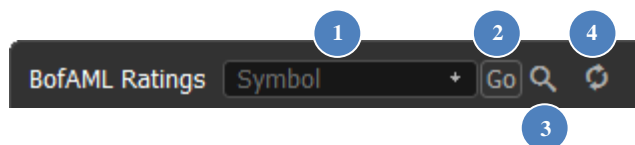


BofA Global Research is one of the most respected research organizations in the world, having received recognition from well-known names like Institutional Investor, Forbes/Zacks, Financial Times/Star Mine, The Wall Street Journal and Thomson Reuters. As a client, you have the power of BofA Global Research behind you to help you make informed investing decisions.

TOOLBAR GUIDE



- 1 Symbol Entry – allows entry of symbol for window
- 2 Go – submits symbol
- 3 Symbol Search – opens symbol search dialog
- 4 Refresh – refreshes the displayed information

WINDOW FEATURES

- View research reports (click on report link in list of research reports)
- Select display style (right click on window)
 - Enhanced Research – displays BofAML ratings, links for research reports, analyst information and research category
 - Simple Research – displays BofAML ratings and links for research reports

GUIDE TO BOFA GLOBAL RESEARCH RATINGS

BofA Global Research Volatility Risk Ratings indicators of potential price fluctuation, are:

A - **Low**

B - **Medium**

C - **High**

BofA Global Research Investment Ratings reflect the analyst's assessment of a stock's absolute total return potential and attractiveness for investment relative to other stocks within its Coverage Cluster (defined below). There are three investment ratings:

- 1 - **Buy** (stocks are expected to have a total return of at least 10% and are the most attractive stocks in a Coverage Cluster)
- 2 - **Neutral** (stocks are expected to remain flat or increase in value and are less attractive than Buy rated stocks)
- 3 - **Underperform** (stocks are the least attractive stocks in a Coverage Cluster).

BofA Global Research Income Ratings indicators of potential cash dividends, are:

- 7 - Same/higher (dividend considered to be secure);
- 8 - Same/lower (dividend not considered to be secure);
- 9 - Pays no cash dividend.


Coverage Cluster is comprised of stocks covered by a single analyst or two or more analysts sharing a common industry, sector, region or other classification(s). A stock's coverage cluster is included in the most recent BofA Global Research comment referencing the stock.

SOFTWARE REQUIREMENTS

To view research reports online, you may need to download and install Adobe Acrobat Reader, a free utility for reading PDF files. You can download this from the [Adobe home page](#).

Pop-ups must be enabled to allow the reports to load


WINDOW LINKING

Select the linking icon  to adjust window linking settings

- With “Link to All” enabled, window will receive symbols selected from Snap Quotes, Watchlist, Holdings and other windows set to broadcast symbols (default)
- With “Symbol Broadcast Source” enabled, window will send entered symbols to other symbol based windows
- Colors: If selected, window will only send/receive symbols from windows set to the same color or link to all in link settings
- Right click on security to launch another symbol-based window with the symbol in context

WINDOW OPTIONS

Select the options icon  to adjust window options

- **New** - Creates a new window. Select the window type, then select the position of the new window, or choose “In this window” to replace existing window with the new window.
- **Show Window Title** – Un-selecting this option hides the window description. Re-check to display window description.
- **Maximize/Restore** – Only displayed if window does not fill entire page. Maximize expands the window to fill the current page. Restore will set back to original size.
- **Show Titlebar** - Un-selecting this option hides the title bar that is displayed at the upper left. To show the title bar again, move cursor up to the top of the window until the cursor pointer turns to a hand, then right click and re-check Show Titlebar, or from main menu select View > Show Title Bars (this will restore all hidden title bars)
- **Show Titlebar description** – Display custom description as defined using Customize Titlebar Description
- **Customize Titlebar Description...** – Replaces default description and titlebar controls with a customizable description. For symbol specific windows, use #sym to insert currently selected symbol into custom description. Click anywhere on the titlebar to restore default description and titlebar controls.
- **Show Footer** - Un-selecting this option hides the footer. Re-select to display the footer again.
- **Copy Out** (displayed when window is docked) – Copies this window as a floating (stand alone) window. This action can also be performed using the Copy Out icon 
- **Attach** (displayed when window is un-docked) – Moves a floating (stand alone) window inside the active page
- **Cut Window** - copies the window to the clipboard, and removes the window from the workspace. Once copied, click Edit > Paste BofA Global Research to add the window to the workspace using default settings for adding a new window (use View > Preferences > Workspace > Open new window by default to change how new windows are added to the workspace)

- **Copy Window** – copies the window to the clipboard, with all settings. Once copied, click options icon and choose Paste BofA Global Research, then choose a position for copy of window. Or click Edit > Paste BofAML Ratings to add the window to the workspace using default settings for adding a new window
- **Copy Window Image** – copies an image of the window to the clipboard, which can then be pasted into an email, document or image editing application
- **Send Image by E-mail...** - creates new email message using default email client with screenshot of current window attached
- **Take Custom Screenshot** – drag mouse to define an area to copy, then paste into image editor
- **Print** – Prints this window
- **Help** – loads this help file
- **Display Properties**
 - Text & Colors – font setting for display elements
 - Direction – control color of net change indicator
 - Formatting – adjust precision of displayed values and display style
- **Empty** - (displayed when window is docked) – removes the window and leaves an empty space in which a new window can be added
- **Close** – removes the window. Any remaining windows will be adjusted to fill empty space

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