FRANKLIN TEMPLETON

Franklin Templeton

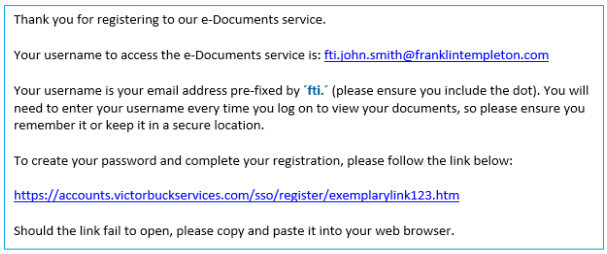
E-Documents User Guide

Welcome to e-Documents, an online platform which allows you to view and download e-Documents (i.e. transaction statements, distribution statements, portfolio statements, shareholder communication, if applicable) at your convenience.
This guide will walk you through the registration, user profile setup, and recovery password processes. After reading this guide, you will also be able to navigate through the user interface and perform the desired searches. In order to access e-Documents, make sure you have one of the listed web browsers downloaded: Internet Explorer 11 or above, Mozilla Firefox 3.1 and above, Google Chrome 36 or above.

Note: Your e-Documents are available for viewing for up to 1 year from the day it is made available on the platform.

Registration process

You can register for e-Documents service through Vsafe, the system that will manage your log on credentials, by using the registration key provided in the registration email. This email is generated and sent to you if you, firstly, opt for e-Documents and, secondly, have the first statement created by the system. Once you click on the link in the registration email, you will be directed to the Vsafe Registration screen. Please remember, the registration key provided in the email expires after 30 days.


Thank you for registering to our e-Documents service.

Your username to access the e-Documents service is: fti.john.smith@franklintempleton.com

Your username is your email address pre-fixed by "fti." (please ensure you include the dot). You will need to enter your username every time you log on to view your documents, so please ensure you remember it or keep it in a secure location.

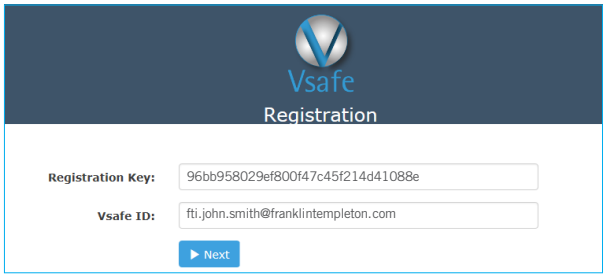
To create your password and complete your registration, please follow the link below:

https://accounts.victorbuckservices.com/sso/register/exemplarylink123.htm

Should the link fail to open, please copy and paste it into your web browser.

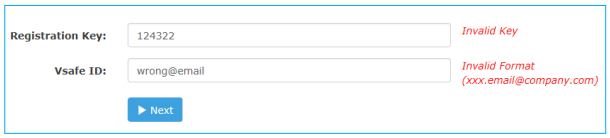
Access registration screen

In case the link does not open, you can copy and paste it into your web browser. The Registration Key and Vsafe ID should auto-populate. If the key and ID do not populate, copy and paste them from the registration email. Once the fields are filled in, select "Next" and the system will navigate you to the next step of the registration process, which is creating your profile.



Error alerts

In case any error occurs at any stage of the registration or login processes, an alert message in red will be displayed. In such case, please check if the input data is correct. If errors still occur please contact your local Client Services Team.

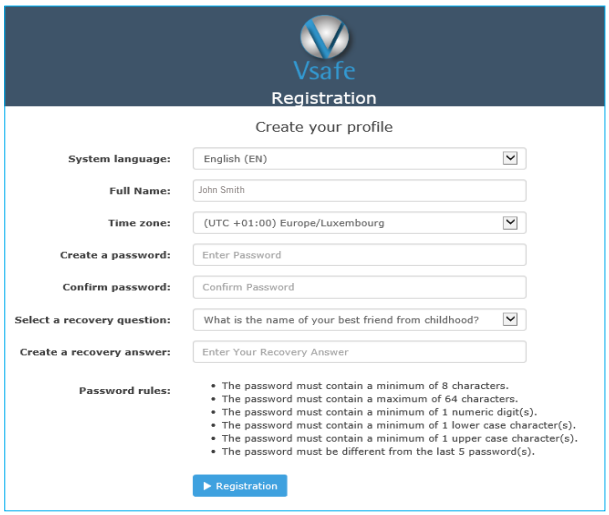


Creating your profile

In order to set up your profile, follow the steps below:

1. Choose the system language: English, German or Spanish.
2. Enter your full name.
3. Select your time zone and location. Please be sure to choose the correct time zone since otherwise, the documents may not reflect the correct generation date.
4. Choose the email communication language from the drop-down list. This does not affect the language of the e-Documents.
5. Create a password following the rules displayed at the bottom of the screen.
6. Confirm the password entered in the field above.
7. Select a recovery question.
8. Provide an answer to the recovery question.

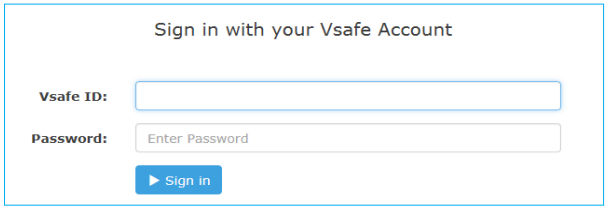
Upon a successful profile setup, a confirmation screen will appear. At the same time, the system will send you a confirmation email. You can now log into the system using your user name and password.

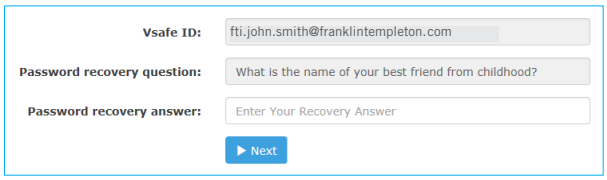


Password reset process – with security question

If you forgot your password but remember the answer to your security question, follow the password recovery procedure outlined below:

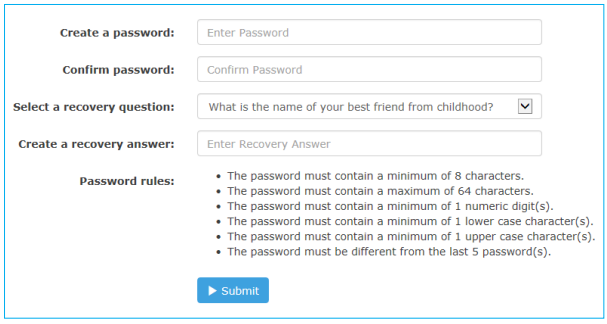
1. From the login page, click 'Forgot your password?'.
2. Enter your Vsafe ID which you can find in your registration email.
3. Answer your security question.
4. Upon successful completion of the password recovery process, click "Back to main page".
5. The system will send you an email containing a link. Click on that link.
6. Set a new password following the rules displayed on the screen.
7. Your password is now reset and the system will send you an email confirming the successful password recovery.
8. To access the login page, click 'Back to main page'.





Password reset process – without security question

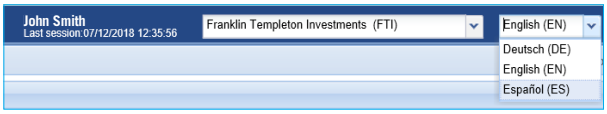
If you forgot both your password and the answer to your security question, please contact your administrator (Local Client Services Team) who will send you a 'reset password' email. Be sure to click on the link included in that email. After clicking the link, you will be asked to create your new password and set your security question and answer. Once the password recovery process has been successfully completed, the system will send you a confirmation email.



Logging into Vdox through Vsafe

In order to connect to e-Documents, access the login page and enter your Vsafe ID and your password: https://accounts.victorbuckservices.com.

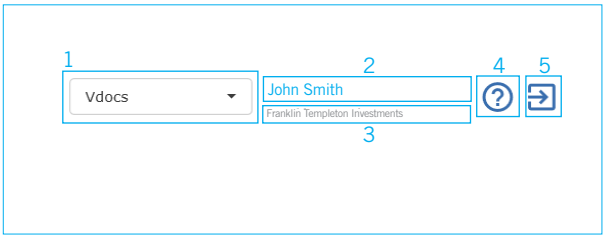
Once you are logged in to Vsafe, you will see the home page - Vdox, the system that stores all your e-Documents, will be displayed. You can change the language of Vsafe/Vdox at the top right drop-down menu at any time.



Menu bar

Menu bar, located in the top right corner of the Vdox platform contains the following fields and functionalities:

1. List of products - enables you to switch between Vdox and Vsafe.
2. User name - displays the full name of the logged user.
3. User Company - displays Franklin Templeton Investments.
4. Help - opens the Recipient's Manual.
5. Log out - logs out from Vdox and Vsafe.

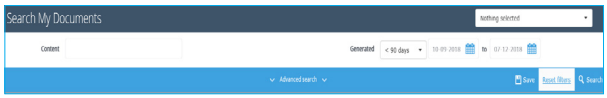


Quick search panel

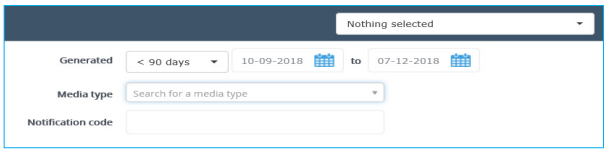
Quick search panel, located at the top of Vdox offers a variety of searching possibilities.

Content - in this field, type in specific text you are looking for. This can be one of the following:

- Investor portfolio number,
- Broker party number,
- Broker party name,
- Investor party name,
- Wildcard search - the "contain search" (*) as explained below.



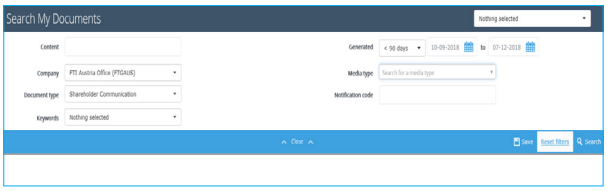
Generated - calendar where you can choose which documents from a precise date range.
Wildcard search - by default, system searches for entire words. If you would like to search for all items containing a certain sequence of letters, use symbol (*). For example, if you type"*Fund*", system will show all documents including "Fund" in the name - also "funds" or "funding". If you are looking for exact documents, use quotation marks (").

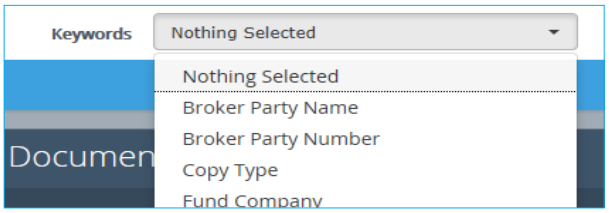


Advanced search panel

Advanced search - to access the Advanced Search Panel, click on the blue bar "Advanced Search" right below the Quick Search Panel. The Advanced Search Panel works like the Quick Search Panel with additional criteria. It contains the following options:

- Company - a drop-down list displaying different offices within Franklin Templeton,
- Document type - a drop-down list with all available types of documents. You can select either one or multiple types of documents,
- Keywords - this field appears when a specific document type is selected. Once you type in your first keyword, a new field will appear. You can search after a maximum of three keywords. To remove keyword fields, click on the cross button.
- Notification code - this field auto-populates once you click on the link from the notification email or when you use the group button,
- Wildcard search - "contains search" (*).

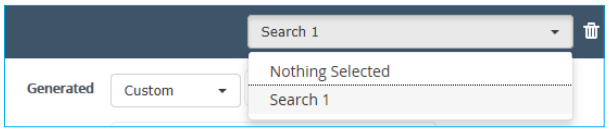




Query management

At any time, you can save a query by clicking on the "Save" button below the search panel. The system will prompt you to enter a name for the query. If you want to update an existing query, select it from the list, add your changes and click on "Save" button. There is no limit for the number of saved queries.

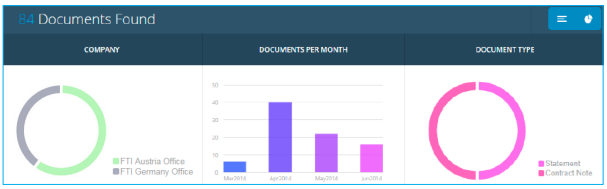
Once a query is loaded, a button of a bin appears. In order to delete a query, click on this button.



Graphical search results

The graphical search results bar will appear right below the search panel showing you the following information:

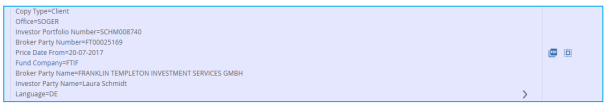
- Company - this shows the allocation of documents between different Franklin Templeton offices. You can click on the graph to see more details per office (for example documents per week and document types for the selected office),
- Documents per month - once you click on the graph, a more detailed description will show, e.g. documents per day,
- Document type.
  To hide the graphical search results bar, click on the "Hide" button in the top right corner.



Tabular search results

The tabular search shows up to 10 results by default but you can increase that number to 100 by choosing the relevant value (10, 25, 50, 100) in the top left drop-down list. The tabular search bar displays the following information:

- Generation date,
- Company,

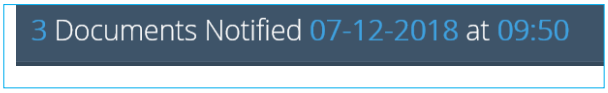


- Type of document,
- Fields - a summary of the most important information about the document, such as copy type, office, investor portfolio number, broker party number, price date from, fund company, broker party name, investor party name, and language. Click on the “expand” button to view the full list. ›

Downloading documents

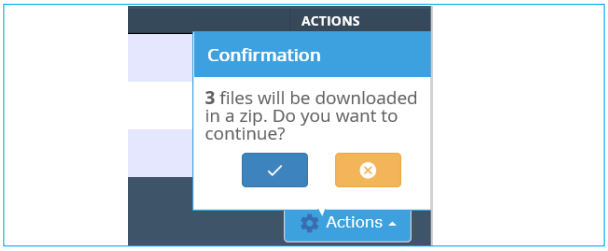
To download one document, click on the PDF button displayed in the “Action” column in tabular search results.

To filter all documents notified together, click on the group button under the “Action” bar. When used, the system refreshes the query and displays a new header. You can now download page results.



To download multiple documents (i.e.: total results list) select the button Actions (right corner) and then Download Page Results.

In order to do so, click on the “Actions” then “Download Page Results” button at the right bottom corner of the search results panel. The system will then ask you to confirm the download. If your search returns more than one page of results, go to the next page and perform the download action again.



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