

FAN Mail Web Site Features Support Guide



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918 E. Green Street

Pasadena, CA 91106

Web: <http://www.ez-data.com>

Telephone: (626) 585-3505

Fax: (626) 440-9097

U.S. toll-free fax: (800) 779-3123

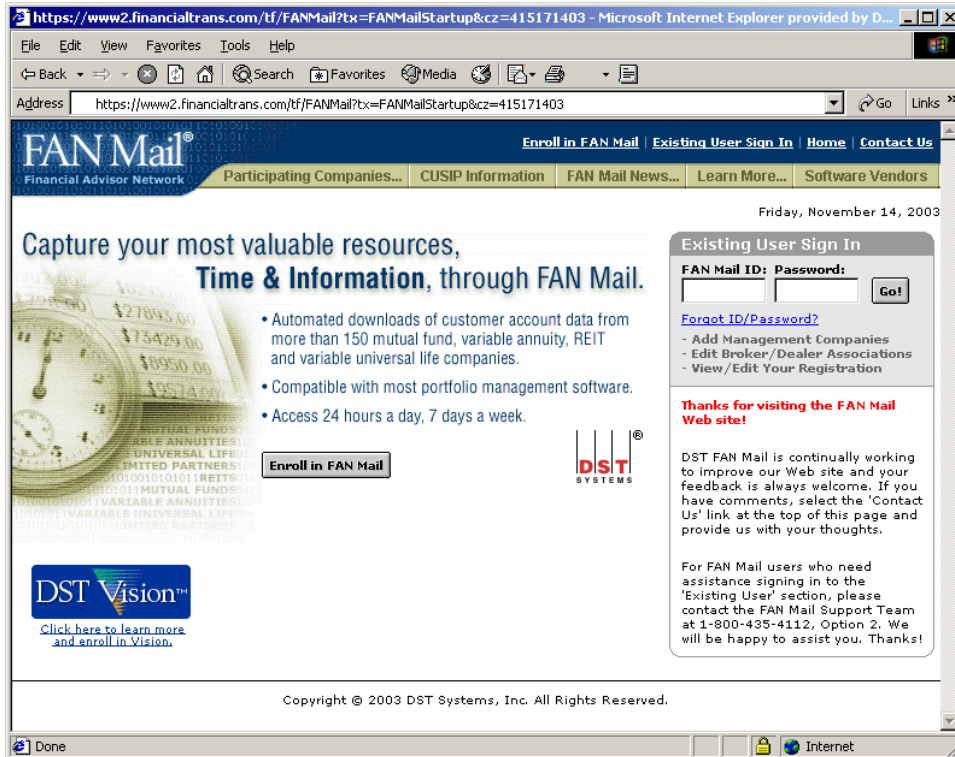
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DST FAN Mail Web Site Information

Sign In Page

The Sign In page enables you to access your FAN Mail files. You must log in using the Existing User Sign In section of this page.

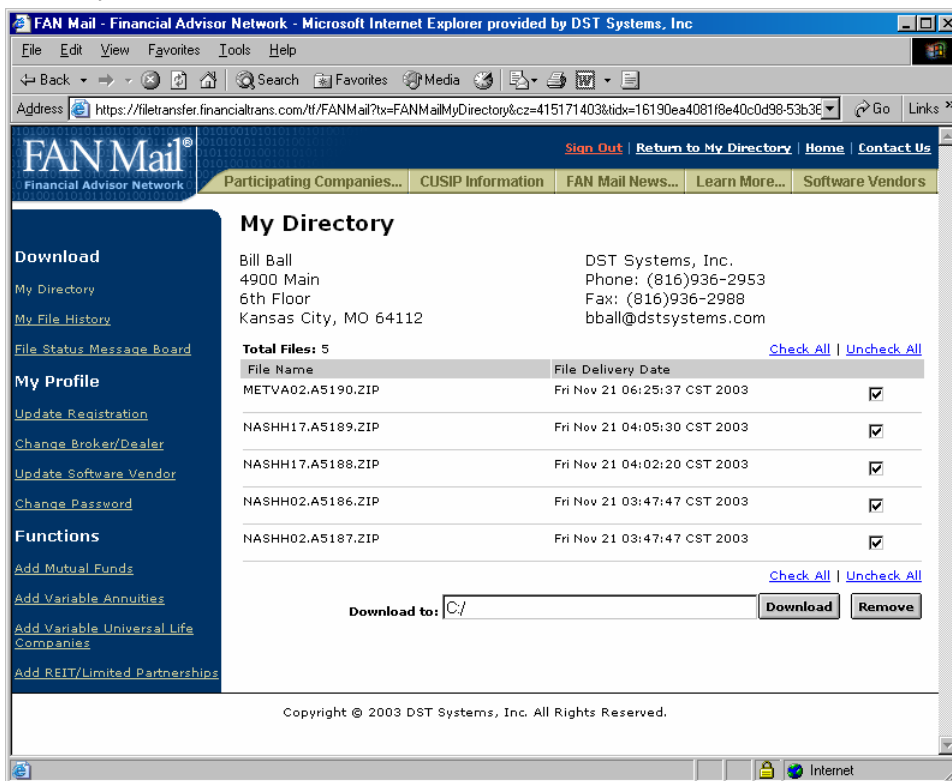


Field Descriptions and Buttons

- **FAN Mail ID:** Your FAN Mail User ID.
- **Password:** Your FAN Mail Password.
- **Go!:** Opens the FAN Mail My Directory page.
- **Enroll in FAN Mail:** Enables you to enroll in FAN Mail and obtain a User ID and Password.

My Directory Page

The My Directory page enables you to download or remove files from your FAN Mail HTTPS directory.



Left-Pane Navigation Overview

Download

The Download section of the left navigation pane enables you to directly access any of the following pages:

- **My Directory:** This link is inactive when viewing the My Directory page.
- **My File History:** This link takes you to the My File History page. For more information, see the [My File History Page](#) section.
- **File Status Message Board:** This link takes you to the File Status Message Board page. For more information on this page, see the [File Status Message Board](#) section.

My Profile

The My Profile section of the left navigation pane enables you to update the following items:

- **Update Registration:** Link that enables you to update your profile information.
- **Change Broker/Dealer:** Link that enables you to change your broker/dealer information.
- **Update Software Vendor:** Link that enables you to update your software vendor information.
- **Change Password:** Link that enables you to change your password.

Functions

The Functions section of the left navigation pane enables you to update the following items:

- **Add Mutual Funds:** Link that enables you to add mutual funds to your existing profile.
- **Add Variable Annuities:** Link that enables you to add variable annuities to your existing profile.
- **Add Variable Universal Life:** Link that enables you to add variable universal life companies to your existing profile.
- **Add REIT/Limited Partnership:** Link that enables you to add real estate investment trusts (REIT) or limited partnerships (LP) to your existing profile.

Field and Button Descriptions

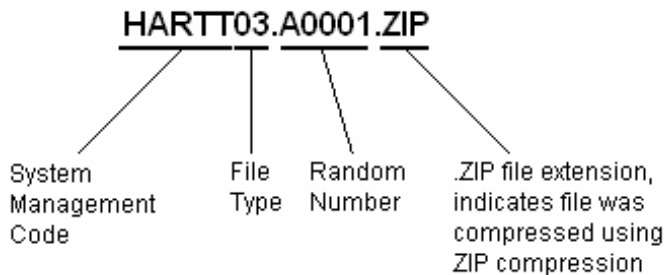
FAN Mail Profile

The FAN Mail profile section at the top of the page displays your profile. Profile information includes the following:

- Name
- Address
- Company Name
- Phone Number
- Fax Number
- E-mail Address

File List

- **Total Files:** Number of files available for retrieval.
- **Check All:** Click to select all available files.
- **Uncheck All:** Click to clear all available files.
- **File Name:** The name of the file. All FAN Mail generated files use the following naming convention.



The following table lists the possible file types.

File Type	Description
01	Distribution File
02	Direct Financial Activity File
03	Account Position File
07	Non-financial Activity File
08	New Account Activity File
17	Price Refresher File

- **File Delivery Date:** Date the file was placed on the HTTPS directory.
- **File Activity Indicator:** A checkbox to the right of the file name and date. A checkmark in the box indicates the file will be:
 - Downloaded when you click **Download**.
 - Deleted when you click **Remove**.
- **Download To:** Type the drive and folder to which the indicated files are to be downloaded to (e.g., C:\FANMaildownloads).
- **Download button:** Click to download selected files.
- **Remove button:** Click to delete selected files.

My File History Page

The My File History page enables you to restore or resend FAN Mail files from the last 45 days.

FAN Mail - Financial Advisor Network

Address: <https://filetransfer.financialtrans.com/tf/FANMail>

FAN Mail Financial Advisor Network

Participating Companies... CUSIP Information FAN Mail News... Learn More... Software Vendors

[Sign Out](#) | [Return to My Directory](#) | [Home](#) | [Contact Us](#)

My File History

All Management Companies | All File Types

All Dates

From: 11/18/2003 To: 11/18/2003

(mm/dd/yyyy) (mm/dd/yyyy)

NOTE: By default, the last 5 business days are displayed but the last 45 days are available. For days past 45, please contact the FAN Mail team at 1-800-435-4112, Option 2.

Files Displayed: 6 [Check All](#) | [Uncheck All](#)

Mgmt Company	File Type	Records	Activity Date	File Name	Download Date	
PHOENIX EQUITY PLANNING CORP	Direct Financial Activity File	14	11/18/2003	DBFPH02.A5152.ZIP	11/21/2003	<input type="checkbox"/>
PHOENIX EQUITY PLANNING CORP	Account Position File	678	11/18/2003	DBFPH03.A5154.ZIP	11/21/2003	<input type="checkbox"/>
THORNBURG	Direct Financial Activity File	10	11/18/2003	DTJTH02.A5148.ZIP	11/21/2003	<input type="checkbox"/>
THORNBURG	Account Position File	1152	11/18/2003	DTJTH03.A5149.ZIP	11/21/2003	<input type="checkbox"/>
MANULIFE FINANCIAL	Direct Financial Activity File	44	11/18/2003	NASHH02.A5156.ZIP	11/21/2003	<input type="checkbox"/>
MANULIFE FINANCIAL	Price Refresher	2875	11/18/2003	NASHH17.A5158.ZIP	11/21/2003	<input type="checkbox"/>

[Check All](#) | [Uncheck All](#)

Left-Pane Navigation Overview

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The Download section of the left navigation pane enables you to directly access any of the following pages:

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- **My File History:** This link is inactive when viewing the My File History page.
- **File Status Message Board:** This link takes you to the File Status Message Board page. For more information on this page, see the [File Status Message Board](#) section on page 7.

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Field and Button Descriptions

My File History Filter Selection

The shaded area of this page enables you to filter which files appear in the file history listing.

- **Management Company Filter:** Click the arrow in this box to select which management companies' files you want to view. You can select individual management companies or view all companies by selecting **All Management Companies**.

You can select multiple management companies by pressing **CTRL** while clicking the management companies that you want to view.

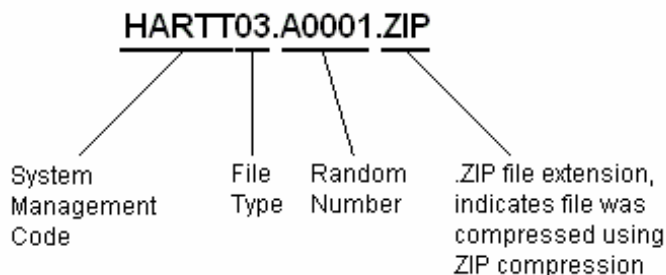
- **File Type Filter:** Click the arrow in this box to select which file types you want to view. You can select individual file types or view all files by selecting **All File Types**. You can select any of the following options:
 - **All Files Types**
 - **Distribution File**
 - **Direct Financial Activity File**
 - **Account Position File**
 - **Non Financial Activity File**
 - **New Account Activity File**
 - **Price Refresher**

You can select file types by pressing **CTRL** while clicking the file types that you want to view.

- **All Dates:** Select this option to view all files from the last 45 days. Note that you cannot use the From: and To: date range fields if you have selected the All Dates option.
- **From:** Select this option if you want to view files from a specific date range. Enter the start date of the range in this field. Note that you cannot use the All Dates option if you have selected the From: and To: option.
- **To:** Enter the end date of the date range in this field.
- **Retrieve:** Click this button to view the results of the specified search query.

File List

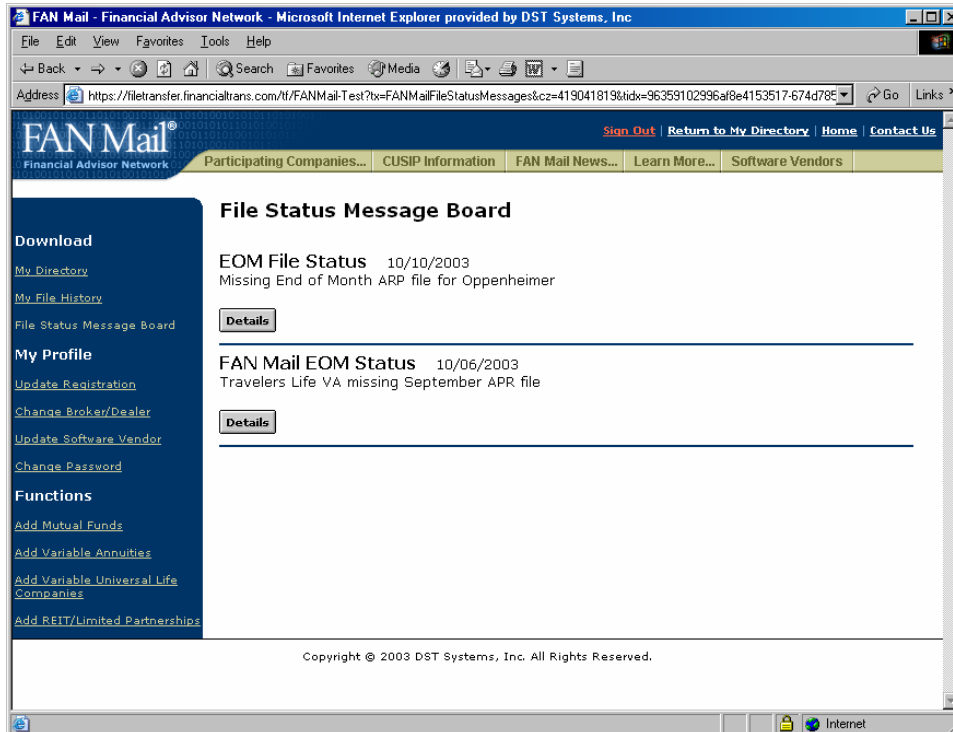
- **Check All:** Click to select all available files.
- **Uncheck All:** Click to deselect all available files.
- **Files Displayed:** The number of files that matched your specified search criteria.
- **Mgmt Company:** The name of the management company sending the data.
- **File Type:** Description of data within the file.
- **Records:** Number of lines on the file.
- **Date:** The supersheet date of the file.
- **File Name:** The original name of the file. All FAN Mail generated files use the following naming convention.



- **Download Date:** The date the file was originally downloaded.
- **File Activity Indicator:** A checkbox to the right of the file name and date. A checkmark in the box indicates the file will be moved to the My Directory page. This enables you to download the file again.
- **Move to My Directory button:** Click this button to move the selected files to the My Directory page.

File Status Message Board

The File Status Message Board page provides you with updates on any file delays or data issues. The FAN Mail Administrative group uses this page to communicate with end users.



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Field and Button Descriptions

- **Message Title:** A short descriptive title of the message.
- **Message Abstract:** A short excerpt from the message. You can read these to get a general idea of what the message is about.
- **Details button:** Click to view the full message.
Note that you will see the “There are no records in the file” message when there are no active messages.