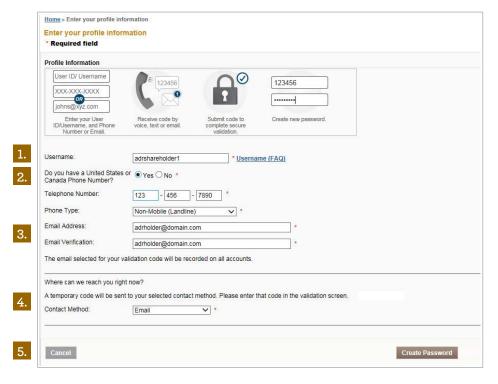
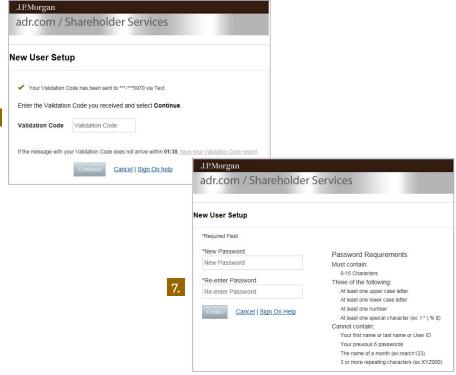
J.P.Morgan

Your new sign on process

We are adding new authentication features that will provide greater security for your account and confidential information. The next time you sign on to your account, you will be guided through the steps below. Afterward, the security question/answer will no longer be used, but all other features will remain the same.

- Go to adr.com/shareholder and sign on to your account.
- Enter your current sign on credentials (username, password, security question answer).
- A new page will display, asking you to update your sign on information.





- **1.** Your current username* will display. Use this username when signing on in the future
 - * In most cases, usernames will remain the same. If your current username does not meet minimum security requirements, you will change it at this time.
- 2. Indicate if you have a United States or Canadian phone number. To have a validation code sent to your phone, you must have a U.S. or Canadian phone number. If your phone number is already on file, we will display it for you.

 You will also need to indicate if the phone number is for a mobile or non-mobile phone.
 - If entering a mobile phone number, you may choose to receive your validation code by either text or voice message. If entering a non-mobile phone number, you will receive your validation code by voice message.
- 3. You will be asked to provide an email address. If your email address is already on file, we will display it for you. You may choose to retain or change your email address. The email selected for delivery of your validation code will be recorded for all of your ADR accounts.
- **4.** Indicate the contact method we should use to send your validation code.
- 5. Select Create Password.
- **6.** Once received, your validation code can be used for eight minutes. Please enter your validation code and follow the instructions to create your new password.
- 7. Click Create to be signed on to your account.