

# Shareowner Online login experience



If you already have a Shareowner Online account, you can now access all of your accounts administered by EQ Shareowner Services in one convenient location. Login here using your current Shareowner Online username and password. You no longer need to login to separate websites to view your ADR accounts and Shareowner Online accounts.

1. Go to [shareowneronline.com](https://shareowneronline.com) and select "Login."
2. Select "Having trouble logging in?"

Login

Username

Please enter a username

Password

Please enter your password

Having trouble logging in? >

Submit

3. Select "Recover Account with Email Verification."

Login Help

CAN'T ACCESS YOUR ACCOUNT?

To complete these processes you must already have an online account. For your security, you will be asked to provide certain information about yourself or your account.

Back to Login

Unlock Account >

Recover Account with Email Verification >

Reset Password >

4. Choose "Username" and "Account Number" and enter your current username and account number for [adr.com/shareholder](https://adr.com/shareholder). Select a company from your account, then click "Submit."

Recover Account

Need Help? +

Please enter the following information:

\* Select an ID type

Authentication ID SSN / Tax ID Username

XXXXXXXXXX

\* Select a Verification Number

Account Number Employee Number

XXXXXXXXXX

\* Select Company

(Any of the companies associated with the account)

Search or select company

Cancel Submit

5. An email will be sent to your personal email address. Click the temporary link in the email to continue.
6. Select "Username" as verification type and enter your username. Click "Continue."

RECOVER ACCOUNT

Please verify your account information:

\* Select a Verification type

Username

\*\*\*\*\*

Cancel Continue

7. Create and confirm your new password, then choose a security question and answer. Click "Confirm" to complete enrollment.

RECOVER ACCOUNT

Please create your Sign On credentials:

Username

Password Requirements: Passwords are case sensitive. The password must be minimum of 8 and a maximum of 12 characters in length and must contain at least three of the four listed below. Upper case alphabetic. Lower case alphabetic. Numbers. Allowed special characters ("!@#S%^&'()\_-+=[]{}?/:;")

\* Create a Password

\*\*\*\*\*

\* Confirm Password

\*\*\*\*\*

\* Security Question

Select a Question

\* Security Answer

\*\*\*\*\*

\* Confirm Security Answer

\*\*\*\*\*

Cancel Confirm

## Common FAQs

1. What is happening?  
EQ Shareowner Services in partnership with J.P. Morgan administers your American Depository Receipts (ADR) account. Beginning May 27, 2019, online access for your ADR accounts will be provided through the [Shareowner Online](https://shareowneronline.com) website.
2. Will the website address change?  
Yes, the new website address is [shareowneronline.com](https://shareowneronline.com)
3. What do I need to do?  
If you already have a Shareowner Online account, you can now access all of your accounts administered by EQ Shareowner Services in one convenient location. Login to Shareowner Online using your Shareowner Online username and password. You no longer need to login to separate websites.
4. Does my account number change?  
No. Once you login, you will be able to view all your holdings in one place, build your portfolio by investing in over 100 direct purchase plans and select safe and secure electronic delivery of your dividends, tax forms or stock transaction notices and much more.
5. Will the mailing address and phone numbers change?  
No, our address and phone numbers stay the same and you can still contact our best-in-class Customer Care Center, at 1-800-990-1135 Monday through Friday from 7 a.m. to 7 p.m. Central Time. Or, by selecting [Contact Us](#) on the website.
6. What additional features and benefits are available?  
Combining your ADR account with any other stock accounts you may have with EQ Shareowner Services will allow you to easily see a complete view of all your holdings in one convenient location. You can also grow your portfolio by investing in over 100 direct purchase plans and select safe and secure electronic delivery of your dividends, tax forms or stock transaction notices.