

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. **Home** > Enter your profile information

Enter your profile information

* Required field

Profile Information

User ID/ Username
 XXX-XXX-XXXX
 johns@xyz.com
 Enter your User ID/Username, and Phone Number or Email.

123456
 Receive code by voice, text or email.

123456
 Submit code to complete secure validation.

123456
 Create new password.

2. Username: * [Username \(FAQ\)](#)

3. Do you have a United States or Canada Phone Number? ☒ Yes ☐ No *

Telephone Number: - - *

Phone Type: *

Email Address: *

Email Verification: *

The email selected for your validation code will be recorded on all accounts.

4. Where can we reach you right now?
 A temporary code will be sent to your selected contact method. Please enter that code in the validation screen.

Contact Method: *

5.

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New User Setup

✓ Your Validation Code has been sent to ***-***5970 via Text.

Enter the Validation Code you received and select **Continue**.

6. Validation Code

If the message with your Validation Code does not arrive within 01:38, [have your Validation Code resent](#).

[Sign On help](#)

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New User Setup

*Required Field

*New Password

*Re-enter Password

[Sign On Help](#)

Password Requirements
 Must contain:
 8-15 Characters
 Three of the following:
 At least one upper case letter
 At least one lower case letter
 At least one number
 At least one special character (ex: ! *) % \$)
 Cannot contain:
 Your first name or last name or User ID
 Your previous 6 passwords
 The name of a month (ex: march123)
 3 or more repeating characters (ex: XYZ000)

7.

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.