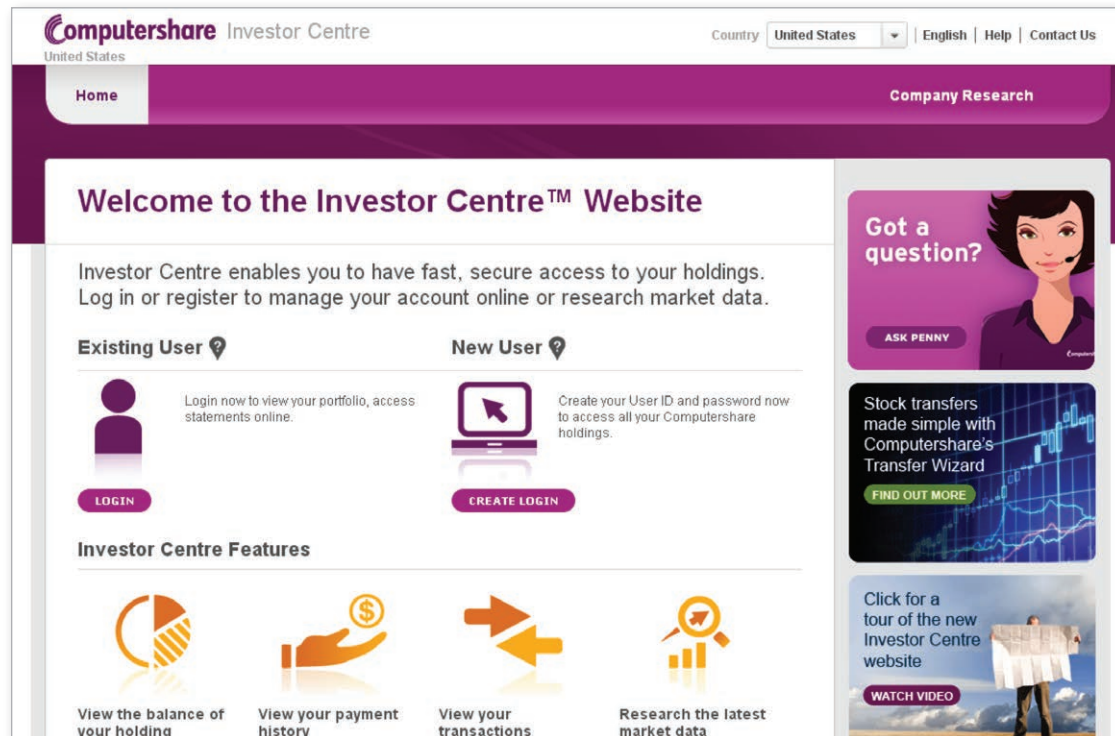


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OVERVIEW

Welcome to Computershare's Investor Center™ 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 Center 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.

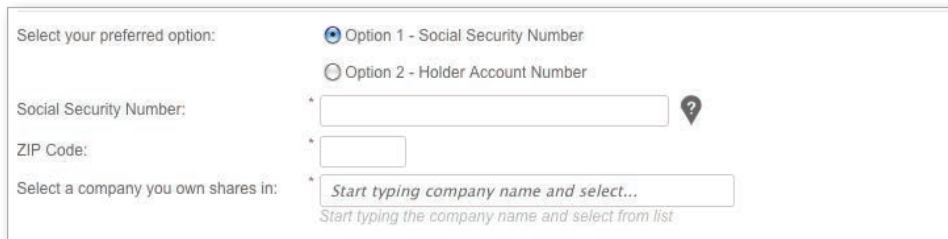
Returning investors simply click login and enter their user ID and password. If you have forgotten your user ID or password and wish to access your account, click on the "forgot user ID?" or "forgot password" button on the page to go through the recovery process.

HOW TO REGISTER

If you are a first-time user, you will need to validate your account with us. You can do this by using either your social security/taxpayer number or your account number and providing the requested additional information.

Option 1 – Social Security number:

- > Social Security number or taxpayer ID
- > Zip code
- > Ticker symbol or company name



Select your preferred option:

Option 1 - Social Security Number

Option 2 - Holder Account Number

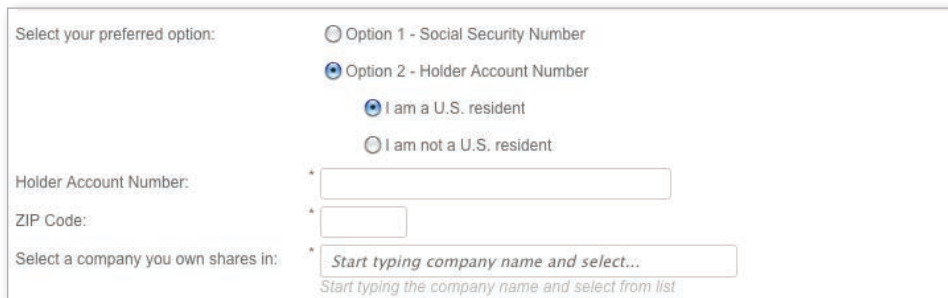
Social Security Number: * ?

ZIP Code: *

Select a company you own shares in: * Start typing company name and select...
Start typing the company name and select from list

Option 2 – Holder Account Number (US resident)

- > Account number
- > Zip code
- > Ticker symbol or company name



Select your preferred option:

Option 1 - Social Security Number

Option 2 - Holder Account Number

I am a U.S. resident

I am not a U.S. resident

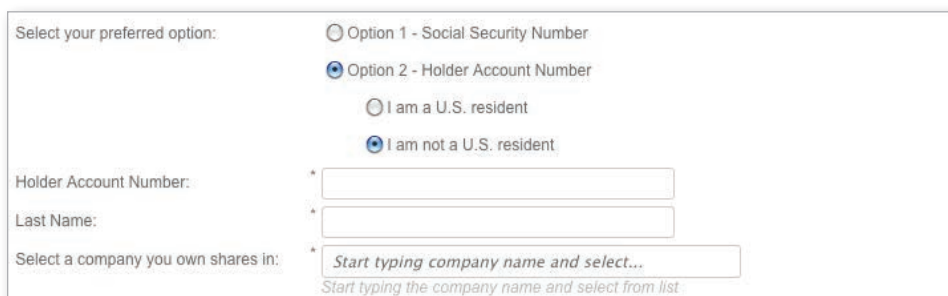
Holder Account Number: *

ZIP Code: *

Select a company you own shares in: * Start typing company name and select...
Start typing the company name and select from list

Option 2- Holder Account Number (not a US resident)

- > Account number
- > Last Name
- > Ticker symbol or company name



Select your preferred option:

Option 1 - Social Security Number

Option 2 - Holder Account Number

I am a U.S. resident

I am not a U.S. resident

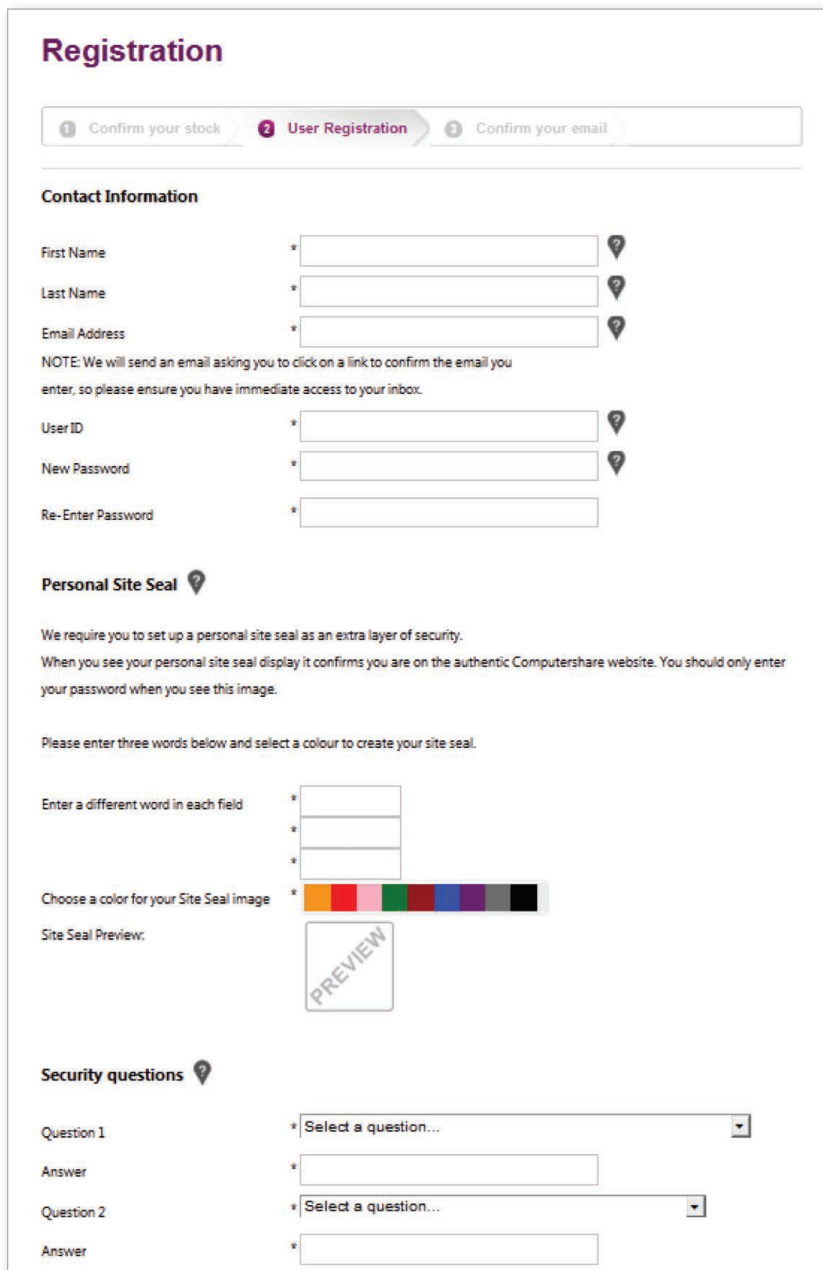
Holder Account Number: *

Last Name: *

Select a company you own shares in: * Start typing company name and select...
Start typing the company name and select from list

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.



Registration

1 Confirm your stock 2 **User Registration** 3 Confirm your email

Contact Information

First Name * ?

Last Name * ?

Email Address * ?

NOTE: We will send an email asking you to click on a link to confirm the email you enter, so please ensure you have immediate access to your inbox.

User ID * ?

New Password * ?

Re-Enter Password *


Personal Site Seal ?

We require you to set up a personal site seal as an extra layer of security.
When you see your personal site seal display it confirms you are on the authentic Computershare website. You should only enter your password when you see this image.

Please enter three words below and select a colour to create your site seal.

Enter a different word in each field *
*
*

Choose a color for your Site Seal image *

Site Seal Preview:


Security questions ?

Question 1 * ?

Answer *

Question 2 * ?

Answer *

Click “Save” to continue to the next step.

On the next page you will receive a message that an email confirmation link has been sent to you. Simply open the email that you receive and click the confirmation link.

Registration

1 Confirm your stock 2 User Registration 3 **Confirm your email**

You can confirm email by clicking on the link in the email sent to you at the email address you provided. If you have not received an email with confirmation link, please click the RESEND CONFIRMATION link under the Confirm Email Address section.

Email Status

We have sent you an email containing a link.

Please click on the link in the email or copy the link and paste it in your web browser and hit enter to confirm your email address.

Email Recorded sam.sample@mail.com - **Unconfirmed!**
[Resend Confirmation](#) | [Change Email Address](#)

CONFIRM LATER **I HAVE CONFIRMED MY EMAIL**

Dear Sam,

You are receiving this email as a reference to your recent visit to Computershare's security update service.

Please do not reply to this email. This mailbox is not monitored and you will not receive a response.

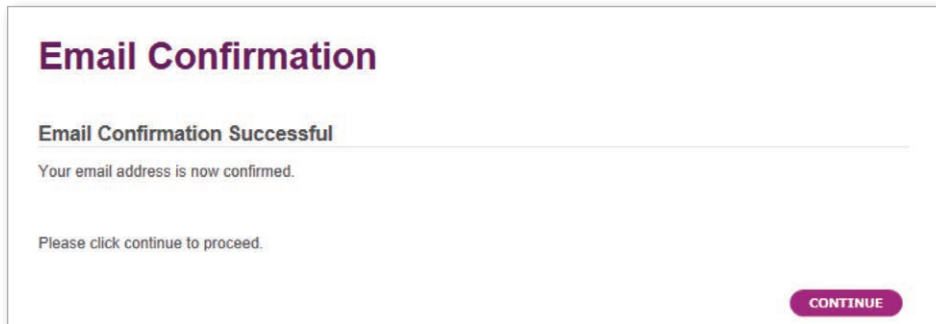
Please confirm that your email address is correct by clicking on the link shown below.

<https://login-ho.computershare.com/Login/C/EmailConfirmation?input=r4KykQlvmlQEnB0dh56tE7w8XfelhgJbd1AF3Vc5ym1FIUmZ%2fzL8G9KPUU5HiAskmxU9McGa3X1PBz%2fOPdaks9ELO1DpudaJKB28UQFuZ411LrR0s9bMuAvCiH0ZVoVEoe02feb0TsdXnVOFOis84unoN2tME461LY%2fnr55X9e4CwJvDMJZkt3zDEiFqMscv&appCulture=en-US>

If the above link does not work, you can also copy this link into your web browser window and press enter.

Thanks,
Computershare

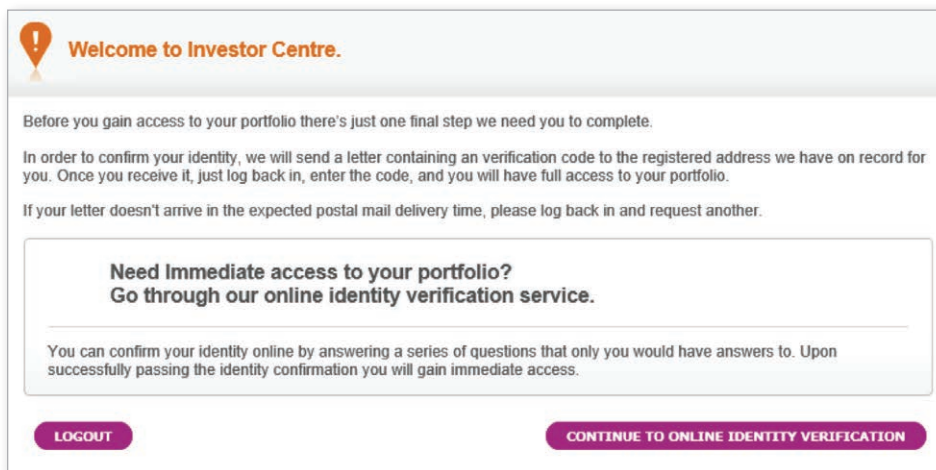
Upon clicking the link you will receive a confirmation that your email address has been confirmed.



Due to regulatory considerations, some accounts meeting certain criteria may need to provide further authentication before gaining full access to their portfolio. If this is the case for you, you will be offered one of two options:

Option 1:

If you do not have Social Security number on record in Investor Center, after confirming your email address you will be notified that a verification code is being mailed to you. Once you receive your verification code in the mail, simply log onto the site and enter the code when prompted.



Option 2:

If you have a Social Security number on record in Investor Center, you will be offered the option to use our online identity verification process. Just verify your Social Security number, name and address and click next to proceed. Using our third party provider, LexisNexis, we will present you with question obtained from public records. Once the questions are answered successfully you will have full access to the site.

If you answer the questions incorrectly, we will simply mail you the verification code as stated in Option 1 above.

Identity Verification

Verify Online

To get immediate access to your portfolio, you will need to confirm your identity online. To do this, we use a third party verification service called InstantID provided by LexisNexis.

As part of the online identity verification process you will be asked to answer a series of multiple choice questions with information obtained from public records. Your questions and answers will be encrypted for your protection and will not be stored, accessed or maintained by Computershare or its employees.

Please validate the information below and select 'Next' to continue.

IMPORTANT NOTE: Your details below must match those held on public records otherwise no information will be returned and you will not be able to proceed.

Social Security Number	*****123
First Name	<input type="text" value="Sam"/>
Last Name	<input type="text" value="Sample"/>

Identity Verification

Verify Online - Question

Please select the correct answer from the challenge questions below and select NEXT.

If you do not wish to continue with online verification please select CANCEL and you will be mailed a verification code in the post.

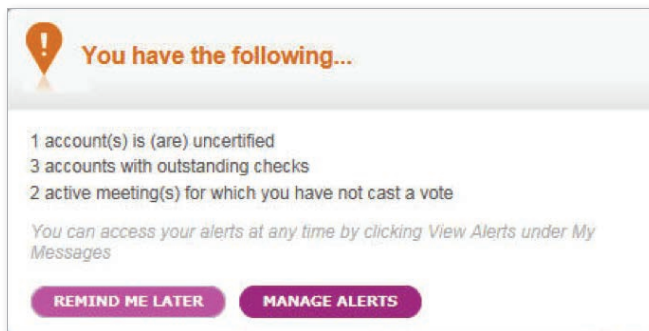
Which of the following corporations have you ever been associated with?

- Verid, Inc
- Business, Inc
- Virtual Compliance, Inc
- Food & Bar, Inc
- None of the above

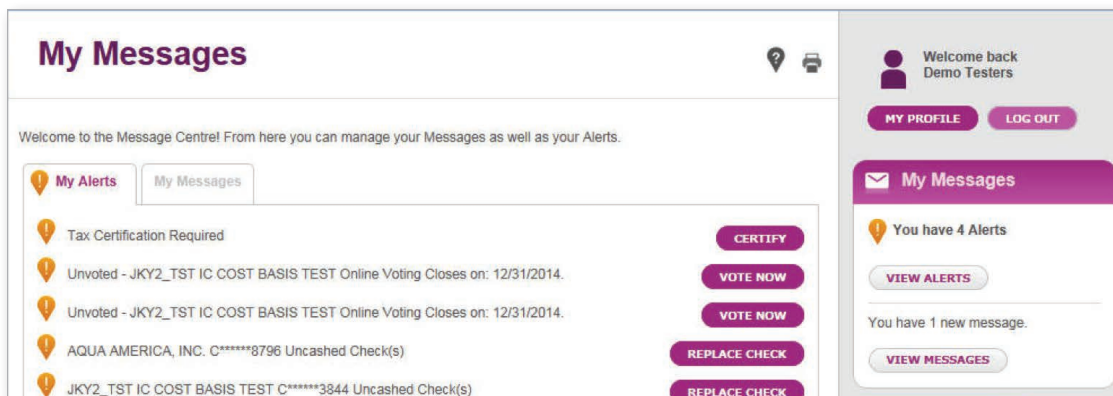
ALERTS

Investor Center will alert you if you have important items you need to address in your portfolio. If any of your accounts have one of the following scenarios you will receive a pop-up alert when you log in. You will see the alert(s) upon each login until the item is addressed:

- > Invalid mailing address
- > Uncertified Tax status
- > Uncashed checks
- > Unvoted proxy for an annual or special meeting



To respond to an alert simply choose "Manage Alerts" and select the alert you wish to action. You will then be taken to the related online wizard to complete your update.



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.

The screenshot displays the Computershare Investor Centre interface. At the top, there is a navigation bar with 'Portfolio' highlighted. Below this, the main content area shows a 'Portfolio' heading and a table of holdings. The table lists six entries for ARLENE MIRISOLA with columns for Holdings, Quantity, Price, and Total. To the right of the table, there is a sidebar with a welcome message for John Smith, buttons for 'MY PROFILE' and 'LOG OUT', a 'My Messages' section showing 0 new messages, and a chatbot named 'Penny' with an 'ASK PENNY' button.

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
ARLENE MIRISOLA (ATW3_TST) HQH COMMON STOCK	11250	\$18.015	\$202,668.75
ARLENE MIRISOLA (ATW4_TST) RAX COMMON STOCK	11250	\$62.18	\$699,525.00
ARLENE MIRISOLA (ATW5_TST) RAI COMMON STOCK	11250	\$41.21	\$463,612.50
ARLENE MIRISOLA (ATW6_TST) RAH COMMON STOCK	11250	\$71.21	\$801,112.50

The Portfolio also serves as the launching pad for your Investor Center 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.

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
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
ARLENE MIRISOLA (ATW3_TST) HQH COMMON STOCK	11250	\$18.015	\$202,668.75
ARLENE MIRISOLA (ATW4_TST) RAX COMMON STOCK	11250	\$62.18	\$699,525.00

More about this holding **Dividends & payments** **Transaction History** **Statements & documents** **Company information**

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

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.

Holdings ? 📄

[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
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
ARLENE MIRISOLA (ATW3_TST) HQH COMMON STOCK	11250	\$18.015	\$202,668.75
ARLENE MIRISOLA (ATW4_TST) RAX COMMON STOCK	11250	\$62.18	\$699,525.00

More about this holding **Dividends & payments** **Transaction History** **Statements & documents** **Company information**

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

- Request a Certificate
- Transfer Shares
- Sell

Investor Center User Guide

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.

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

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](#)

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](#)

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

Investor Center User Guide

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. The main navigation menu features Portfolio, Dividends & Payments, Transaction History, Statements & Documents, and Company Research.

The 'Portfolio' section is active, showing a 'Total Value: USD 5,493,543.75'. Below this, there is an 'Export Balance Letter' form with fields for 'Select Account' (All) and 'Account Balance as of' (11/8/2012). A 'SUBMIT' button is located at the bottom right of the form.

The holdings table is as follows:

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

On the right-hand side, there is a user profile section with 'Welcome back John Smith', 'MY PROFILE', and 'LOG OUT' buttons. Below that is a 'My Messages' section with 'VIEW MESSAGES' and a 'Got a question?' section with an 'ASK PENNY' button and a cartoon character.

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).

The screenshot displays the 'Dividends & Payments' page on the Computershare Investor Centre. The page features a navigation bar with 'Portfolio', 'Dividends & Payments', 'Transaction History', 'Statements & Documents', and 'Company Research'. The main content area includes a 'Filter' section with options to filter by account (set to 'All'), year (set to 'All'), and date range (from 11/8/2011 to 11/8/2012). There are 'RESET' and 'SUBMIT' buttons. Below the filter is a list of holdings for 'ARLENE MIRISOLA' with account identifiers (ATW1_TST, ATW2_TST, ATW3_TST, ATW4_TST). A sidebar on the right shows a user greeting for 'John Smith', 'MY PROFILE', 'LOG OUT', 'My Messages' (0 new messages), and a 'Got a question?' prompt with 'ASK PENNY'.

Investor Center User Guide

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.

The screenshot shows the "Dividends & Payments" page for ARLENE MIRISOLA (ATW1_TST). The page includes a header with "Welcome back John Smith" and navigation buttons for "MY PROFILE" and "LOG OUT". Below the header, there are sections for "My Messages" (0 new messages) and a "Got a question?" prompt with an "ASK PENNY" button. The main content area features a table of dividend payments with columns for Payment Date, Net, Type, Method, Status, and Action. The table lists 10 payments from 9/21/2009 to 10/31/2008, all with a net amount of \$3,564.00 or \$1,782.00. A "More about this holding" section at the bottom provides links for Transaction History, Statements & documents, and Company information.

Payment Date	Net	Type	Method	Status	Action
9/21/2009	\$3,564.00	Dividend	Check	Uncashed	SELECT ACTION
12/26/2008	\$3,564.00	Dividend	Check	Uncashed	SELECT ACTION
12/19/2008	\$3,564.00	Dividend	Check	Uncashed	SELECT ACTION
12/12/2008	\$3,564.00	Dividend	Check	Uncashed	SELECT ACTION
12/5/2008	\$3,564.00	Dividend	Check	Uncashed	SELECT ACTION
11/28/2008	\$3,564.00	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

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.

The screenshot shows the "Dividend & Payment Details" page for ARLENE MIRISOLA (ATW1_TST). The page includes a header with "Welcome back John Smith" and navigation buttons for "MY PROFILE" and "LOG OUT". Below the header, there are sections for "My Messages" (0 new messages) and a "Got a question?" prompt with an "ASK PENNY" button. The main content area features a "Summary" section with details on the holding (DRIP-COMMON STOCK), payment date (9/21/2009), record date (9/18/2009), payment type (Dividend), payment rate (\$0.44), shares on record date (11,250), payment method (Check), and check number (000000010000160). It also includes a "Taxes and Fees" section with a gross amount of \$4,950.00, total taxes of \$1,386.00, total fees of \$0.00, and a net amount of \$3,564.00. An "EXPORT TO PDF" button is visible at the top of the details section.

Summary	
Holding	DRIP-COMMON STOCK
Payment date	9/21/2009
Record date	9/18/2009
Payment type	Dividend
Payment rate	\$0.44
Shares on record date	11,250
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

Taxes and Fees	
Gross amount	\$4,950.00
Taxes	
Federal Tax deducted	\$1,386.00
State/Province Tax deducted	\$0.00
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).

The screenshot displays the 'Transactions' page in the Computershare Investor Centre. The page features a navigation bar with 'Portfolio', 'Dividends & Payments', 'Transaction History', 'Statements & Documents', and 'Company Research'. The 'Transaction History' section is active, showing a 'Filter' panel with options to filter by account (All), year (All), and date range (11/8/2011 to 11/8/2012). There are 'RESET' and 'SUBMIT' buttons. Below the filter is a list of holdings for ARLENE MIRISOLA (ATW1_TST) through (ATW5_TST). The right sidebar includes a welcome message for John Smith, 'MY PROFILE' and 'LOG OUT' buttons, a 'My Messages' section showing 0 new messages, and a 'Got a question?' section with an 'ASK PENNY' button.

Investor Center User Guide

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.

DRIP-COMMON STOCK				
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	+1.834634	125.259224	MORE DETAILS
7/16/2004	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](#)

UAT1 IC2 TAX COMPANY
Terance Favor C*****2181

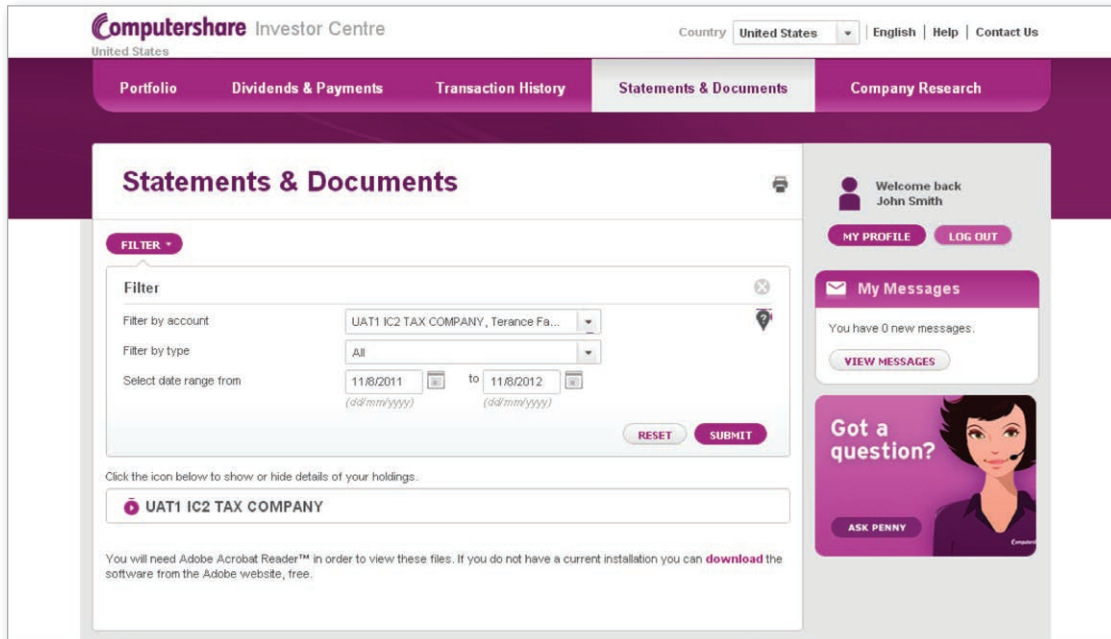
Summary		Fees	
Transaction	Reinvestment	Amount received	\$114.16
Transaction date	12/19/2007	Fees	
Purchase date	12/19/2007	Trading charges	\$2.15
Settlement date	12/19/2007	Brokerage fee	\$0.00
Holding	DRIP-COMMON STOCK	Handling fee	\$17.12
Shares	+2.173269	Check charge	\$0.00
Price	\$52.00	Wire charge	\$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

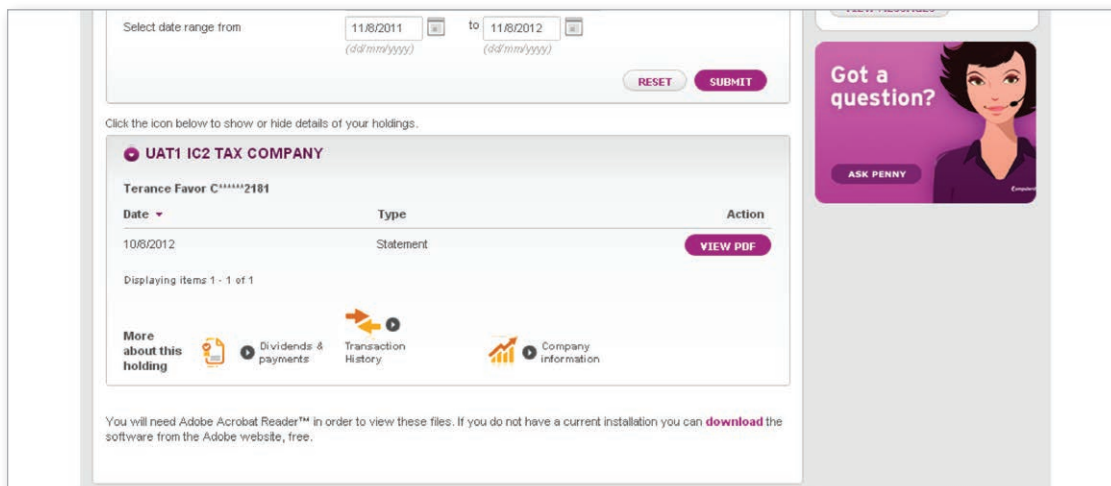
Type	Shares	Proceeds	Cost Basis
Covered	0	\$0.00	\$0.00
Non-covered (1)	2.173269	\$0.00	\$113.01

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.

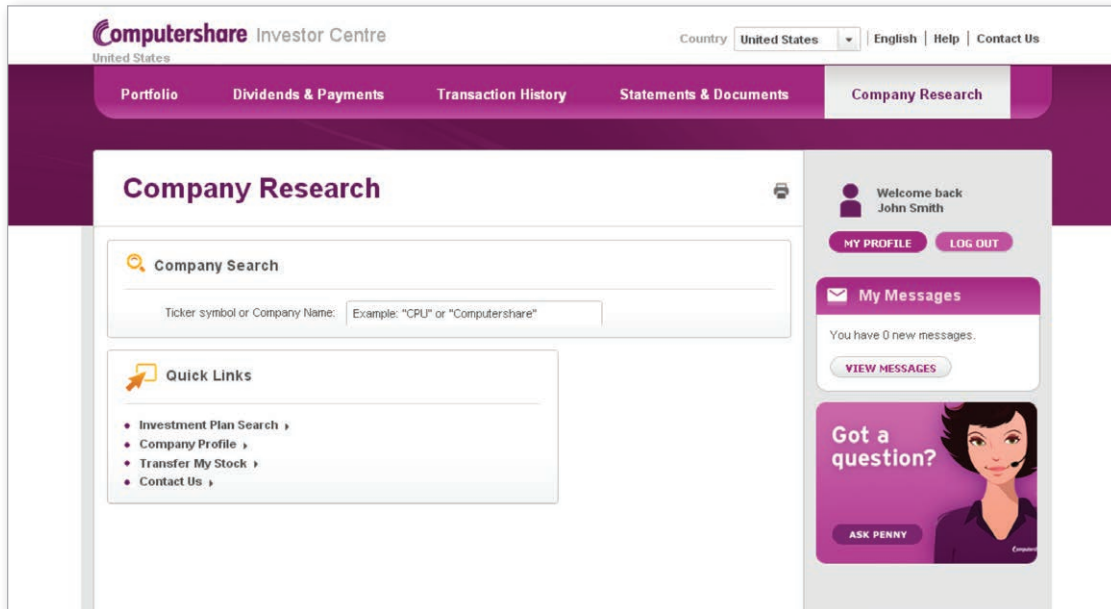


To see more about transactions from a particular holding, click on the arrow icon to the left. This view will show you all transaction history over the period of your ownership of the holding. To view a document in your chosen holding, simply click the “View PDF” button.

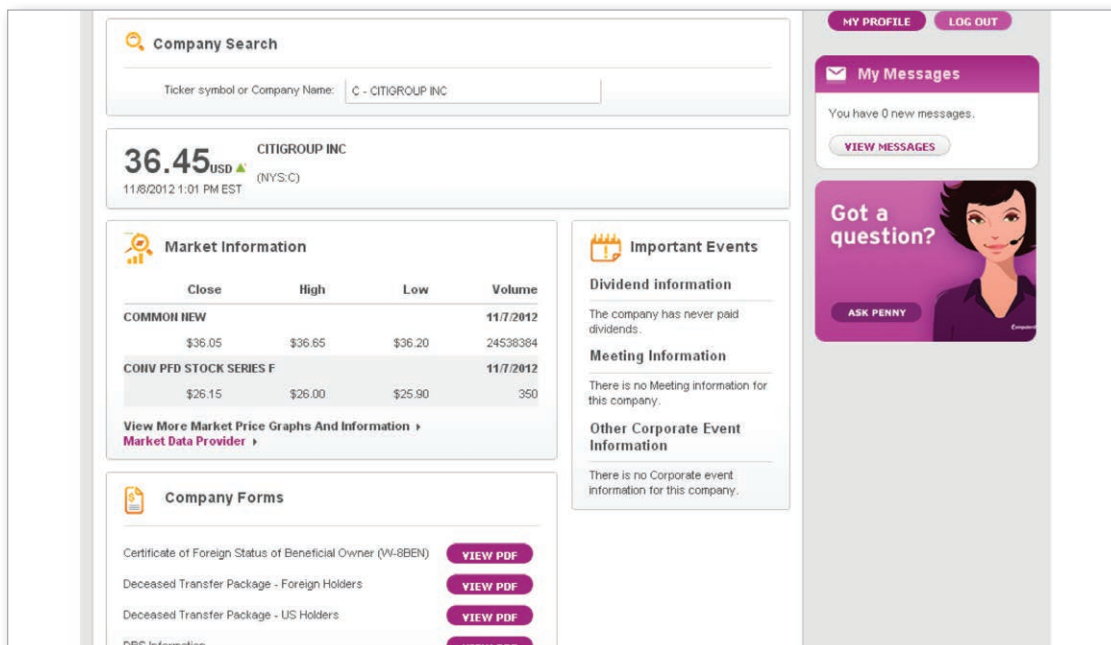


COMPANY RESEARCH

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 Center site. Simply type in the ticker symbol or company name to begin your search.

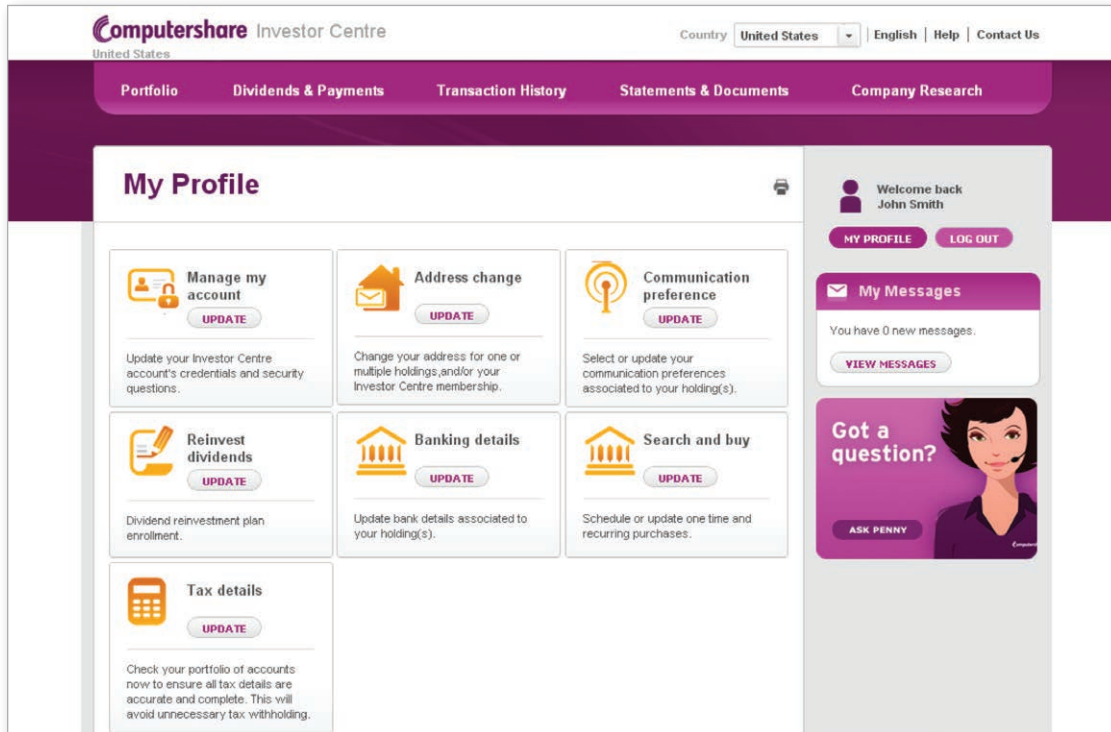


Information for the company you select will appear on the screen, including market price (and an option to view even more detailed market information on the company), any upcoming corporate actions or events, and company forms.



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 Center 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 Center 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."

The screenshot displays the 'Portfolio' page for a user named John Smith. The main content area shows a table of holdings with a total value of USD 5,750.40. The primary holding is UAT1 IC2 TAX COMPANY HQH COMMON STOCK, with a quantity of 319.28918 and a price of \$18.01. Below this, a detailed view of the holding shows three categories: Book (63 shares, \$1,134.63), Certified (127 shares, \$2,287.27), and Plan Holdings (129.28918 shares, \$2,328.50). A 'SELECT ACTION' dropdown menu is open for the Plan Holdings, with options for 'Request a Certificate', 'Transfer Shares', and 'Sell'. The 'Sell' option is highlighted. The page also includes navigation links for 'Dividends & Payments', 'Transaction History', 'Statements & documents', and 'Company Information'. A sidebar on the right contains a 'My Messages' section and a 'Got a question?' section with an 'ASK PENNY' button. The footer contains links for 'Portfolio', 'Dividends & Payments', 'Transaction History', 'Help', 'Contact Us', and 'Terms & Conditions'.

Holdings	Quantity	Price	Total
UAT1 IC2 TAX COMPANY HQH COMMON STOCK	319.28918	\$18.01	\$5,750.40

Name	Share Type	Quantity	Value	Action
TERANCE FAVOR C*****2181	Book	63	\$1,134.63	SELECT ACTION Request a Certificate Transfer Shares Sell
	Certificated	127	\$2,287.27	
	Plan Holdings	129.28918	\$2,328.50	

Investor Center User Guide

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 type. Click "Next."

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), with previous steps being 'Pre-Sell Details' and 'Confirmation', and subsequent steps being 'Proceeds Distribution' and 'Review & Submit'. The 'Order Entry' section is titled 'Share Type - Book' and includes a link to 'VIEW PLAN DOCUMENT' and 'VIEW FEES'. It asks 'How many shares do you wish to sell?' and shows '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). Below these is a 'Select Sell order type' dropdown menu. At the bottom are 'CANCEL', 'PREVIOUS STEP', and 'NEXT' buttons. On the right sidebar, there is 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, and a 'Got a question?' section with an 'ASK PENNY' button and a cartoon character.

3. **Proceeds distribution.** Select how you wish to receive your payment (check, ACH deposit, etc.) and your preferred delivery method. After making your selections, click "Next."

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), with previous steps being 'Pre-Sell Details', 'Order Entry', and 'Confirmation', and subsequent steps being 'Review & Submit' and 'Confirmation'. The 'Proceeds Distribution' section is titled 'Share Type - Book' and asks 'How would you like your proceeds distributed?'. It states 'Your proceeds can be distributed to you by check.' and has a radio button option for 'check' (selected). Below this 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's name, messages, and a help icon.

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

The screenshot shows the 'Review & Submit' page for selling shares of UAT1 IC2 TAX COMPANY. The page is titled 'Sell your shares' and includes a progress bar with five steps: 1. Pre-Sell Details, 2. Order Entry, 3. Proceeds Distribution, 4. Review & Submit (highlighted), and 5. Confirmation. The 'Share Type' is 'Book'. A summary of the transaction is provided, including a note that the estimate is based on a 20-minute delayed quote. Below this is a 'Confirmation of Order Details' table and an 'Estimation' table.

Confirmation of Order Details	
Date	11/8/2012
Quantity	2
Order Type	Batch order
Currency	USD
Proceeds Distribution	Check
Automated Sale confirm	Not Requested

Estimation	
Estimated current share price	USD 17.99
Estimated Gross proceeds	USD 35.98
Estimated fees and taxes	USD 10.00

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).

The screenshot shows a detailed 'Estimation' section with a table of fees and a confirmation box. The table lists various fees such as Processing Fee, Sale Fee, Courier Fee, Wire Fee, Foreign Check Fee, Misc Fee, and Taxes Withheld. Below the table is a checkbox for accepting terms and conditions, a text input field for authorization, and buttons for 'CANCEL', 'PREVIOUS STEP', and 'SUBMIT'.

Estimation	
Estimated current share price	USD 17.99
Estimated Gross proceeds	USD 35.98
Estimated fees and taxes	USD 10.00
Processing Fee	USD 0.00
Sale Fee	USD 10.00
Courier Fee	USD 0.00
Wire Fee	USD 0.00
Foreign Check Fee	USD 0.00
Misc Fee	USD 0.00
Taxes Withheld	USD 0.00
Estimated net proceeds	USD 25.87

I have read and understood, and accept these **terms and conditions**.

In order to submit this sale request, please type in the word "YES" to confirm that you are authorizing this sale.

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