

# Shareowner Online sign-on 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. Sign on here using your current Shareowner Online username and password. You no longer need to sign on to separate websites to view your ADR accounts and Shareowner Online accounts.

1. Go to [shareowneronline.com](http://shareowneronline.com)
2. Select "Can't access your account?"

3. Select "Recover username and reset password or security question/answer"

4. Choose "Username" and "Account Number" and enter your current username and account number from [adr.com/shareholder](http://adr.com/shareholder)
5. Use "Company Lookup" to select a company from your account, then click Authenticate

6. An email will be sent to your personal email address. Click the temporary link in that email to continue
7. Choose "Username" to verify your account information, then click continue

8. Enter and confirm your new password, then choose a security question and answer
9. Click "Submit" to complete enrollment and access your Shareowner Online account

## 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** website.
2. Will the website address change?  
Yes, the new website address is **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. Sign on to Shareowner Online using your Shareowner Online username and password. You no longer need to sign on to separate websites.
4. Does my account number change?  
No. Once you sign on, 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.