

SKEPTICAL

WHAT'S this ABOUT ? WHY are you calling me?	<i>Our purpose is to inform you of the shareholder's meeting and offer the convenience of voting by phone. Did you receive the proxy material in the mail?</i>
Not interested. Is this a SALES CALL ?	<i>This is about an investment in [FUND/ISSUER] - not a sales call. We are only calling to advise you of the upcoming shareholders meeting and to offer you the convenience of casting your vote over the phone.</i>
Why is this CALL RECORDED ?	<i>All calls are recorded for quality control purposes.</i>
How did you get my PHONE NUMBER ?	<i>Using the name and address on the registration, we do research to find contact information. What do you mean by research? Where do you RESEARCH? I do not know the exact source for your number. We use a variety of public search engines.</i>
Why is your number BLOCKED ?	<i>Our dialing system currently does not allow an out-bound phone number to be displayed. I would be happy to give you our toll-free number for you to call us back.</i>
I have NEVER BEEN CALLED BEFORE about a shareholder meeting.	<i>We understand that many shareholders don't have the time to review the proxy material and cast their votes by mail. Therefore, we are calling to offer you the convenience of voting by phone. The board is recommending you vote FOR the proposals....</i>
WHO do you WORK FOR ?	<i>I am with Alliance Advisors*, a proxy information firm, retained by the Company/Fund to contact shareholders about the upcoming meeting. *[Broadridge Proxy Services, if Mutual Fund] WHERE are you CALLING FROM? Bloomfield, NJ.</i>
I DON'T OWN SHARES . I DON'T HAVE INVESTMENT with this Company/Fund.	<i>Our records indicate that you are currently a shareholder of [FUND/ISSUER], and you reside in [CITY/STATE/ZIP]. Is this correct? And your street address is [STREET ADDRESS]? [If ADDRESS DOES NOT MATCH]: I apologize for the inconvenience. I must have the wrong number. Thank you for your time.</i>
You have the WRONG NUMBER . NO ONE BY THAT NAME lives here.	<i>Our records show this number for a [SHAREHOLDER's FULL NAME] in [STREET ADDRESS] [CITY/STATE/ZIP]. Is this correct? [If ADDRESS DOES NOT MATCH]: I apologize for the inconvenience; I must have the wrong number. Thank you for your time.</i>
Why do YOU KEEP CALLING ME ? (No previous Dispositions)	<i>I apologize for the inconvenience. [COMPANY/FUND] simply wants to insure that all their shareholders are contacted about the upcoming shareholder's meeting and offered the convenience of voting by phone. I can leave our 800 number for you to call if you'd prefer. [If they take 800 number Disposition as "Undecided"] [If they don't take 800 number, Disposition as "Not Interested"]</i>

VOTING REBUTTALS

WHY do I need to vote?	<i>We want to ensure that all shares are represented at the upcoming meeting. If the meeting is adjourned, it will have to be rescheduled and the materials re-mailed. <u>Your board has recommended you vote 'FOR' the proposals (etc)...</u></i>
I have ALREADY VOTED . I SENT IN my proxy card.	<i>Currently your vote is not recorded in the system. I'd be happy to reconfirm your vote now so that it will be recorded immediately, and send you a written confirmation. <u>Your board has recommended you vote 'FOR' the proposal (etc.)...</u></i>
I WILL VOTE on-line.	<i>That's fine. Keep in mind that the materials contain a CONTROL NUMBER that you will need to cast your vote online. Or, I can record your vote right now so it is accounted for at the meeting. <u>Your board has recommended a vote 'FOR' the proposals, (etc)...</u></i>
I think I'll ABSTAIN from voting.	<i>Are you saying that you wish to cast an 'ABSTAIN' vote*, or that you do not wish to vote at all? *['Abstain from voting' means they do not wish to vote at all. You must always clarify.]</i>
I WILL NOT vote. I am NOT INTERESTED .	<i>I understand you don't wish to vote at this time, please remember your vote is very important and your time is appreciated. Thank you and have a good day.</i>
I already SOLD my shares.	<i>I understand. However, as of the record date you were still a shareholder and you are still eligible to take part in the upcoming shareholders meeting. <u>The board is recommending you vote 'FOR'...</u> What do you mean by RECORD DATE? <i>It is the date set by the Company/Fund—a cut-off date—on which a shareholder must be recorded as an owner of shares in order to be eligible to vote. <u>The board is recommending you vote 'FOR'...</u></i></i>

CONFIRMING THE VOTE

HOW MANY ACCOUNTS do I have?	<i>Currently, our system shows [__#__] account(s), but depending on how the account is registered all accounts may not be grouped together.</i>
What do you mean by 'ALL ACCOUNTS ACCORDINGLY' ?	<i>This means you would like to vote all of your accounts <u>with this Company/Fund only</u>, in the same manner (for/against/abstain). So would you like to vote all of your accounts in the same way?</i>
(Does not state MIDDLE INITIAL , 'ST', 'AVE', APT # , 'JR', 'SR',...)	<i>I see a middle initial in your name....? ... Is that 'JR' or 'SR'? ... I see an apartment number...?</i>
I don't need you to send me a WRITTEN CONFIRMATION .	<i>The confirmations are automatically generated and sent to the address on record. I see you are on ____ Street...? And the numerical portion of your street address...? [If necessary, state the full street address and ask them to confirm, 'yes' or 'no'.]</i>

SPEAKING TO 3rd PARTY

Unconfirmed Party asks “What is this about?”	<i>I am calling on behalf of Mr./Ms. _____’s current investment with <JOB NAME> regarding the upcoming <Shareholder Meeting / Consent Solicitation>. Is he/she available to speak?</i>
I HANDLE FINANCIAL MATTERS for her/him.	<i>Are you stating that you are authorized to vote on behalf of the shareholder? [If YES]: For the record, please state your FULL NAME. [Enter in Comments]. [If NO]: Is there a better time to reach her/him? I can also leave my 800 number...</i>
How many shares do they own? (or other ACCOUNT SPECIFICS)	<i>I’m sorry, but I can only discuss that with the shareholder or their authorized representative. Are they available? ... Is there a better time to reach them?... I can also leave my 800 number...</i>
I’m her husband. CAN I VOTE for her?	<i>Only the registered shareholder or their authorized representative can vote. When is a better time to reach her? I can also leave my 800 number... [If the 3rd party has to ask if they are authorized, then they probably are not authorized.]</i>
(S/H DECEASED)	<i>My condolences. May I please speak with the EXECUTOR of the shareholder’s Estate?</i>
(S/H INCAPACITED or in MILITARY)	<i>May I please speak with the POWER OF ATTORNEY, or the person handling their accounts?</i>
He/She DOES NOT LIVE HERE.	<i>Is there a better number to reach them at? [Add new number in Phone1 and move current number to Phone2 or into the comment field.]</i>

UNDECIDED

How do you SUGGEST I vote?	<i>I am not authorized to advise you how to vote, but I can tell you that <u>your board recommends you vote ‘FOR’ the proposals.</u> Would you like to vote with the board’s recommendation?</i>
I HAVEN’T DECIDED how to vote.	<i>I would be happy to review the meeting agenda with you right now. It will only take a few moments...</i>
Can you CALL ME BACK ?	<i>Of course. You can also call us back at our 800 number when you are ready to cast your vote by phone.</i>
I have NOT RECEIVED material. Can you REMAIL MATERIAL ? I have NOT REVIEWED material.	<i>I would be happy to review the meeting agenda with you right now. It will only take a few moments... I’d rather REVIEW MATERIALS MYSELF (or with advisor, etc.). I understand. We can email you the material within 24 hours. What is your email address? [If NO EMAIL, confirm their mailing address. WE CANNOT FAX!] Please review the material and contact us with any questions you may have. At that time we can record your voting instructions by phone. Please take down this 800 number...</i>
My BROKER / FINANCIAL ADVISOR usually handles this.	<i>You can give authorization for your broker/financial advisor to vote on your behalf. However, I can record your voting instructions right now so that it will be represented at the upcoming meeting. Your board is recommending you vote FOR the proposals.... I’d rather LET MY BROKER HANDLE it. I understand. Would you like us to contact him/her for you? What is his/her name and phone number? [Record this in Comments. Put Broker’s phone in Phone1 and move s/h’s to Phone2.]</i>

