

## **Proxyvote.com - Frequently Asked Questions**

### **How do I know if I am a Registered Shareholder/Securityholder or a Beneficial Shareholder/Securityholder?**

- A **Registered** shareholder/securityholder is the owner of record on the books of the Corporate Issuer or Mutual Fund generally kept by the transfer agent. Registered shareholders/securityholders receive communications directly from the Corporate Issuer or Mutual Fund.
- **Beneficial** shareholders/securityholders or "street name" holders' securities are held in a bank or broker account. Beneficial shareholders/securityholders receive communications from their bank or broker directly.

### **How do I obtain a control number?**

- Your control number is located on the Voting Instruction Form or notice you received in the mail or via e-mail. If you need to replace a lost Voting Instruction Form, please contact the Corporate Issuer, Mutual Fund, Investment Firm or Broker Dealer holding your securities.

### **Where is my control number located?**

- Please refer to the landing page on [www.ProxyVote.com](http://www.ProxyVote.com) and click on the links to view examples.

### **What is a PIN and why is it required?**

- A PIN is a 4-digit code that may be required by certain broker dealers as a form of security. The PIN, if requested, is only for shareholders/securityholders that requested electronic delivery (e-mail) of meeting materials.

### **The PIN I entered is not working or I forgot my PIN.**

- Use the Forgot PIN function to have the PIN sent to the e-mail address on file. If you are unsure of your e-mail address, or did not receive your 4-digit PIN, please contact the company or investment firm holding your securities for further instructions.

### **Why I am locked out?**

- If the control number and/or PIN is entered incorrectly three or more times, the account will be locked as a security measure. This is an attempt to prevent unauthorized users from being able to access your investment information. You will be able to retry the control number in 24 hours. For immediate assistance, please contact the Corporate Issuer, Mutual Fund or Investment Firm holding your securities.

### **I am unable to view the meeting materials.**

- Check that you have Adobe Acrobat Reader installed in your computer. You can also download it from this Web site for free using the **Download Adobe Acrobat Reader** link. You can also find the link at the bottom of each page.

### **How do I change my vote?**

- You can change your vote anytime by re-entering your control number and re-submitting your vote. You can also refer to the meeting materials for additional options. The last vote submitted prior to the meeting date or vote cut-off date will be considered your final vote. As your vote is very important, please submit your voting instructions at least one business day before the Proxy Deposit date or the voting cut-off time stated in the proxy / information circular.

### **Can I vote for one proposal and not the other?**

- Yes. For the proposals you choose not to vote, the vote will be cast as recommended by the soliciting committee. Please contact the Corporate Issuer, Mutual Fund or investment Firm holding your securities if you need additional assistance.

### **Can I vote more than one control number?**

- Yes. Once you submit your vote, you will have the option to enter another control number.

### **How can I vote?**

- You can vote your securities via the Internet by using a desktop computer, tablet, mobile device, by telephone (if available), or by vote instruction form. You can vote until 11:59 PM Eastern Time the day before the meeting or vote cut-off date. You can also refer to the meeting materials for additional options. Please contact the Corporate Issuer, Mutual Fund or Investment Firm holding your securities if you need additional assistance.

### **What is the number to vote by phone?**

- The phone number to vote via telephone is available on your voting instruction form and may be displayed after you enter your control number on [www.ProxyVote.com](http://www.ProxyVote.com). You can also refer to the meeting materials for additional options. Please contact the Corporate Issuer, Mutual Fund or Investment Firm holding your securities if you need additional assistance.

### **Will I receive confirmation of my vote after it is submitted through [www.ProxyVote.com](http://www.ProxyVote.com) ?**

- You can receive an e-mail of your vote once it has been recorded. After making your selections, you can enter your e-mail address on the review page before your final submission.

### **Can I sign up for electronic delivery?**

- Yes, if available. You can sign up to receive proxy communications via e-mail by enrolling in electronic delivery from the confirmation page after submitting your vote, provided this service is offered by the Corporate Issuer, Mutual Fund or Investment Firm.

### **I had previously enrolled for electronic delivery, how can I change or cancel my e-mail address on file?**

- After submitting your vote, you can select Enroll in Electronic Delivery to change your e-mail enrollment or PIN. E-mail recipients can follow the instructions included in the e-mail that was received. You can also contact the Corporate Issuer, Mutual Fund or Investment Firm holding your securities for additional assistance.

### **What is a Legal Proxy?**

- A Legal Proxy is a document issued by a bank or broker that transfers the authority to vote to the shareholder/securityholder.

### **How do I execute the Legal Proxy?**

- Once a Legal Proxy is issued, the shareholder/securityholder can provide their voting instructions directly to the Corporate Issuer or Mutual Fund by attending the meeting. Shareholders/Securityholders should review the meeting materials to determine if there are additional requirements for executing the Legal Proxy and/or attending the meeting.

### **What is an Appointee?**

- An appointee is a person (the Proxyholder) that is authorized to attend a meeting on behalf of a shareholder/securityholder and is authorized to vote in accordance with instructions provided by the shareholder/securityholder or with full discretion.

### **How can I attend the meeting?**

- If you have requested a Legal Proxy, please check the meeting materials for any special requirements for meeting attendance.
- To attend as an appointee:
  - Insert your name or the name of your designate in the "Appointee" section of the electronic ballot
  - You, or your designate, as the named "Appointee", must attend the meeting for your vote to be counted. When you or your designate arrive at the meeting, please register with the scrutineer or proxy tabulator. Unless you instruct otherwise, the person whose name is written in the space provided will have full authority to attend and otherwise act at, and present matters to, the meeting and any adjournment or postponement thereof, and vote on all matters that are brought before the meeting or any adjournment or postponement thereof, even if these matters are not set out in this form or the information / proxy circular. Consult a legal advisor if you wish to modify the authority of that person in any way. If you require assistance, please contact the person who services your account.