

Qenek Registration Instructions

Who can register? CIRI shareholders who are at least 18 years of age and not subject to guardianship or conservatorship orders are eligible to create a shareholder portal account, provided there is an email address in the CIRI stock records and that email address was not used by another shareholder to create a Qenek account. As an example, if a husband and wife are both shareholders and have the same email address on file with CIRI, only one may create a portal account using that email address.

Getting ready to register: You will need your shareholder identification (ID) number, which can be found on your shareholder ID card. [Click here](#) to request a replacement card.

You will also need to enter the "primary" email address you have on file with CIRI. If you participate in the eNewsletter program, you will enter the email address to which your eNewsletters are sent. If you don't receive eNewsletters but have communicated with Shareholder Relations by email or have otherwise provided your email address to Shareholder Relations, use that email address. If you would like to add an email address to your stock records, or have an email address on file but have forgotten it, please contact Shareholder Relations.

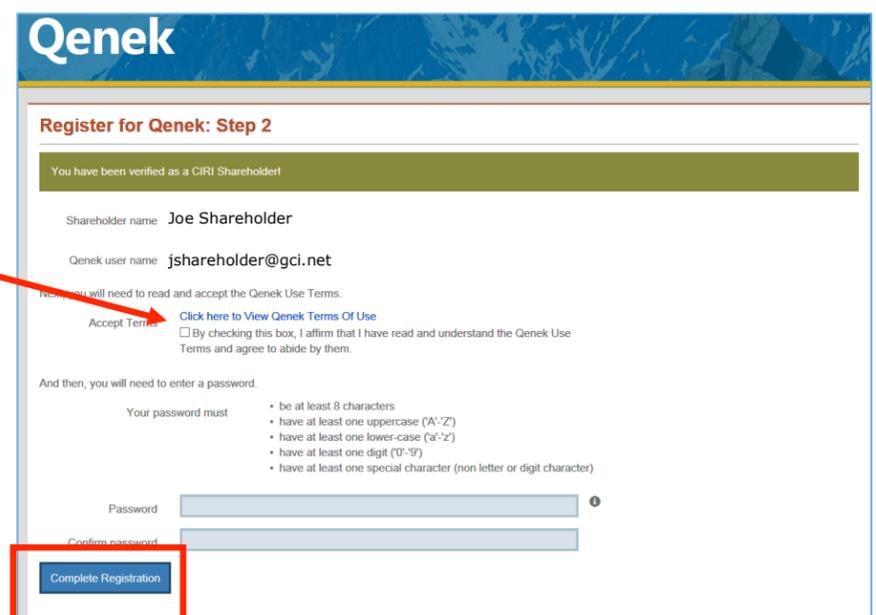
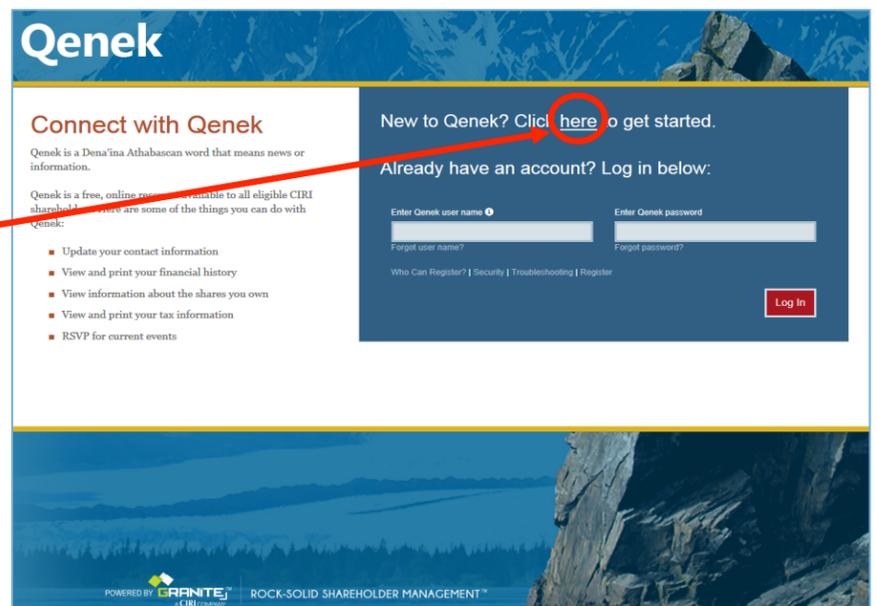
How to register:

1. Visit the CIRI website and click on the Qenek link located near the top right-hand side of the page, or type <https://Qenek.ciri.com> into your browser.
2. When the Qenek sign-in screen appears, click the word "here" in the sentence "Click here to get started."
3. A new screen will appear, where you will enter your primary email address, shareholder ID number, the last four digits of your social security number and your date of birth. When you are done entering the requested information, click the "Validate" button on the lower, left-hand side of the screen.
4. If the information you entered matches the information in CIRI's shareholder database, you will advance to a new screen. Otherwise, a message will appear on the screen to alert you to any issues.
5. The final step of the registration process involves agreeing to abide by the Qenek Terms of Use and creating a password.

Click on the blue link to view the Terms of Use. To accept the terms, be sure to check the box.

Next, follow the instructions for creating a password. You will enter your password twice: once to create it, and again to confirm it.

When you finish, click the "Complete Registration" box on the lower, left-hand side of the screen, which will advance you to your Qenek home page. If you click the box and do not advance to a new screen, a message will appear on the screen to alert you to any issues.



Once you have successfully created a Qenek account, you may sign in again at any time by visiting the CIRI website and clicking on the Qenek tab, or by typing <https://Qenek.ciri.com> into your browser, and entering your user name and password. **To maintain confidentiality and keep your information secure, your Qenek sign-in information should be treated confidentially and not shared.** Additional [hints for keeping your portal account secure](#) may be accessed by clicking a link on the Qenek sign-in screen.

If you experience any problems when using Qenek, you may find an explanation in the [troubleshooting document](#), which is accessible on the Qenek sign-in screen or, if you are already signed in, by clicking on the link under your name on the top right-hand side of the screen. As always, Shareholder Relations is happy to assist and may be reached by calling (907) 263-5191 or (800) 764-2474 and pressing "0."