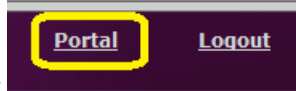


## FAQ's

### How do I reset my PIN access code?

To reset your PIN, click the Recover icon from the Portal page. If you are in the Account Details page,

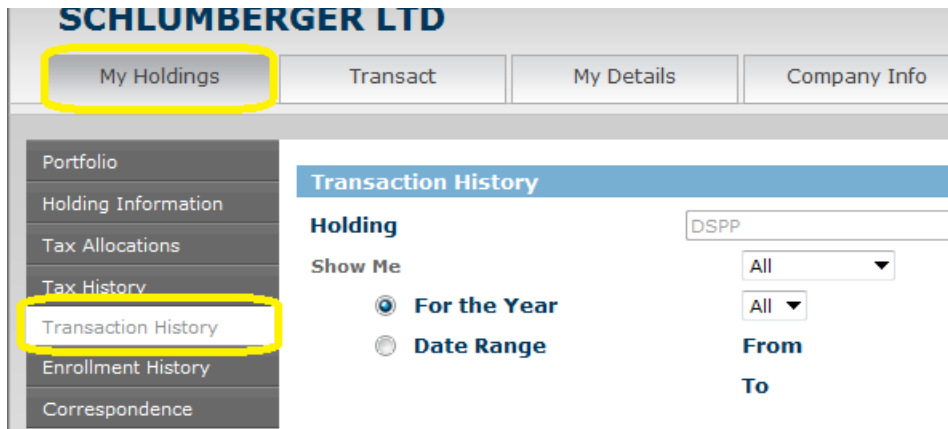


you will need to click the Portal link at the top right hand corner. On the main portal page, you will see a link "RECOVER". Click to recover your PIN. It will be emailed quite quickly (within a few minutes) to your Schlumberger email address.



### How do I see my Contribution History?

Go to My Holdings > Transaction History

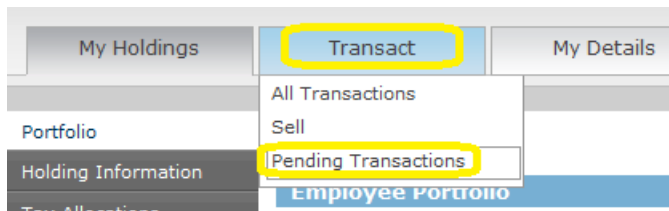


Click the Details link in any row to see your contributions for that purchase period;

Share Price	Transaction Shares	<a href="#">Details</a>	<a href="#">Cost Basis</a>
60.3602	96	<a href="#">Details</a>	<a href="#">Cost Basis</a>
59.8906	115	<a href="#">Details</a>	<a href="#">Cost Basis</a>
62.7518	91	<a href="#">Details</a>	<a href="#">Cost Basis</a>
77.6695	79	<a href="#">Details</a>	<a href="#">Cost Basis</a>
50.6000	97	<a href="#">Details</a>	<a href="#">Cost Basis</a>
51.6300	101	<a href="#">Details</a>	<a href="#">Cost Basis</a>

### How can I see my Year to Date contributions?

Go to tab “Transact” and select “Pending Transactions”.



Ensure the Transaction type is set to Purchase (select from drop-down) and select **View Details**.

**Pending Transactions**

**Holding**

**TransactionType**

( ) represent negative amounts

**Purchases**

Transaction Date	Total Amount	Trade Status	Purchase Price	<a href="#">View Details</a>
N/A	USD 4828.29	Open	N/A	<a href="#">View Details</a>

[Market Data Provider](#)

### I had Banking information set up at BNY Mellon, but that information doesn't appear on the Computershare site. Why not?

Your bank details should be migrated from the old BNY Mellon system to the new Computershare system. However, if there were any errors with the wire instructions, they were not converted over. Computershare has a more robust system that can validate a lot of the bank details. So you will need to re-enter the wire instructions in the new system. Go to My Details tab, and then select 'Banking Details'

### **How long will it take to get the proceeds from a sale?**

If you do a wire transfer, it takes about 5-7 business days for the sale to settle and then depends on your bank on how long it takes to arrive at your account. Please contact Computershare directly to check the payment status. Contact information may be found on the page;

<http://www.hub.slb.com/display/index.do?id=id2646730>

If you select to receive your proceeds by Check, then please account for mailing time through the postal system, which can be quite long to some locations.

### **I closed my account – how long until I receive the funds.**

The refund normally takes about 8 weeks after your account closure. The cash balance is paid by Computershare instead of payroll after the shares in the plan have been sold or transferred out of the plan. Details on what happens after account closure are available on DSPP hub at

<http://www.hub.slb.com/display/index.do?id=id1615552>

### **What is the process if I want to withdraw the funds I have contributed to the DSPP program before the end of the purchase period?**

If you would like to withdraw all your DSPP contributions instead of using them to purchase shares you need to close your DSPP account (discontinue your enrollment). Details are available on the DSPP hub at <http://www.hub.slb.com/display/index.do?id=id1615552>

### **What is the process if I want to stop contributions, but want the funds currently in the account to be used for purchase?**

Log into <https://mycompandben.slb.com/eDspp/Main.html>

Click the picture of Contribution rate and beneficiaries.

Select **Contribution percentage**, then **Update percentage**.

Change your percentage to 0 (zero), and click the **Update** icon.

### **Why are my shares “Disqualified”?**

In the ‘My Holdings’ tab, under ‘Holding Information’, there are line entries, “Qualified Shares”, and “Subject to Disqualification.”

Do not be alarmed. The Disqualified shares are for US taxpayers only, and it simply means that if those shares are sold, they have a different tax treatment. You can find further information on

<http://www.hub.slb.com/display/index.do?id=id2670751>

### **What is the “Ineligible Balance” I see in my Details?**

The “Ineligible Balance”, a negative amount, denoted by the parentheses around the number, is the amount of cash in an individual’s account that is not purchasing.

- For most participants, it is the amount that did not purchase due to the whole share limitation
- For those over the maximum share limit, it is the amount that will be refunded as an excess refund. (In this case, the amount rolls forward to open the next period, and then the cash payment is actually made, drawing the balance back down)
- For ineligible participants (they terminated, or transferred to an ineligible status, etc.), this transaction has the entire cash balance, which the rolls forward to open the next period, and may be refunded to the person depending on the situation.