Registration and Tax Certification Guide

StockPlan Connect

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Morgan Stanley's StockPlan Connect website allows you to access and manage your equity plans online. Follow the easy step-by-step instructions in this guide to register your account, submit your tax certification, and start using StockPlan Connect today.

There are Five Steps in the Registration Process:



Starting at Step 2, a progress bar along the top of the page will help you keep track of where you are in the registration process.

What You Will Need to Register

Registration Email

If your company provided us with your corporate email address, we will send you an email containing a customized link along with registration instructions.

OF

• Temporary User Name and Password Letter (received via MyDocs or from HR)

NOTE: Web browser supporting Cookies and Secure Sockets Layer (SSL) is required to access the website.

Supported Browsers

- IE 9 and above is recommended (IE 8 also supported)
- Chrome 18 and above
- Safari 5 and above
- Firefox 17 and above



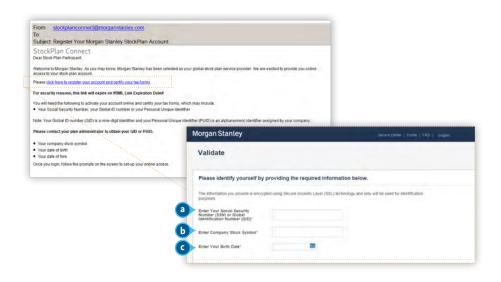
Step 1: Validation

VALIDATION VIA REGISTRATION EMAIL

If you received a registration email, click on the link contained within the email. You will be directed to a validation page where you will verify your identity by providing the following information:

- **a.** Enter your U.S. Social Security Number, or Employee ID
- **b.** Enter your company stock symbol—AMZN
- **c.** Answer a validation question (your date of birth)
- *To locate your Amazon Employee ID, click on Job Information on your PeoplePortal home page, or navigate to Self Service > Job Information > Employment Information. Your Employee ID is located to the right of your name at the top of the screen.

Continue to Step 2



REQUEST A REGISTRATION EMAIL

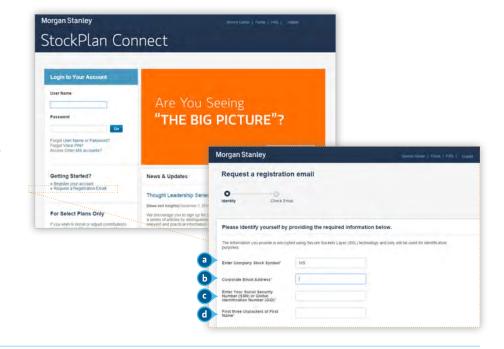
If you do not have the registration email, or the registration link on the email has expired (the registration link is valid for 30 days), click on the "Request a Registration Email" link on the www.stockplanconnect.com login page.

You will be directed to the Request a Registration Email page and asked to identify yourself by providing the following information:

- a. Enter your company stock symbol AMZN
- **b.** Enter your company-provided email address
- $\boldsymbol{c}.$ Enter your U.S. Social Security Number or Employee ID
- **d.** Enter you first three characters of your first name

If your answers match what we have on file, a new registration email will be sent to your company-provided email address.

Continue to Step 2

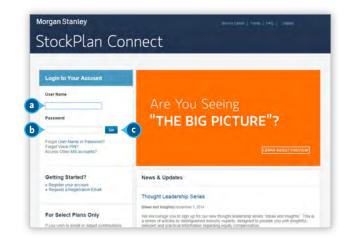


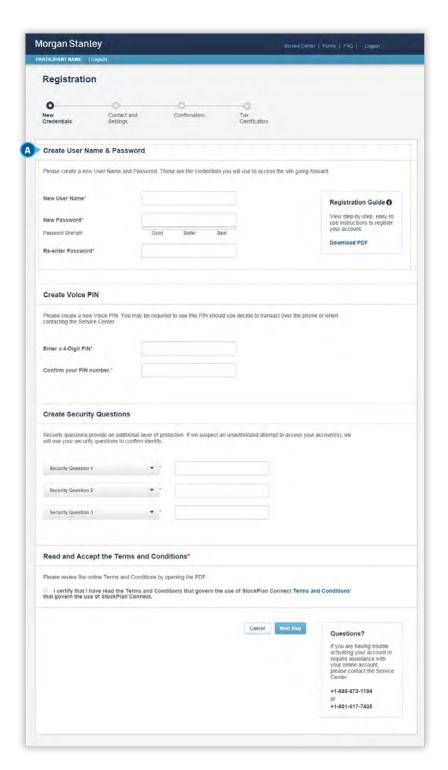
VALIDATION VIA USER NAME AND PASSWORD LETTER

If you received your temporary credentials in the mail, begin by opening www.stockplanconnect.com in a web browser.

- **a.** Enter your temporary 11-digit User Name in the User Name field
- **b.** Enter your temporary 6-digit Password in the Password field
- c. Click Go

Continue to Step 2





Step 2: New Credentials

All the steps on this page are required to register your account.

A. CREATE USER NAME & PASSWORD:

In this step you will create a new User Name and Password. These are the credentials you will use to access the website going forward.

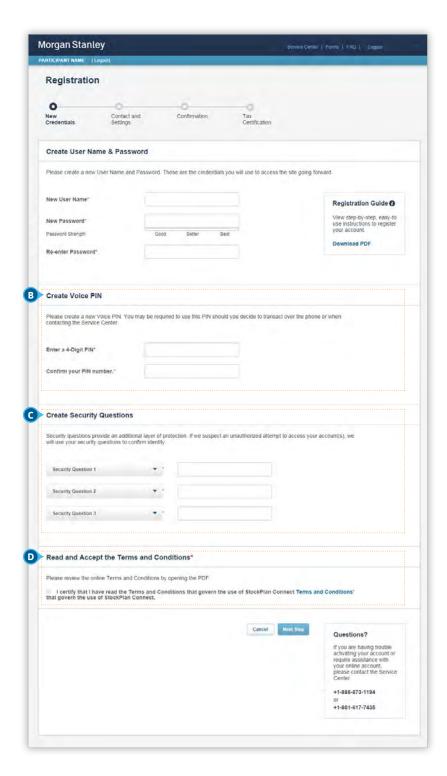
- **1.** Create a new User Name in the New User Name field, following the standards as defined below:
- Must be between 6 and 20 characters
- Can consist of lower case and upper case characters
- Can contain the following symbols: period (.), underscore (_), and hyphen (-)
- Cannot contain 2 consecutive special characters
- Cannot begin with a special character*

NOTE: Your User Name must be unique (i.e. it cannot already be in use by another person) and must comply with Morgan Stanley security standards.

- **2.** Create and enter a new Password in the New Password field, following the standards as defined below:
- Must be between 8 and 20 characters
- Must have at least one numeric and one letter
- Can contain all special characters except <and>*
- Cannot contain blank spaces
- Cannot contain letters that do not form part of the English alphabet and diacritics including accents and tildes
- **3.** Re-enter the new Password you just created in the New Password field. Passwords must match to proceed. A check mark will appear when the valid Password is re-entered.
- *A special character is defined as a character that is not a letter, number, symbol, or punctuation mark defined by the English Alphabet.

NOTE: Passwords are case sensitive and must comply with Morgan Stanley complexity standards. The strength of the Password is measured by the "Password Strength" bar. A strong Password may provide greater security to your account.







B. CREATE A VOICE PIN.

This is used for verification when performing transactions over the phone. It should contain four numbers.

C. CREATE SECURITY QUESTIONS:

Choose three (3) security questions and type your answer to the question into the blank field next to it. These questions are used to verify your identity if we detect unusual activity on your account or require a second level of identity verification. Therefore, it is important to remember the answers you create for these questions. You will be asked to enter your security answers during the tax certification process.

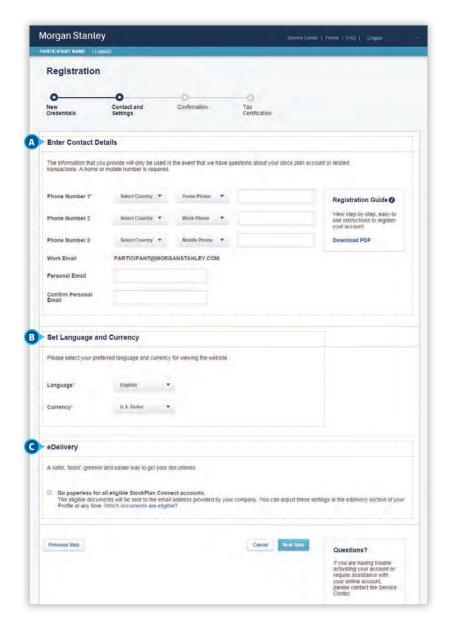
NOTE: If you would like to receive these notifications to your personal email address as well, you can make that election in the Profile screen once your registration is complete.



D. READ AND ACCEPT THE TERMS AND CONDITIONS:

Click on the link to open and read the registration "Terms and Conditions" that govern the use of the website. After reviewing the PDF, you must consent that you have read and agree by checking the box provided.





Step 3: Contact and Settings

A. ENTER CONTACT DETAILS

You must enter at least one phone number where we can contact you in the event we have questions about your account or any related activity.

- **1.** Choose the country for the phone number from the drop-down
- 2. Select a type*
- 3. Enter the phone number in the text box
- 4. Enter your personal email address (optional)
- *If you wish to enter your Mobile Number in Phone Number 1, you must change Phone Number 3 to something other than Mobile.

B. SET LANGUAGE AND CURRENCY

Personalize your experience on Stock Plan Connect by selecting your preferred language and currency. You can change your selection at any time using the drop-down menus in the global navigation at the top of every page. Your selection will automatically save between sessions.

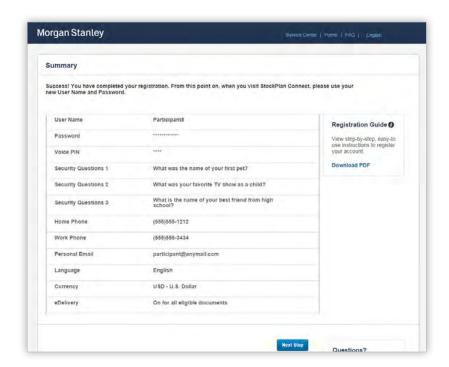
C. eDELIVERY

If you prefer to have your account documents posted to the website instead of receiving them in the mail:

- **1.** Click the check box. A list of eligible documents can be found by clicking on the link "Which documents are eligible?"
- 2. Read and agree to the Terms and Conditions
- 3. Click the Next Step button

NOTE: Once registration is complete, you can go to the Profile > eDelivery page to choose the email address(es) where eDelivery notifications should be sent. Notifications are sent when a new document is posted on StockPlan Connect.

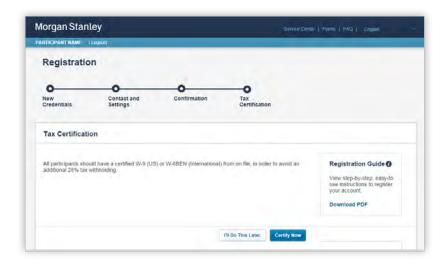




Step 4: Confirmation

Congratulations! You have completed the registration process. This page provides you with a summary of the information you entered. For security purposes, your password, voice pin and security question responses are masked.





Step 5: Tax Certification

Please take a few minutes to complete your Tax Certification by clicking on the Certify Now button, which will launch a step-by-step process. This step is essential to avoid additional tax withholding when you complete a transaction.





Tax Certification

The government requires that all Morgan Stanley clients must certify the correct W-9 or W-8BFN Tax Forms.

SUBSTITUTE FORM W-8BEN

A Form W-8BEN is a Certificate of Foreign Status form required by the IRS for non-U.S. participants. By completing a Form W-8BEN you certify under penalties of perjury that you are neither a U.S. citizen nor a resident alien, and are not subject to certain U.S. information return reporting. A Form W-8BEN generally remains in effect for three calendar years. A new form should also be completed if you change your address to reflect a country outside of the United States.

General Instructions for the W-8BEN form: This form may be completed only by or for a nonresident alien individual. If you are a U.S. citizen or an alien resident in the United States for tax purposes, do not use this form instead complete a Form W-9.

Failure to submit this form will result in IRS-mandated tax withholding ("Backup Tax Withholding").

FORM W-8BEN ADDITIONAL DOCUMENTATION CERTIFICATE COVER SHEET

In addition to the W-8BEN Form, certain accounts require additional documentation. Generally, if you have provided a certification of Foreign Status but you have a U.S. address, you are required to provide additional account documentation. If your account requires additional documentation, please complete the cover sheet, found in the Forms section on StockPlan Connect, and return with the appropriate documentation per the instructions provided on the cover sheet.

SUBSTITUTE FORM W-9

A Form W-9 is a Payer's Request for Taxpayer's Identification Number and Certification. Under penalties of perjury this form tells Morgan Stanley that you are not subject to backup withholding due to under-reported interest and dividends on your tax return, and to certify that the Social Security Number shown on the Form is your correct taxpayer identification number. This form is generally applicable to U.S. persons, including resident aliens. This form can be completed online and eSigned on www.stockplanconnect.com.

NOTE: It is imperative that you certify your tax status prior to selling your shares with Morgan Stanley.

If this certification is not received, the current 28% Backup Tax Withholding will be deducted from the proceeds of your sale.

NOTE: Non U.S. Employees can complete and eSign their W-8BEN on www.stockplanconnect.com or send signed form W-8BENs via either fax, regular mail or overnight delivery to Morgan Stanley. Contact information is specified on the bottom of the form. If a signed form is not on file, the current 28% of Backup Tax Withholding will be deducted from all applicable transactions (i.e. sales or dividends).

More Information about the W-9 and W-8BEN Tax Forms

Form W-8BEN

Certificate of Foreign Status (non-U.S. Participants)

Form W-9

Payer's Request for Taxpayer's Identification Number and Certification (U.S. persons, including Resident Aliens)

GENERAL INSTRUCTIONS: Use this form only if you are a U.S. person (including a resident alien) to provide your correct Taxpayer Identification Number and to certify that you are not subject to backup withholding. Failure to submit this form will result in 28 percent backup withholding on dividends and gross proceeds from the sale of the

stock. For additional information, see the instructions for Form W-9 at www.irs.gov.

Definition of a U.S. person: For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the U.S. or under the laws of the U.S.,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

A non-U.S. citizen is generally considered a U.S. resident for tax purposes, if the individual (1) holds a "green card" indicating lawful permanent residence in the United States, or (2) has a "substantial presence" in the United States for the calendar year. A substantial presence means physical presence in the United States for at least (a) 31 days during the current year and (b) 183 days during the latest 3-year period, including all the days in the current year, 1/3 of the days in the first preceding year and 1/6 of the days in the second preceding year. If you are a U.S. citizen resident in a foreign country or in Puerto Rico, you may not complete a Form W-8BEN. Instead, you must complete a Form W-9.

Online Certification

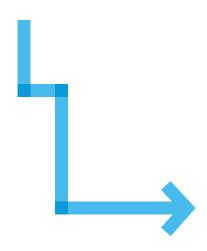
Completing the tax certification process is easy and we'll guide you through the online process using Morgan Stanley's StockPlan Connect website.

Step 1

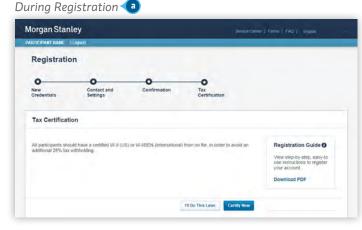
START THE TAX CERTIFICATION PROCESS BY CLICKING ON THE "CERTIFY NOW" OR THE "CERTIFY" BUTTON

There are multiple ways to access the Tax Certification process:

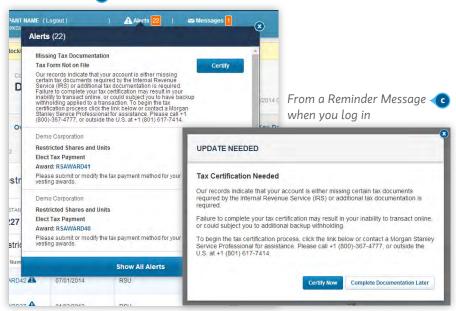
- a During Registration
- **b** From an Alert
- From a Reminder Message when you log in
- d Directly from the Profile: Tax Information page



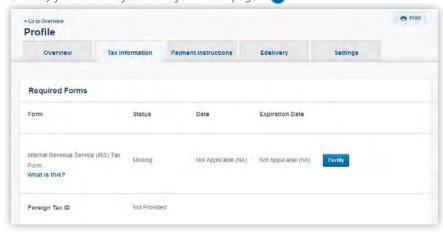
NOTE: U.S. persons or resident aliens will typically be directed through the Form W-9 process. Non-U.S. participants will typically be directed through the Form W-8BEN process.



From an Alert 1



Directly from the Profile: Tax Information page



COMPLETE TAX ADDRESS INFORMATION

Enter the following information:

- Legal Name
- Date of Birth
- Country of Citizenship
- Permanent Address
- Mailing Address
- * Red asterisks indicate mandatory fields.

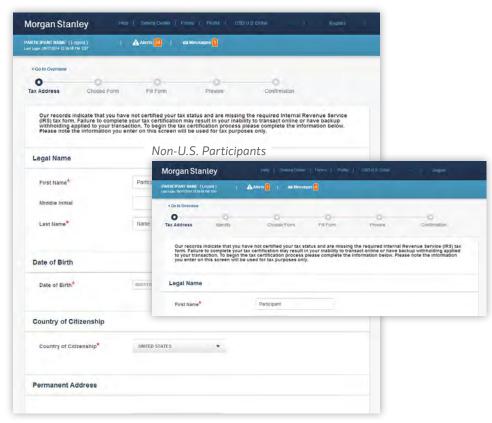
NOTE: Clicking the "Cancel" button at any time during the certification process will end the certification process and you will be subject to the current 28% Backup Tax Withholding tax when you attempt to transact.

If, based on the information we have on file for you, you are deemed to be a Non-U.S. participant, you will be directed to STEP 3: COMPLETE THE IDENTITY QUESTIONS.

If, based on the information we have on file for you, you are a deemed to be a US Person (includes Resident Aliens) you will be directed to STEP 4: CHOOSE THE CORRECT TAX FORM.

Click the "Next Step" button to continue.

U.S. Persons (and Resident Aliens)



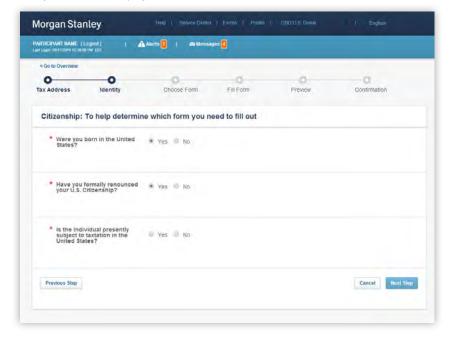
Step 3

COMPLETE THE IDENTITY QUESTIONS (ONLY APPLICABLE TO NON-U.S. PARTICIPANTS)

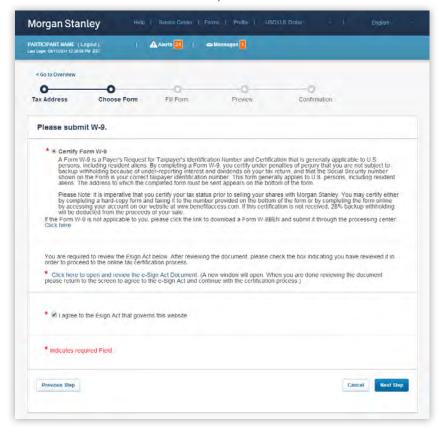
Based on information we received from your employer, you may need to complete a W-8BEN (Certificate of Foreign Status) and you will be asked a series of questions. The number of questions asked will depend on your answers (three is the maximum number of questions). For example, if you answer "No" to the first question "Were you born in the United States?" the subsequent questions will not be displayed.

Respond to each of the questions presented and then click the "Next Step" button to continue. Your answers to these questions will help determine which form you should complete.

Complete the Identity Questions



Choose the Correct Tax Form (W-9 only)



Step 4

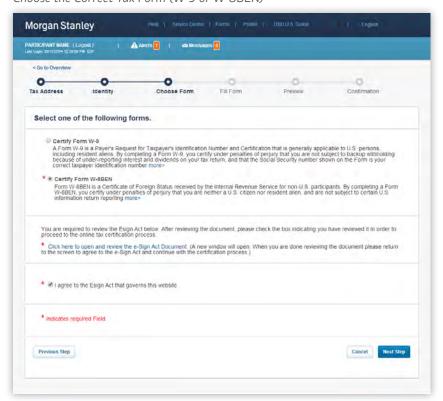
CHOOSE THE CORRECT TAX FORM (APPLICABLE TO BOTH U.S. PARTICIPANTS AND NON-U.S. PARTICIPANTS)

Based on the information we have on file from your employer and the answers you provided in the previous step, StockPlan Connect will list the W-9 Tax Form, the W-8BEN Tax form or both tax forms. Select the correct form by clicking the radio button.

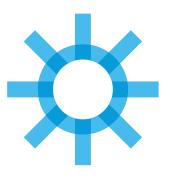
If you are deemed to be a **U.S. Person or resident alien** or if a U.S. address or U.S. phone number exists for you, you will only be provided with the Form W-9.

NOTE: If the Form W-9 does not apply to you, click on the "Click Here" link to open the Form W-8BEN. This form can be manually completed and signed and faxed, mailed or overnight delivered to Morgan Stanley. This information is available on the bottom of the form.

Choose the Correct Tax Form (W-9 or W-8BEN)



If you are deemed to be a **Non-U.S. participant**, the W-8BEN and/or the W-9 form is available for you to select.



AGREE TO THE eSIGN ACT

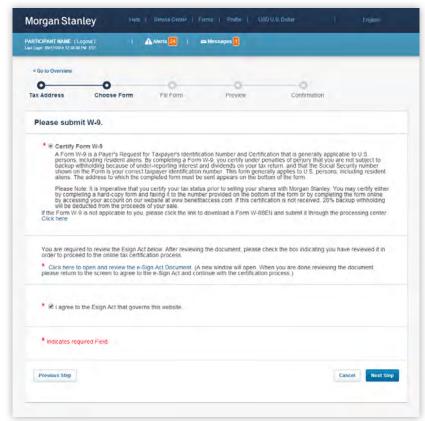
To complete the tax certification process online, you are required to review and agree to the eSign Act. This will allow you to electronically sign your tax certification document.

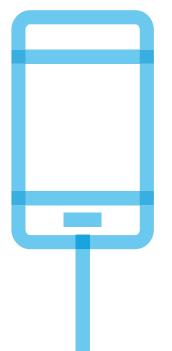
Open the eSign document by clicking on the "Click here to open and review the eSign Act Document" link to review the eSign act. The eSign Agreement will open in another window of your browser

After you have reviewed the eSign Agreement, return to StockPlan Connect. Indicate your agreement by clicking on the "I agree to the eSign Act that governs this website' checkbox." This will allow us to accept your 'eSignature' and file your tax certification online.

Click the "Next Step" button to continue.

Agree to the eSign Act



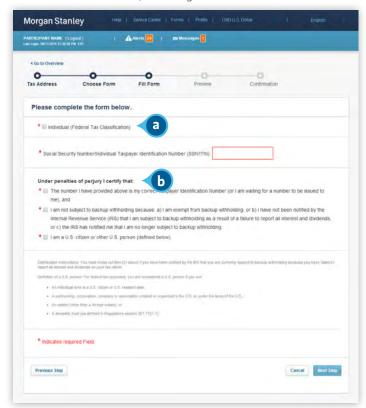


COMPLETE THE FORM

Complete the certification process by thoroughly reading the questions, clicking on the appropriate checkboxes and entering required information. Your answers will populate the appropriate W-9 or W-8BEN form that you are required to review prior to eSigning the document (SEE STEP 7: REVIEW AND SUBMIT YOUR COMPLETED TAX DOCUMENT).

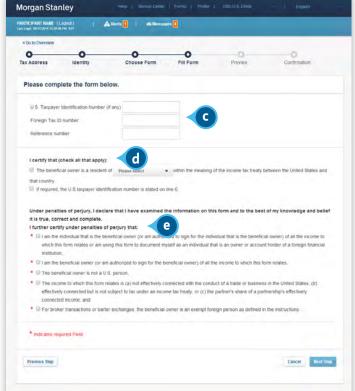


Form W-9 (U.S. Persons, including Resident Aliens)



- Part I: Federal Tax Classification
- **b** Part II: Certification

Form W-8BEN (Non-U.S. Participants)



- Part I: Identification of Beneficial Owner
- d Part II: Claim of Tax Treaty Benefits
- Part III: Certification



REVIEW AND SUBMIT YOUR COMPLETED TAX DOCUMENT

Click on the 'Review your completed Form W-9/W-8BEN to proceed' link to preview your Form W-9 or W-8BEN. The form will open in another window.

Review the form and return to the StockPlan Connect website.

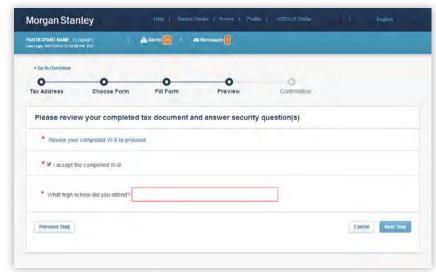
Check the 'I accept the completed Form W-9/W-8BEN' checkbox.

Once you have accepted the Form W-9 or W-8BEN, you will be asked to answer one or two of your security questions. This will serve as your eSignature.

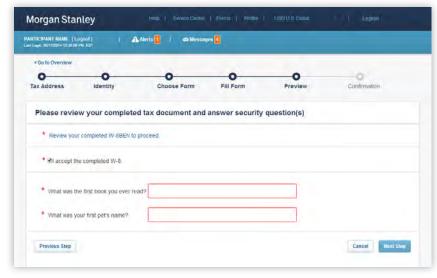
Click the "Next Step" button to continue.

NOTE: Failure to answer the question(s) correctly after multiple attempts will lock you out of StockPlan Connect. To unlock your account, please contact the Service Center (phone numbers are on the last page of this guide).

Form W-9 (U.S. Persons, including Resident Aliens)



Form W-8BEN (Non-U.S. Participants)





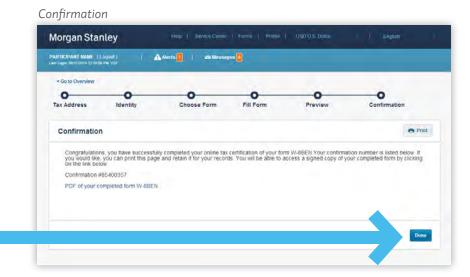
CONFIRMATION

The confirmation page confirms that your Tax Certification has been recorded.

You can view, save and/or download a PDF copy of your completed Tax Form, by clicking on the "PDF of your completed form W-9/W-8BEN" link.

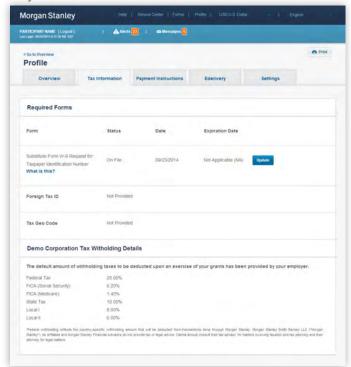
You can also print the Confirmation page for your records.

Click on the "Done" button to complete the Tax Certification process and return to the Tax Information page.



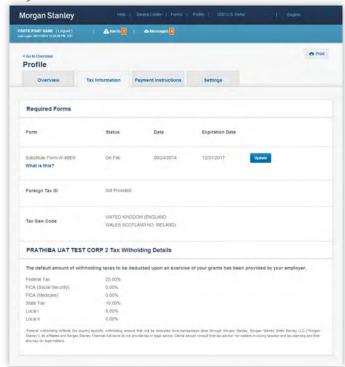
The status on the Tax Information page will now show that your Tax Certification is on file.

Profile (W-9)



NOTE: The Form W-8BEN needs to be recertified every three years. StockPlan Connect will send you a reminder when the form is about to expire.

Profile (W-8BEN)



Need Help?

For assistance, please call the Morgan Stanley Service Centers as follows:

U.S. Service Center

TOLL-FREE

- +1866-533-2575 USA, Canada
- +1877-392-2502 Costa Rica

TOLL

+1801-617-7471

HOURS

8:00 a.m. to 8:00 p.m. ET (Eastern Time), Monday—Friday

European Service Center

TOLL-FREE

+800 6666 9999 in Belgium, Bulgaria, Czech Republic, Finland, France, Germany, Ireland, Italy, Luxemburg, Netherlands, Poland, Slovak Republic, Spain, South Africa, Sweden, United Kingdom 002 11 0011, when prompted,

8552907697 in Morocco

+0800672625 in Romania

TOLL

+1801-617-7746

HOURS

9:00 a.m. to 5:30 p.m. EET (Eastern European Time), Monday—Friday

Melbourne Service Center

TOLL-FREE

+800 2484 5555 in Australia, Hong Kong, Japan, Singapore, South Korea

00 800 2484 5555 in China

0008004402486 in India

TOLL

+613 9188 2064

HOURS

10:00 a.m. to 6:00 p.m. AEST (Australian Eastern Standard Time), Monday—Friday



For more information on StockPlan Connect, please visit the **Knowledge Center** (www.morganstanley.com/spc/knowledge).



Morgan Stanley Smith Barney LLC ("Morgan Stanley"), its affiliates and Morgan Stanley Financial Advisors do not provide tax or legal advice. Clients should consult their personal tax advisor for tax related matters and their attorney for legal matters.

^{*}To confirm if mobile service is available in your country, contact your local telephone carrier.