

Participant Onboarding Experience

CERTAINTY | INGENUITY | ADVANTAGE

 **Computershare**

Participant First Time Login Experience

Accurate email address is key for a positive onboarding experience

EQUATEPLUS

[Help](#) | [Language](#)

Please identify yourself

User ID 987955746

Email

[Which email address should I enter?](#)

Date of Birth 01 Jan 1910

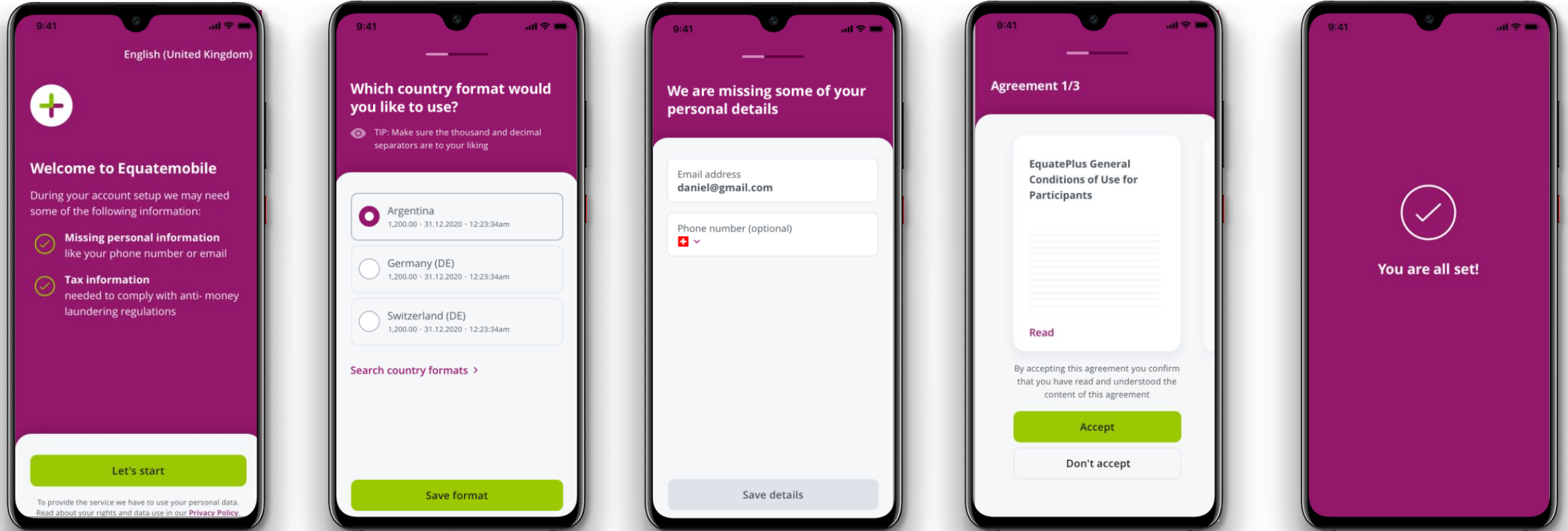
BACK CONTINUE

literature from 45 BC, making it over 2000 years old. Richard McClintock, a Latin professor at Hampden-Sydney College in Virginia, looked up one of the more obscure Latin words, consectetur, from a Lorem Ipsum passage, and going through the cites of the word in classical literature, discovered the undoubtable source. Lorem Ipsum comes from sections 1.10.32 and 1.10.33 of "de Finibus Bonorum et Malorum" (The Extremes of Good and Evil) by Cicero, written in 45 BC. This book is a treatise on the theory of ethics, very popular during the Renaissance. The first line of Lorem Ipsum, "Lorem ipsum dolor sit amet..", comes from a line in section 1.10.32.

- 1 Advanced Notification
- 2 EquatePlus Welcome E-mail
- 3 EquatePlus Login
- 4 Authentication questions
- 5 Notification of Temporary Password
- 6 Enter Temporary Password
- 7 Password Entry Screen
- 8 Welcome Screen

Mobile App

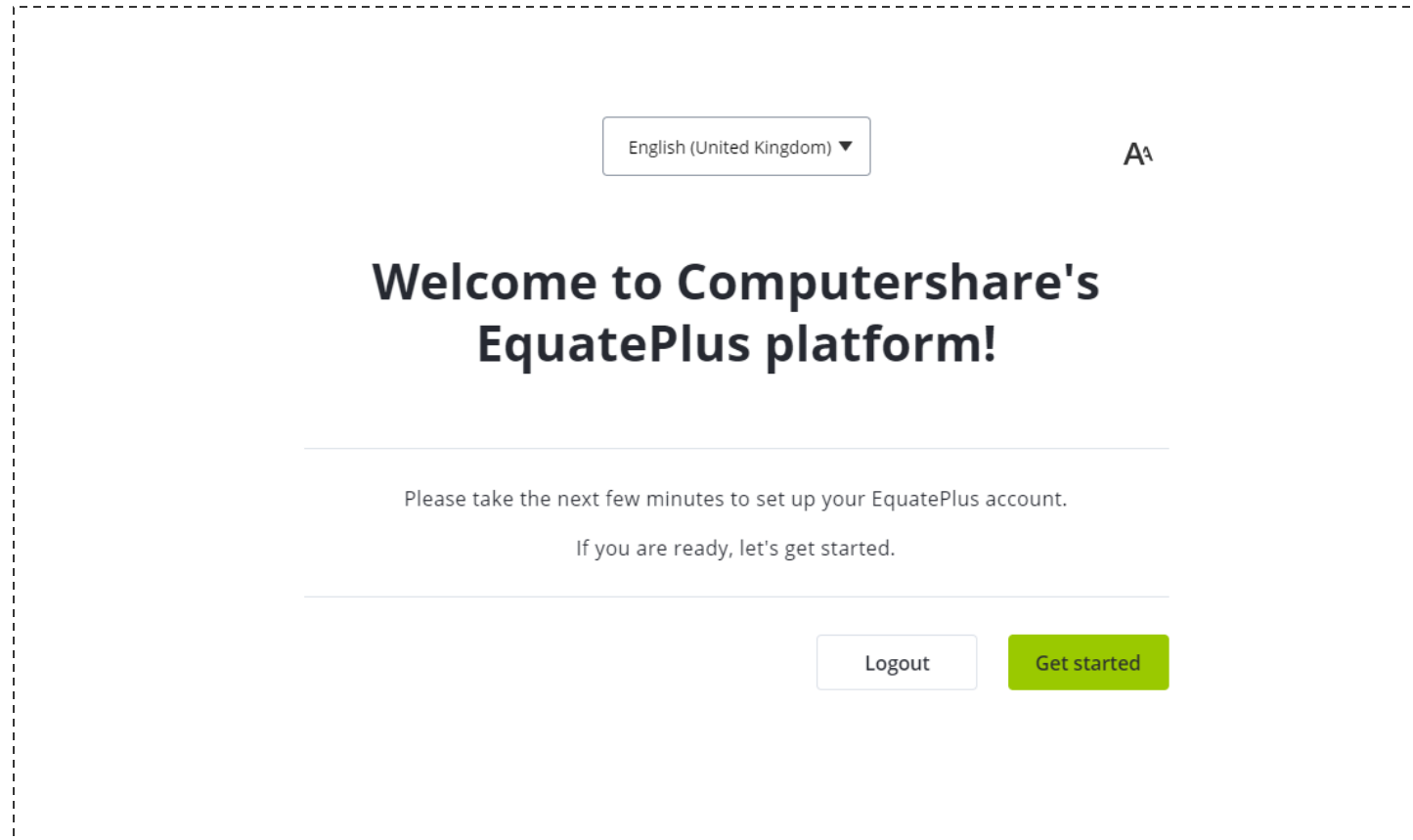
Simplified User Experience



Participant Account Registration Process

When logging in for the first time

1 Welcome screen

A screenshot of the EquatePlus welcome screen, enclosed in a dashed rectangular border. At the top left, there is a language selection dropdown menu showing "English (United Kingdom)" with a downward arrow. To its right is a font size selector showing "A^a". The main heading in the center is "Welcome to Computershare's EquatePlus platform!". Below this, a horizontal line separates the heading from the instructions: "Please take the next few minutes to set up your EquatePlus account." followed by "If you are ready, let's get started." Another horizontal line is below the instructions. At the bottom right, there are two buttons: a white "Logout" button and a green "Get started" button.

Note: If a participant stops the initial process, they can come back, at any time, and pick-up where they left off.

Participant Onboarding/Sign-up Process Overview

Upon logging in for the first time

1. Account setup

2. Security

3. Tax forms

Please read and accept the agreements below

To use EquatePlus, you must read and accept the agreements below. These documents will remain available for you to view and download in EquatePlus Library.

Ecomms (Completed)	✓	▼
US International Currency (Completed)	✓	▼
US TC (Completed)	✓	▼

Next

- 1 Welcome screen
- 2 Account setup
 - > Agreements

Note: If a participant stops the initial process, they can come back, at any time, and pick-up where they left off.

Participant Onboarding/Sign-up Process Overview

Upon logging in for the first time

The screenshot shows a three-step onboarding process: 1. Account setup, 2. Security, and 3. Tax forms. The first step, 'Account setup', is highlighted with a green underline. The main heading is 'What regional formats would you like to use?'. Below this, a note states: 'You can update these settings at any time in your account preferences.' There are two dropdown menus: 'Preferred currency' set to 'US Dollar (USD / \$)' and 'Format (numbers, date, time)' set to 'English (United States, Computer) · Dec 31, 2023, 4:50:00 PM CET · 1200.25'. A green 'Next' button is at the bottom right.

1. Account setup 2. Security 3. Tax forms

What regional formats would you like to use?

You can update these settings at any time in your account preferences.

Preferred currency

US Dollar (USD / \$)

Format (numbers, date, time)

English (United States, Computer) · Dec 31, 2023, 4:50:00 PM CET · 1200.25

Next

1 Welcome screen

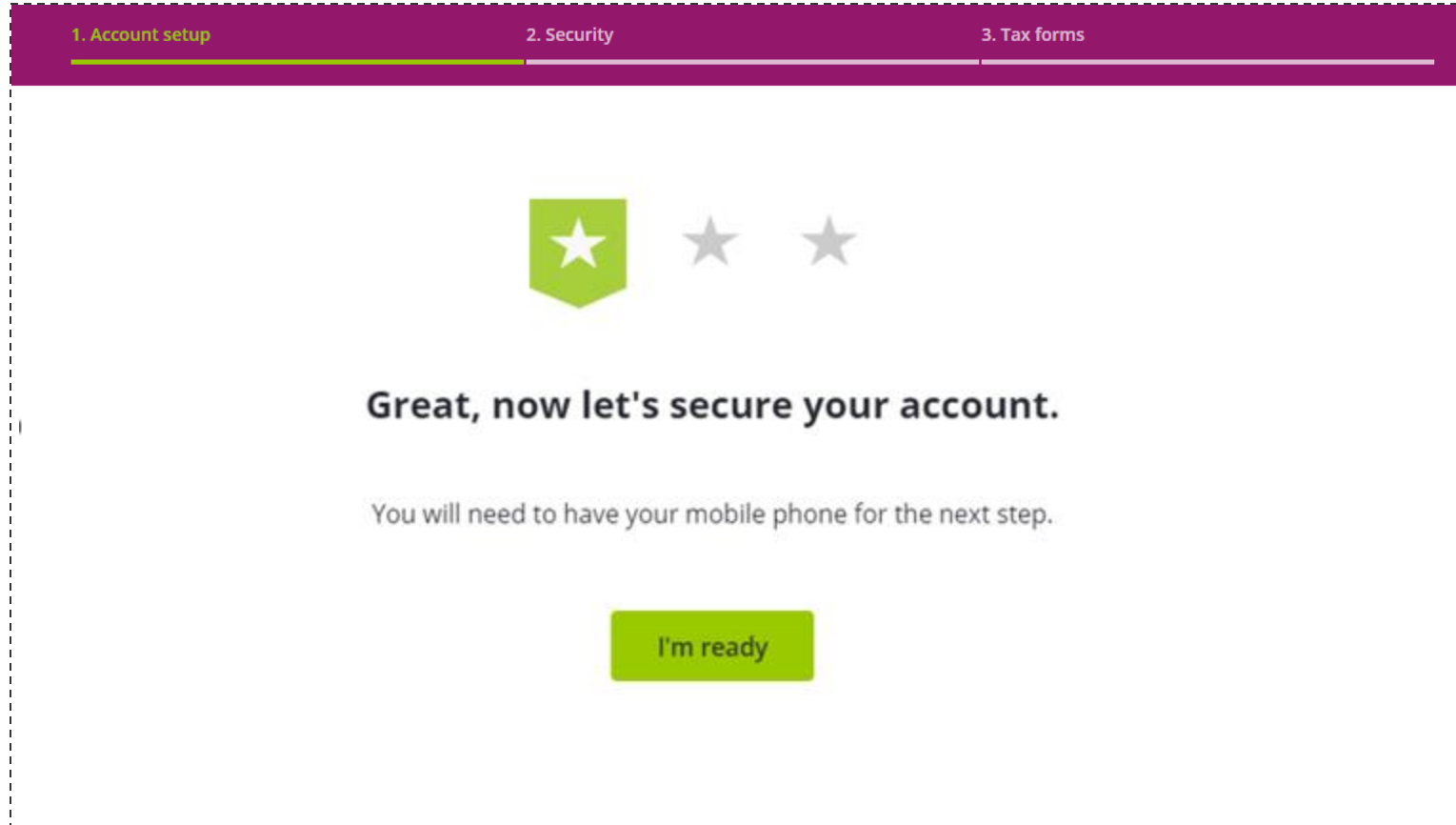
2 Account setup

- > Agreements
- > Preferences

Note: If a participant stops the initial process, they can come back, at any time, and pick-up where they left off.

Participant Onboarding/Sign-up Process Overview

Upon logging in for the first time



- 1 Welcome screen
- 2 Account setup
 - > Agreements
 - > Preferences
- 3 Security

Note: If a participant stops the initial process, they can come back, at any time, and pick-up where they left off.

Participant Onboarding/Sign-up Process Overview

Upon logging in for the first time

The screenshot shows a three-step onboarding process: 1. Account setup (highlighted in green), 2. Security, and 3. Tax forms. The main heading is 'Add your mobile phone'. Below it, a message explains that adding a mobile number enables 2-step verification. A link '[Why is this necessary?](#)' is provided. The form includes a 'Mobile phone number' section with a dropdown menu set to 'United States' and a 'Send code' button. At the bottom, a disclaimer states that verification codes are sent via Twilio and that users without a mobile number can proceed by accepting weaker security, which is highlighted with a red circle.

1. Account setup 2. Security 3. Tax forms

Add your mobile phone

When you add your mobile phone number, we will send a code to confirm it is you. This will enable the 2-step verification features to protect your account.

[Why is this necessary?](#)

Mobile phone number

United States ▼

Send code

Verification codes via text message are sent through a third party communication platform, Twilio, Inc. ([privacy policy](#)). Your mobile number is used only for the purpose of receiving the verification code.

If you do not have a mobile phone number, you can still proceed after you [accept weaker security](#).

Regionalise screens

- 1 Welcome screen
- 2 Account setup
 - > Agreements
 - > Preferences
- 3 Security
 - > Add mobile phone

Note: If a participant stops the initial process, they can come back, at any time, and pick-up where they left off.

Participant Onboarding/Sign-up Process Overview

Upon logging in for the first time

The screenshot shows a three-step progress bar at the top: 1. Account setup (highlighted), 2. Security, and 3. Tax forms. The main heading is 'Add your mobile phone'. Below it, a message states: 'When you add your mobile phone number, we will send a code to confirm it is you. This will enable the 2-step verification features to protect your'. A white box contains the text 'Your account might be at risk' followed by 'Providing your mobile number enables an additional security feature to safeguard your account, for example, to authorise bank account changes. If you skip this step you will not have this additional security.' Below this is a radio button with a green checkmark and the text 'I do not have a smartphone'. At the bottom are two buttons: 'Cancel' and 'Skip security'. A hand icon is pointing at the 'Skip security' button.

- 1 Welcome screen
- 2 Account setup
 - > Agreements
 - > Preferences
- 3 Security
 - > Add mobile phone

Note: If a participant stops the initial process, they can come back, at any time, and pick-up where they left off.

Participant Onboarding/Sign-up Process Overview

Upon logging in for the first time

The screenshot shows a progress bar at the top with three steps: 1. Account setup (completed), 2. Security (completed), and 3. Tax forms (in progress). Below the progress bar, there are three green shields with white stars. The first two shields are filled, and the third is empty. Below the shields, the text reads: "Almost there! To finish up we need some tax-related details." followed by "You will need your taxpayer identification number to complete the last step." and a green button labeled "I'm ready".

- 1 Welcome screen
- 2 Account setup
 - > Agreements
 - > Preferences
- 3 Security
 - > Add mobile phone
- 4 Tax forms

Note: If a participant stops the initial process, they can come back, at any time, and pick-up where they left off.

Participant Onboarding/Sign-up Process Overview

Upon logging in for the first time

1. Tax forms

1 CRS/FATCA TAX FORMS 2 W-8BEN/W-9

CRS & FATCA Self-certification form

Please read these instructions before completing the form

- Why are we asking you to fill in this form? ▾
- What happens if I do not complete this form? ▾
- Where do I look for further information? ▾

The form

Please complete the form sections as directed on the screen and provide any additional information that might subsequently be requested from you, in order to enable the determination of your FATCA and CRS status. **Relevant definitions for the completion of this form are available in Help section (?)**.

Part 1: Identification of account holder ?

Personal information

- 1 Welcome screen
- 2 Account setup
 - > Agreements
 - > Preferences
- 3 Security
 - > Add mobile phone
- 4 Tax forms
 - > CRS, FATCA

Note: If a participant stops the initial process, they can come back, at any time, and pick-up where they left off.

Participant Onboarding/Sign-up Process Overview

Upon logging in for the first time

The screenshot shows a web interface for 'U.S. Tax Forms'. At the top, a purple progress bar has three steps: '1. Account setup', '2. Security', and '3. Tax forms'. The '3. Tax forms' step is currently active. The main heading is 'U.S. Tax Forms'. Below it, the text reads: 'The data held for you in EquatePlus suggests that either you are a U.S. person or you will be in receipt of U.S. source income'. It then asks: 'If you ARE a U.S. person please complete a W-9 Form.' This is followed by a paragraph explaining the 'W-9 Form' as a Request for Taxpayer Identification Number and Certification. Below that, it asks: 'If you ARE NOT a U.S. Person please complete a W-8BEN Form.' This is followed by a paragraph explaining the 'W-8BEN Form' as a Certification of Foreign Status. A warning states: 'A failure to complete an U.S. Tax Form can result in backup withholding tax on any equity compensation proceeds in you EquatePlus account.' It then provides a link for further information: 'For further information please go to www.irs.gov'. At the bottom, there is a light blue footer bar with the text 'Computershare Trust Company, N.A.'. Below this, there are two buttons: 'W-8BEN' and 'W-9'. At the very bottom, there is a large green 'Save' button.

1. Account setup 2. Security 3. Tax forms

U.S. Tax Forms

The data held for you in EquatePlus suggests that either you are a U.S. person or you will be in receipt of U.S. source income

If you ARE a U.S. person please complete a W-9 Form.

W-9 Form is a Request for Taxpayer Identification Number and Certification and/or claims for exemption. Under penalties of perjury you, as a U.S. taxpayer, certify in this Form that you are not subject to backup withholding and that the Social security number shown on the Forms is your correct taxpayer Identification Number. This form is generally applicable to U.S. persons, including resident aliens.

If you ARE NOT a U.S. Person please complete a W-8BEN Form.

W-8BEN Form is a Certification of Foreign Status required by the IRS for non U.S participants. By completing a Form W-8BEN you certify under penalties of perjury that you are not a U.S. citizen or other U.S. person (including a resident alien).

A failure to complete an U.S. Tax Form can result in backup withholding tax on any equity compensation proceeds in you EquatePlus account.

For further information please go to www.irs.gov.

Computershare Trust Company, N.A.

W-8BEN W-9

Save

1 Welcome screen

2 Account setup

- > Agreements
- > Preferences

3 Security

- > Add mobile phone

4 Tax forms

- > CRS, FATCA
- > W8-BEN, W9

Note: If a participant stops the initial process, they can come back, at any time, and pick-up where they left off.

Participant Onboarding/Sign-up Process Overview

Upon logging in for the first time

1. Account setup

2. Security

3. Tax forms

W-8BEN

W-9

W-9 Form

Request for taxpayer Identification Number and Certification.
Read instructions on [IRS website](#)

Type of Beneficial Owner

☐ Individual

☐ Trust/Estate

Personal Information

First name

Vic*****

Surname

*****ton

Participant ID

ED1A234567890

Permanent Residence Address

Address

630*****

Postal Code

08*****

City

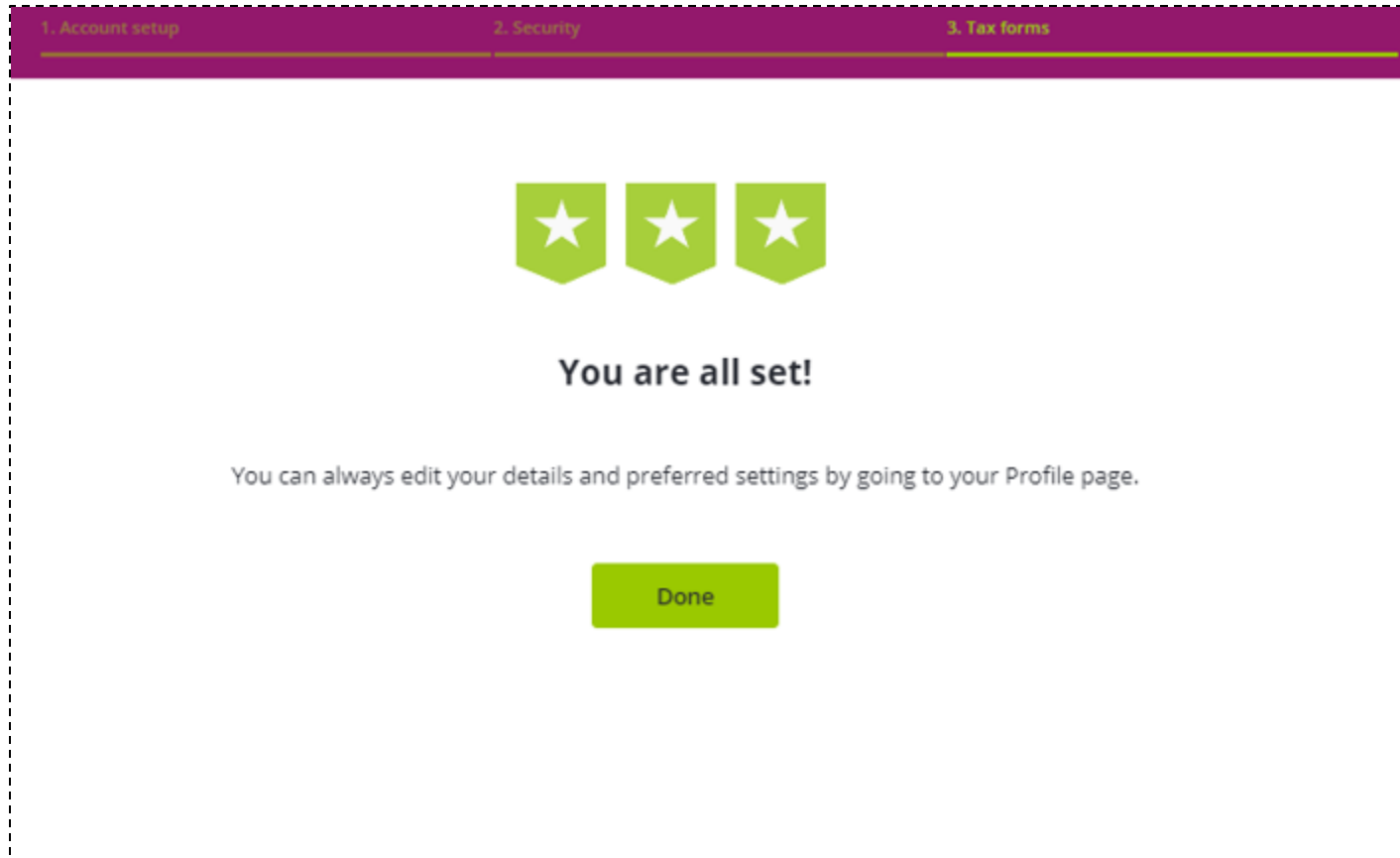
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- 1 Welcome screen
- 2 Account setup
 - > Agreements
 - > Preferences
- 3 Security
 - > Add mobile phone
- 4 Tax forms
 - > CRS, FATCA
 - > W8-BEN, W9

Note: If a participant stops the initial process, they can come back, at any time, and pick-up where they left off.

Participant Onboarding/Sign-up Process Overview

Upon logging in for the first time



- 1 Welcome screen
- 2 Account setup
 - > Agreements
 - > Preferences
- 3 Security
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- 4 Tax forms
 - > CRS, FATCA
 - > W8-BEN, W9

Note: If a participant stops the initial process, they can come back, at any time, and pick-up where they left off.

Participant Call to Action

Adding Bank and Brokerage Accounts

1

Click on 'Update'

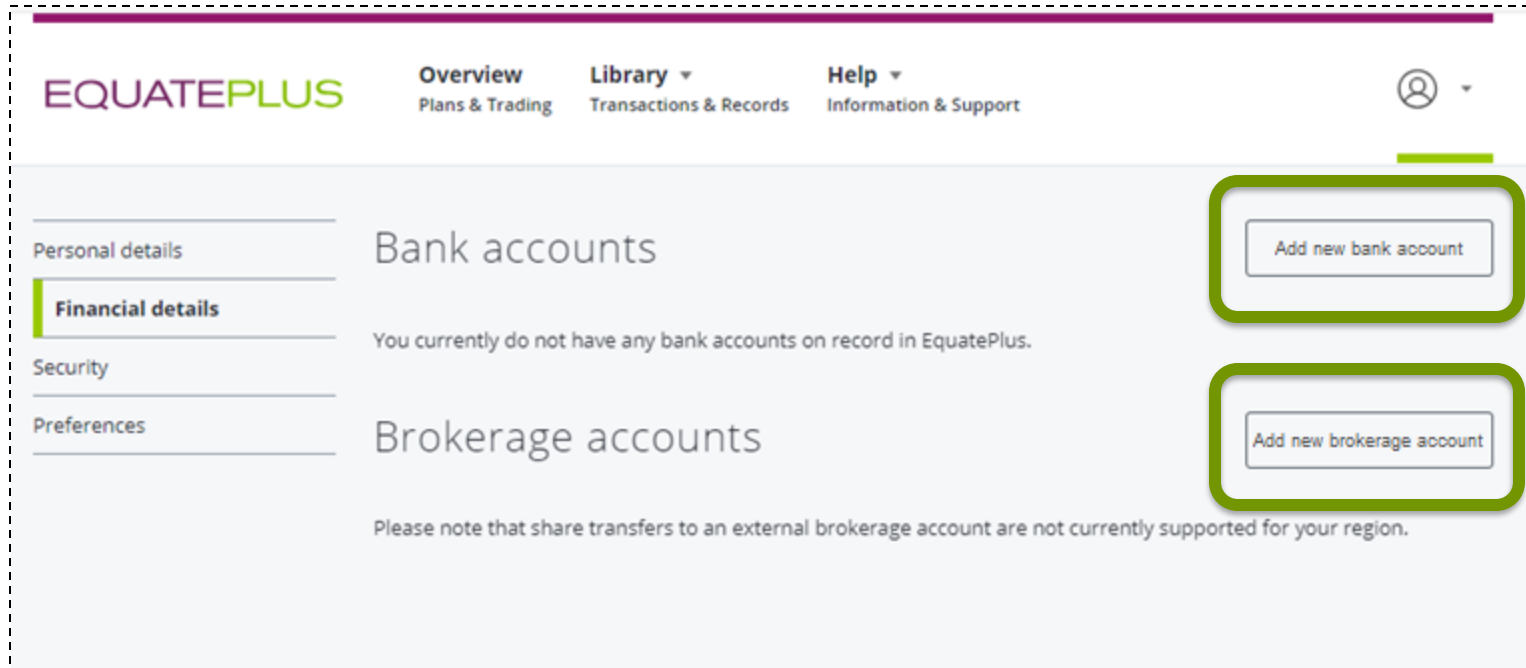
The screenshot shows the EQUATEPLUS web interface. At the top, there is a navigation bar with the EQUATEPLUS logo, links for Overview (Plans & Trading), Library (Transactions & Records), and Help (Information & Support), and a user profile icon. Below the navigation bar is a large banner with the text "Hello Learn about EquatePlus with this short [tutorial](#)".

Below the banner is a "YOUR TASKS" section. It features a calendar view for "Today, 21 SEPT" with columns for OCT 2023, NOV 2023, and DEC 2023. A task titled "Missing account details" is listed under "NEW TASKS (1)" with the subtext "As soon as possible." A large purple arrow points from this task to a detailed view of the task.

The detailed view shows the title "Missing account details" and the text "As soon as possible. Please provide bank or brokerage account details before you enter transactions." At the bottom of this view is a green "Update" button, which is circled in purple.

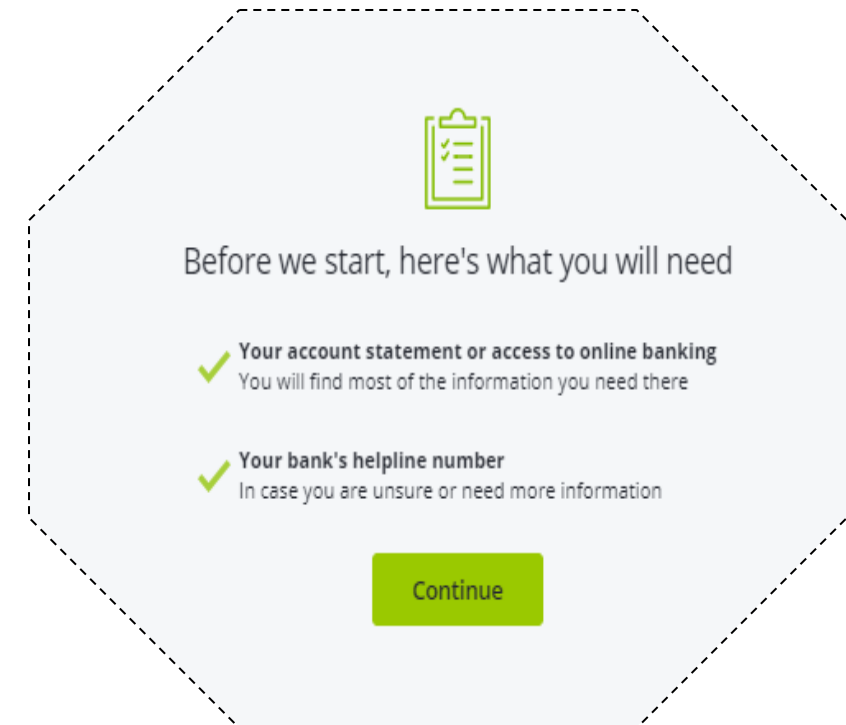
Participant Onboarding/Sign-up Process Overview

Adding Bank and Brokerage Accounts



The screenshot shows the EquatePlus web interface. At the top, there is a navigation bar with the logo 'EQUATEPLUS' and links for 'Overview Plans & Trading', 'Library Transactions & Records', and 'Help Information & Support'. A user profile icon is in the top right. On the left, a sidebar menu includes 'Personal details', 'Financial details' (highlighted with a green bar), 'Security', and 'Preferences'. The main content area is divided into two sections: 'Bank accounts' and 'Brokerage accounts'. Under 'Bank accounts', it states 'You currently do not have any bank accounts on record in EquatePlus.' and features a button 'Add new bank account' which is highlighted with a green box. Under 'Brokerage accounts', it includes a note: 'Please note that share transfers to an external brokerage account are not currently supported for your region.' and a button 'Add new brokerage account' also highlighted with a green box.

- 1 Click on 'Update'
- 2 Add a new bank account
 - > Follow on-screen instructions
- 3 Add a new brokerage account
 - > Follow on-screen instructions



Before we start, here's what you will need

- ✓ **Your account statement or access to online banking**
You will find most of the information you need there
- ✓ **Your bank's helpline number**
In case you are unsure or need more information

Continue

Computershare

Proactive Communication with your Participants



Four forms of communication:

1. E-mail
2. Statements
3. Task Bar
4. Push Notifications