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Our street mailing address is:

SunGard Trust Systems LLC
5510  77 Center Drive
Charlotte, NC  28217

Our post office box mailing address is:

We no longer use a PO Box number. Please use the street address indicated above.

Our phone numbers are:

<table>
<thead>
<tr>
<th>Service</th>
<th>Direct Number</th>
<th>Fax Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Support</td>
<td>704-527-4775</td>
<td>704-527-9617</td>
</tr>
<tr>
<td>Micro Support</td>
<td>704-527-6300</td>
<td>704-527-9617</td>
</tr>
<tr>
<td>Custody</td>
<td>704-527-6300</td>
<td>704-527-9740</td>
</tr>
<tr>
<td></td>
<td></td>
<td>704-561-8464</td>
</tr>
<tr>
<td></td>
<td></td>
<td>704-561-8468</td>
</tr>
<tr>
<td>Sales</td>
<td>704-527-3754</td>
<td></td>
</tr>
<tr>
<td>Accounting</td>
<td>704-561-8436</td>
<td></td>
</tr>
<tr>
<td>Pal Hotline</td>
<td>704-561-8421</td>
<td></td>
</tr>
<tr>
<td>All other inquiries</td>
<td>704-527-6300</td>
<td></td>
</tr>
</tbody>
</table>
Information on our Internet web site

SunGard maintains a comprehensive Internet web site. It contains general information including FAQ’s, current and past copies of our client support newsletter, a library of useful documents and specific client information, such as processing and shipping information. Each client has a sign on ID and password. Check with your system administrator if you need access. The URL is:

https://sungardtrust.infinity.com

Client Support E-mail address:

You may wish to communicate an e-mail message to SunGard. The e-mail address is:

cltcsr@sungard.com

If you elect to use e-mail, please be specific in your request and make sure to identify yourself by client number, institution name and your name. If you require a voice response, you should place a call to client support rather than use e-mail. While SunGard attempts to respond to e-mails in a timely and efficient manner, e-mail response time may be up to 48 hours.
How do I place a Client Support call?

Determine the nature of your problem and place a call to Client Support if appropriate. Be prepared to provide the operator with the following information.

- Your Client number
- Your name
- Your phone number and extension (if it is after hours at your organization, this is a requirement)
- Do you wish to speak with Client Support or Micro Support
- Your call priority

Call priority

**Priority 1** – Your system is down and you cannot process at all. You have not completed communications from the previous evening and therefore cannot process today’s work.

**Priority 2** – You have questions about or are having problems processing today’s work.

**Priority 3** – How to, or what if questions regarding the various system functions or modules.

**Sunnie** – Use for the following special or administrative requests.

Hold month end open (you may use transaction 001HOLD)
Close Month end
Not processing today
Change shipping method
Exam Dump request
Check on month end processing / shipping status
Things you should do daily

After the data is sent back to your site, certain processes are accomplished. SunGard is not able to determine if all processes have completed. You must check, at a minimum, the following:

- Remote Database Audit Listing – verify this is for the current process date, there are no errors and it balances.
- File Maintenance Log – are there any errors and has the process completed. Has your backup run and are there any errors.
- SQL Log – This should say OK. If it says error, fax it to micro support and place a priority 1 call to Micro Support.
How do I contact Standard Register

Standard Register is the official supplier of forms for SunGard. You are not required to purchase anything from them, but they will be happy to supply you with samples and quotes. To contact them call:

Darlene Andersen at 704-553-6050
FAX – 704-552-5189
Email – Darlene.andersen@standardregister.com
Explanation of Terms

**COST:** This refers to the book control value of securities. It normally reflects the tax cost basis. If unknown, it is normally substituted by a nominal value of $1.00. Whenever a security is sold, the cost is subtracted from principal proceeds to arrive at a resulting capital gain or loss. Cost should not include accrued income purchased. Reports with "Investments" or "Securities" column headings reflect the cost of securities included under those headings. Cost may be negative.

**ORIGINAL COST:** The Original Cost Basis is the cost basis before any adjustments are posted, such as Amortization or Accretion.

**INVENTORY:** This refers to a substitute or secondary cost basis for a security. Normally, it is not used as a control value for balancing purposes. When a security is purchased, inventory automatically assumes the same value as cost. When a security is deposited, inventory may be assigned a value equal to cost or some other value.

**EXAMPLE:** A grantor deposits to his trust a stock for which he paid $5,000 several years ago but which now has a market value of $12,000. You would deposit the security with a cost value of $5,000 (the tax cost basis) and an inventory value of $12,000.

**R&D ITEM # (Receipt & Disbursement Item Number):** This refers to a sequential number assigned to each transaction in each account. At conversion, each account starts with zero transactions on file. The first transaction processed in the account is assigned R&D Item "#1", the second "#2", and so forth. When the transaction counter finally reaches "#999999", it will start over again with "#1".

**TAX LOTS:** A tax lot represents the separate acquisition of a security for an account. On a Security Position Listing or Tax Lot Listing Report, each print line for a particular security is for a separate tax lot.

**EXAMPLE:** Securities in John Doe’s account:

<table>
<thead>
<tr>
<th>Security</th>
<th>Shs</th>
<th>Cost</th>
<th>Tax Lot</th>
<th>Date Acquired</th>
</tr>
</thead>
<tbody>
<tr>
<td>AT&amp;T</td>
<td>100</td>
<td>4,600.00</td>
<td>01</td>
<td>01/05/79</td>
</tr>
<tr>
<td>AT&amp;T</td>
<td>200</td>
<td>8,900.00</td>
<td>02</td>
<td>03/23/79</td>
</tr>
<tr>
<td>AT&amp;T</td>
<td>100</td>
<td>5,300.00</td>
<td>03</td>
<td>02/18/81</td>
</tr>
</tbody>
</table>

1. Each tax lot was acquired at a different date.
2. Tax lots should be set up in date-acquired order at conversion. Thereafter, the system will automatically assign new tax lots.

3. If a 2-for-1 split occurs, the number of shares in each tax lot would double. All other information for each tax lot will remain the same.

4. If an account is coded “Lot 001 Only”, future acquisitions of the same security for the same account would be added to tax lot number 001 only, unless your entry specifies another tax lot number. See coding for Tax Lot Retention field in Account Master Setup.
Transaction Descriptions

Certain transaction descriptions will be generated automatically. These are primarily limited to transactions generated from check writing, pending items, automatic amortization or accretions, pending trades and map releases. You may see an example of how a transaction will appear when viewed in a report by looking at the sample transactions, results after posting section for each transaction code.

On other transactions, you may enter up to 49 lines of description per transaction. Two lines are on the transaction group posting ticket and an additional 47 lines may be entered by accessing the More box. Please note, any transaction that has a CUSIP number as a portion of the transaction will automatically generate a line of description between Description Line 1 and Description line 2 showing the name of the security as represented on the Master Security File.
Training and Conference Schedule

SunGard conducts a series of training sessions several times a year in our training center in Charlotte. The current schedule of sessions may be viewed by visiting our Web site. To access the web site, link to: https://sungardtrust.infinity.com.

SunGard also has an annual client conference, usually in the fall. Information on the conference is mailed to each client. In addition to the annual conference, a number of regional conferences are held at select locations throughout the country during the year. A schedule of the conference dates and locations is available on our web site.