



INVESTOR SERVICES

Questions
and
Answers
for
Investors



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GENERAL INFORMATION

Q. Why do I receive communications from Computershare?

A. Computershare acts as the transfer agent for the company in which you own securities. Generally, it is a trust company that is appointed by a public corporation to transfer the ownership of its securities. In most cases, the trust company, in their capacity as transfer agent, not only transfers ownership of securities but maintains the register, acts as disbursing agent for income, provides timely and accurate information to the company's investors, and provides other related services.

Q. How do I change my mailing address on your records?

A. If you have received any mailings from Computershare, you will notice an alpha numeric code printed on your mailing material. This is your account number. Please provide Computershare with this account number by phone, mail, or e-mail. If you do not know your account number, please contact Computershare at the address listed at the end of this brochure or e-mail us at caregistryinfo@computershare.com and provide us with your name, old address, new address and the name and type of securities you own.

Q. I currently receive several mailings for the same Company. How do I go about receiving just one copy or set of these mailings?

A. If you have several accounts registered in a different manner (e.g. John Doe, John R. Doe or J.R. Doe), we are required to set these up as separate accounts. If you wish to combine them, please ensure that these different registrations are for the same person (not a father and son, for example). You will need to send us all of your certificates with a letter requesting for us to consolidate them into one account.

Q. Our household is receiving multiple mailings for the same company. Can we combine these mailings in order to receive one copy or set?

A. As current legislation such as the various Business Corporations Acts applies, we are required to mail a copy of both the Annual Report and proxy material to all registered holders. Depending on the policy of an issuing company, in some cases, quarterly financial reports are also mailed to registered holders.

Q. Can I buy or sell my securities through Computershare?

A. As a transfer agent, it is not within our capacity to purchase or sell securities on behalf of an investor. We suggest that you contact your investment dealer to trade your securities and manage your investment portfolio.

Sometimes Computershare acts as a Plan Administrator for Dividend/Distribution Reinvestment Plans that offer the purchase and/or sale of securities directly through the Plan. For further information, please refer to our Dividend/Distribution Reinvestment Plan section.

Q. Can I obtain the market value of my securities through Computershare?

A. If Computershare acts as transfer agent for the company in which you are a holder, you can obtain the market value of this security by viewing Computershare's website at **www.computershare.com**. Select the 'Canada' section of the website and click on 'Investors,' then choose 'View Share Price.' Type the Company name in which you are interested, and click on 'View Share Price.' Alternatively, your stockbroker or financial advisor may be able to provide these values to you. You can also consult the stock market quotations in the financial pages of your newspaper or the internet.

Q. Where should I keep my certificate(s)?

A. We recommend that you keep your certificates in a safety deposit box or another safe place. As a certificate is valuable and the process of replacing a lost or stolen certificate is time consuming and may be costly (see Lost Certificates), it is advisable to keep them locked in a safe place.

TRANSFER OF OWNERSHIP

Computershare is the transfer agent appointed by a company to transfer ownership of its securities. Below we have provided information on the two most common types of transfers:

- 1) transfers from an individual name
- 2) documentation required upon the death of a holder

If you require information on a type of transfer not indicated below or have a specific situation, please contact the Computershare office listed at the end of this brochure or e-mail us at caregistryinfo@computershare.com detailing the type of transfer involved and we will send you the required information.

Q. How do I transfer my certificates to another individual(s) name?

A. If you are transferring a certificate to another individual, please follow these instructions:

- Print on the transfer panel (reverse side of each certificate) exactly how you wish the certificate(s) to be registered
- Sign the transfer panel in the exact registration indicated on the face of each certificate
- Alternatively, a Power of Attorney duly and properly completed by the registered holder(s) may accompany the certificates. This form must also be completed if you wish to change the registration of shares held in a Dividend/ Distribution Reinvestment Plan.

- Your signature on the certificates and/or such power of attorney must be signature guaranteed by an “Eligible Institution”. An “Eligible Institution” means a Canadian schedule 1 chartered bank, a major trust company in Canada, a member of the Securities Transfer Agent Medallion Program (STAMP), a member of the Stock Exchanges Medallion Program (SEMP) or a member of the New York Stock Exchange Inc. Medallion Signature Program (MSP). Members of these programs are usually members of a recognized stock exchange in Canada or the United States, members of the Investment Dealers Association of Canada, members of the National Association of Securities Dealers or banks and trust companies in the United States.
- Where a request to transfer is executed by a person on behalf of an executor, administrator, trustee, guardian, corporation, partnership or association or is executed by any other person acting in a representative or fiduciary capacity, the request must be accompanied by satisfactory evidence of their proof of appointment and authority to act. Computershare, at our discretion, may require additional evidence of appointment or authority or additional documentation.

Q. I am the executor of an estate. How do I transfer certificates held in the name of the deceased?

- A.** The requirements to transfer securities registered in the name of the deceased vary according to the residence of the deceased. In order to transfer these certificates, we will require:
- Original Court Certified or Notarial Copy of Certificate of Appointment of Estate Trustee/Letters of Administration (Letters Probate) or Original Letters Testamentary
 - Authorized notarial copy or court copy of the Last Will & Testament (Quebec only)
 - Certificate of Research (Quebec only)
 - Declaration of Transmission completed by the executor(s) or administrator(s) and sworn before a Notary Public or Commissioner for Oaths

- Original, Court Certified, or Notarial Copy of Death Certificate
- Power of Attorney to be signed by the executor(s) or administrator(s). Your signature must be guaranteed by a Canadian Chartered Bank, any major Trust Company, or Medallion Signature Guaranteed by a member (such as a brokerage firm) of the Medallion Program that is recognized by the Securities Transfer Association
- Original Certificates
- Full name and address for the required registration and the denominations of certificates required

To obtain further information on the requirements to transfer certificates for a particular estate, please contact Computershare at the office listed at the end of this brochure or e-mail us at caregistryinfo@computershare.com providing us with the name of the deceased, former residence of the deceased, name and address of the executor and the name and type of securities to be transferred.

Q. Can Computershare guarantee my signature if I take my certificate to one of their offices and sign it there?

A. No.

LOST CERTIFICATES

Q. How do I replace my lost/stolen/destroyed certificate(s)?

A. If your certificate has been lost, stolen or destroyed, please notify Computershare in writing immediately. You will need to provide us with your name, address, name and type of securities you own, certificate number(s), if known, and the reason for the loss (i.e. lost, stolen, destroyed or never received). We will forward the proper documents to you for completion. The normal requirements to issue a replacement include:

- The completion of an Affidavit of Loss which serves as a legal testimony as to the circumstances of loss and includes information concerning the certificate number, name of certificate (registered) owner and the issuing corporation. The Affidavit of Loss must be sworn before a Commissioner of Oaths or a Notary Public.
- In addition, an Open Penalty Bond of Indemnity issued by a surety company authorized to transact business in Canada must be provided. This Bond of Indemnity ensures that Computershare and the issuing company will not be held liable if the lost certificates are presented for transfer. The Bond of Indemnity provides the issuing company and Computershare with insurance coverage for the value of the security. The premium for the insurance is paid by the certificate (registered) owner and is based on a percentage of the market value of the certificate(s).

This process normally takes approximately 4 to 5 weeks.

DISBURSEMENT INFORMATION

Dividend/distribution payments are declared by the Company's Board of Directors and are usually paid on a quarterly basis. Computershare issues dividends/distributions to all holders as at the record date.

Q. How do I request payment of my cheques directly to my bank account?

A. Many companies offer direct deposit of payments to their holder's bank accounts. To enroll in the direct deposit program we require a specimen cheque. To find out if your company offers the Direct Deposit Service, contact Computershare at the office listed at the end of this brochure or e-mail us at **caregistryinfo@computershare.com** providing us with your name and address and the name and type of securities that you own.

If the company in which you own securities does not offer the Direct Deposit Service, we can arrange to have future cheques mailed directly to your financial institution. Should you wish to use this service, contact Computershare at the office listed at the end of this brochure providing us with the institution name, address and your account number and include a specimen cheque.

Q. If I do not receive or if I lose or misplace my cheque, how do I obtain a replacement?

A. If you have not received your cheque within five days of the payable date, or if the cheque has been lost or stolen, contact Computershare at the office listed at the end of this brochure or e-mail us at **caregistryinfo@computershare.com** providing us with your name, address, name and type of securities you own and the payment date. If the cheque has not been cashed, we will place a stop payment order against the original cheque and mail you a replacement cheque. Alternatively, a confirmation will be sent to you if the cheque has been cashed.

In addition to the information requested, if you have recently moved, please provide us with your change-of-address information.

Q. Can I receive my payment in another currency?

A. Many companies offer the opportunity to receive payment in various currencies. To find out if your company disburses dividends/distributions in different currencies, please contact Computershare at the office listed at the end of this brochure or e-mail us at **caregistryinfo@computershare.com**. Provide us with your name, address, name and type of securities you own and the desired currency and we will confirm application of the desired currency on your account or inform you if it is not available.

Q. What if my cheque is stale dated?

A. Any cheque that exceeds six months from the date of issuance must be updated by the issuing Computershare office. Contact the Computershare office listed at the end of this brochure, and return the original cheque with a letter requesting a replacement cheque.

TAX INFORMATION

As disbursing agent for our corporate clients, Computershare maintains records of distributions paid to registered holders. All recipients of these payments must report the income to their respective governments.

Computershare mails out all required tax forms in due time as prescribed by law, however, some companies may choose not to mail out tax forms valued at less than \$50.00 for Canadian holders. In this situation it is up to the individual investor to report these amounts on their income tax forms.

Q. I did not receive my tax slip. Can you send me another one?

A. If you have not received your tax slip, please contact Computershare at the office listed at the end of this brochure or e-mail us at caregistryinfo@computershare.com providing us with your name, address, name and type of securities you own and the taxation year. We will mail you a duplicate form. If you have recently moved, please also include your change-of-address information.

Q. Why do I have to provide Computershare with my Social Insurance Number?

A. For tax reporting purposes, it is a requirement of Canada Customs and Revenue Agency (Revenue Canada) for each company issuing tax forms to include the Social Insurance Number of the recipient. If you would like to ensure that your Social Insurance Number has been recorded on our files, please contact Computershare at the office listed at the end of this

brochure or e-mail us at caregistryinfo@computershare.com and provide us with your name, address, name and type of securities you own and your Social Insurance Number.

Q. If I am a U.S. resident, why do I have to provide Computershare with my Tax Identification Number?

A. As a U.S. resident of a Qualified Issuer who pays either dividend or interest income to U.S. investors, you are required by law to complete a W-9 Form. In this form, you must provide your Taxpayer Identification Number, and certify that it is correct. You must also certify whether or not you are subject to backup withholding. The information provided by you in the W-9 Form will be used by Computershare to update your account.

The applicable backup withholding tax will be deducted when:

- (i) your certification requires it,
- (ii) any of the conditions specified in the W-9 Form that require backup withholding are met or as may otherwise be required by law, or
- (iii) you fail to return the duly completed form.

If you have any questions, please contact Computershare at the office listed at the back of this brochure.

DIVIDEND/DISTRIBUTION REINVESTMENT PLANS

Many dividend/distribution paying companies offer the opportunity to enroll in a Reinvestment Plan. These plans allow you to invest cash, and where permitted, make optional cash payments to purchase additional shares or units of the Company. This enables you to increase your holdings in a Company by using your payments to purchase additional shares or units of the Company. Often, a Plan will allow you to purchase and/or sell your shares/units through the Plan. Companies send statements, usually on a quarterly basis, to provide you with the status of your account. Many statements include 'withdrawal forms' which enable you to withdraw shares or units and/or 'contribution forms' for companies that allow optional cash payments to purchase additional shares/units.

To find out if your company offers a Dividend/Distribution Reinvestment Plan and what options the Plan includes, please look on our website, www.computershare.com, contact Computershare at the office listed at the end of this brochure, or e-mail us at caregistryinfo@computershare.com providing us with the name, address, and type of shares/units you own.

*Q. I would like to enroll in a Reinvestment Plan.
How do I do this?*

A. To enroll in a Plan, please contact Computershare at the office listed at the end of this brochure or e-mail us at caregistryinfo@computershare.com providing us with your name, address and the name and type of shares/units you own. We will send you a Plan brochure.

NON-REGISTERED HOLDERS

Q. Why am I not allowed to vote at the Company's annual and/or special meeting for which I am a holder?

A. If you bought your securities through your investment dealer and did not specifically instruct them to have a certificate registered in your name, your securities are being held in your investment dealer's name. For example, your broker may 'own' 100,000 securities, but they really represent holdings for a number of their clients, like you.

- This means that you are a non-registered owner of the securities. The laws governing Canadian corporations state that only registered holders or their 'appointed proxy holder' are allowed to vote at a company meeting. Your investment dealer can 'appoint' you.

If you wish to vote in person at the annual meeting, follow these steps:

- Insert your name in the space provided on the proxy authorization form (you should have received this form with your annual report package) appointing yourself to vote at the meeting.
- Return the form to your investment dealer in the return envelope provided in your package.
- When your investment dealer receives the proxy authorization form from you, they can do one of two things:

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1. They can complete and submit a proxy to Computershare. This proxy will appoint you to vote.
 - In this case, when you arrive at the meeting, give your name to the staff at the registration table telling them that you are a proxy appointee. When you appoint yourself or another person on your behalf, you or your delegate must attend the meeting in order for your vote to count.
 2. Your investment dealer may choose to sign and limit the holdings on the proxy to the number of securities you own and return it directly to you.
 - In this case, you must return the proxy directly to Computershare in accordance with the instructions contained in the Information Circular received with your proxy package, indicating the deadline for which the proxy must be received by Computershare.

At Computershare, our Investor Services area looks after all of your needs. In addition to the topics noted in this brochure or for information on the Computershare location nearest you, contact us at our office noted below or visit our website at www.computershare.com.

100 University Avenue,
9th Floor,
Toronto, Ontario
M5J 2Y1

Tel: 1-800-564-6253

Tel: (514) 982-7270

Fax: (416) 263-9394

e-mail: caregistryinfo@computershare.com

