Morgan Stanley
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HOW TO SERIES

Guide to Morgan Stanley Access Direct for US residents

To improve your stock plan experience, we are integrating the Morgan Stanley Access Direct ("Access Direct") account into your stock plan service. Access Direct is a self-directed, online brokerage account at Morgan Stanley. A self–directed brokerage account lets you choose from more investment options, and gives you full control over how you invest. With Access Direct, you can continue to manage your cash proceeds and Amazon shares – and make broader investment choices.

StockPlan Connect will remain your go-to account for Amazon stock transactions and statements. When you open a companion Access Direct brokerage account, you can also trade other listed stocks or ETFs online with $0 commissions, deposit funds for a withholding election, and more. There are no annual account maintenance fees or minimums on your Access Direct account.

Please find more information on the following pages:

- Frequently Asked Questions (see directly below)
- Access Direct Account Opening and Navigation

Frequently Asked Questions

1) Am I eligible for an Access Direct account?

You are eligible for an Access Direct account if you are:

- a US resident (excluding Section 16 and Form 144 insiders),
- 18 years or older, and,
- registered on StockPlan Connect (if you have elected Morgan Stanley as your broker for Amazon equity and activated your account, you are already registered).

Non-US residents are currently ineligible for Access Direct. Morgan Stanley is a US broker-dealer, and Access Direct offers trading in US securities for US residents only. Non-US residents can continue to sell company stock on StockPlan Connect

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2) Am I required to open an Access Direct account? What are the benefits?

Today, you are not required to open an Access Direct account. At a future date, the Access Direct account will be required; you will receive additional information and communications in advance of that date.

Access Direct allows you to invest in more types of securities, such as stocks, exchange traded funds (ETFs), and mutual funds. Benefits of an Access Direct account also include:

- $0 commission for online stock and ETF trades,
- no account minimum balance,
- interest on cash balances,
- available debit card with global ATM fee rebates,
- unlimited check writing, and,
- ability to add a beneficiary.

3) If I initially dismiss the Access Direct account opening pop-up message on StockPlan Connect, where can I go to open my account?

If you dismiss the Access Direct account opening experience, you will see the account opening pop-up message again every 90 days after you single sign-on (SSO), or log in directly to StockPlan Connect.

You can also access the offer anytime through the Messages section of your dashboard; see the envelope icon located in the top right section of your StockPlan Connect account.

4) I previously opened a Morgan Stanley account starting with 945 to fund my *Pay Cash to Cover Taxes* withholding election. Will the process change if I now open an Access Direct account?

Yes. Once you open an Access Direct brokerage account, your limited-purpose account starting with 945 will be closed; any assets will automatically be transferred to your new Access Direct account. **If you elect *Pay Cash to Cover Taxes,* you must fund your Access Direct account (not your old 945 account).**

You may fund your Access Direct account by mobile check, direct deposit, or wire transfer. Please see our withholding election guide for details. Download the Morgan Stanley Wealth Management mobile app in the Apple App or Google Play stores, and navigate to the Deposit tab to make a mobile check deposit.

5) Do I need a corporate email address to open an Access Direct account?

No. You can open an Access Direct account without having a corporate email address. You simply need to provide a personal email address on StockPlan Connect to proceed with account opening.

6) What do I do if I forget my password or user ID?

If you forget your user ID or password, you can enter the last four digits of your Social Security number (SSN); you will then be directed to Morgan Stanley technical support for assistance.

7) What address fields must I fill out during the Access Direct account opening process, and what specifically are they asking for?

There are up to three questions related to your address, as part of the account opening process. You will need to complete all 3 fields to continue.

1. Legal Address – This field is prepopulated with your legal address currently on file in StockPlan Connect. However, you can choose to change the default if your legal address is not correct.
2. Mailing Address – Mailing address defaults to your legal address. However, you can choose to change the default if your mailing and legal addresses differ.
3. Business Address – Verify the default address shown is the same as your work location. You have the ability to change the address here if you work in a different office location than what is shown.

8) I completed my tax certification (Form W-9 or W-8BEN) in my StockPlan Connect account. Am I required to re-certify as part of the Access Direct account opening experience?

Yes. In the current system, you will need to re-certify your tax status as part of the Access Direct account opening experience.

9) Where will I view and manage my Amazon equity awards after opening an Access Direct account?

Currently, there is no change to your experience after opening an Access Direct account. You will continue to use StockPlan Connect to view your company shares and transaction history.

However, if you sell company shares, you can send your proceeds to your new Access Direct account and earn interest on your cash balance, and take advantage of the additional benefits noted above.

10) Once I open an Access Direct account, how do I access it?

Log in to StockPlan Connect. From the dashboard click on the Access Direct account number at the bottom of the page. You may need to use your StockPlan Connect username and password credentials to view your Access Direct account. You can easily toggle back to StockPlan Connect by clicking on the link at the bottom of the dashboard 'Go to StockPlan Connect'.

Please also see the Access Direct account opening and navigation steps below under Access Direct Account Opening and Navigation.

11) If I reset my Access Direct login information, will I still have single sign-on from my company's intranet to StockPlan Connect?

Yes. Single sign-on authentication from your company's intranet to StockPlan Connect will be available regardless of any updates or resets to your Access Direct account login information. However, you will use your new username and password if you log in directly to StockPlan Connect.

12) What happens if I open an Access Direct account, and then move abroad?

If you are an Access Direct account holder and move outside the US, you will need to call the service team to update your address. The Access Direct account will be restricted to ‘liquidate’ or ‘hold’ only. Important points:

- You can choose to liquidate or hold the assets in your Access Direct account, but cannot invest in additional securities while living outside of the US.
- There is no change in your ability to view and manage your Amazon equity awards, which will still be done via StockPlan Connect.
- If you move back to the US, contact our service team; your Access Direct account can be re-activated if it was previously closed, OR it the trading restrictions can be removed.

13) My personal information has changed. Do I have to update it in my Access Direct account -- or can I just update my information via my company’s intranet?

You will be responsible for updating personal information, including any address changes, in your Access Direct account. Any updates made in your company HRIS system will systematically update StockPlan Connect, but not your Access Direct account.

14) Will updates made to my address in Access Direct flow back to StockPlan Connect?

No. Address updates made in your Access Direct account do not systematically update address information in StockPlan Connect. Address updates need to be entered in Access Direct, while address updates for StockPlan Connect would come through your employer.

15) What happens to my Access Direct account if I no longer work for Amazon or its subsidiaries?

You can continue to hold your Access Direct account with $0 online commissions. You will also continue to have access to StockPlan Connect, to view your transaction history. Remember to keep your contact information updated on your Access Direct account.

16) What are the maintenance fees for Access Direct?

There are no annual maintenance fees applicable to the Access Direct account, and no minimum account balance requirements.

17) What are the transaction fees associated with trading equities, ETFs, and mutual funds in my Access Direct account?

Stock and ETF can be traded online with $0 commissions. Some mutual funds are subject to 12b-1 fees. Click here for additional information on mutual fund share classes and fees. Click here for additional information on mutual fund share classes and fees.

18) Is the $0 fee for online stock and ETF trades available in other accounts, such as in StockPlan Connect?

No. The $0.00 transaction fee is only available on online stock and ETF trades in Access Direct.

19) I want to transfer my Amazon shares from StockPlan Connect to my Access Direct account. How do I move the shares?

U.S. residents can contact Morgan Stanley at 866-533-2575 to assist with the transfer. Your transferred shares will usually be available in your Access Direct account the next business day after you instruct the transfer.

20) Can I transfer assets from another firm into my Access Direct account?

Yes. You can submit full and partial transfers via the Automated Customer Account Transfer Service (ACAT), which allows transfers from other broker-dealer accounts like Fidelity, Schwab and E*TRADE, by submitting your request from Morgan Stanley Online. After logging into your Access Direct account, go to Pay, Transfer + Budget -> Brokerage Account Transfers -> Transfer an Account, and add your external transfer details to transfer assets into your Access Direct account.

You can also call the Morgan Stanley service team at 866-227-2737 to facilitate transfers. Morgan Stanley will not charge a fee on the transfer of assets from another firm to your Access Direct account; however, you may incur a fee from the sending institution.

21) Can I use the Access Direct debit card against cash proceeds in my StockPlan Connect account?

No. The debit card is used against your Access Direct account only. You will continue to access your proceeds in StockPlan Connect as you do today, by check, wire, or ACH (US only). You may also select Access Direct when selling shares), to have the proceeds delivered to your Access Direct account.

22) Who can I call for additional help?

Please call the Morgan Stanley service team at 866-227-2737 for questions about your Access Direct account.

23) Is there a mobile app to access my Morgan Stanley accounts?

Yes. Morgan Stanley has two mobile apps available. To access your Access Direct account, download the Morgan Stanley Wealth Management app. To access your StockPlan Connect account, download the StockPlan Connect app from the Apple App or Google Play stores.

Account Opening and Navigation

1

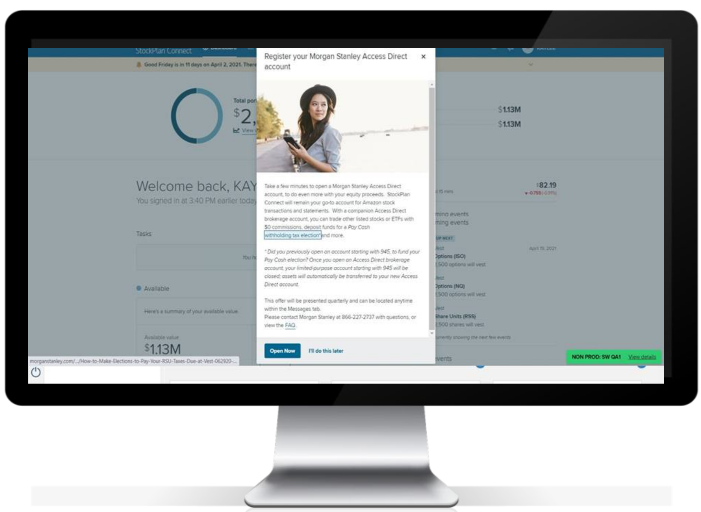
Log in to StockPlan Connect

To open your Morgan Stanley Access Direct account, you will need to first log into StockPlan Connect. You can log in via the Amazon Stock portal and click “Your Morgan Stanley account,” which will give you Single Sign-On (SSO) access to StockPlan Connect.

2

Complete Account Opening Experience

You will see the Morgan Stanley Access Direct account pop-up message. Click ‘Open Now’ on the pop-up to begin the Access Direct account opening workflow. To access your Access Direct account after it is opened, use your StockPlan Connect username and password.



All screenshots are for illustrative purposes only and subject to change.

After opening your account, you may choose to order a debit card linked to Access Direct, add a trusted contact, continue on to your new Access Direct account, or go back to StockPlan Connect. A trusted contact is person appointed by the you who will be a point of contact in case you are incapacitated. Learn more about trusted contacts here.

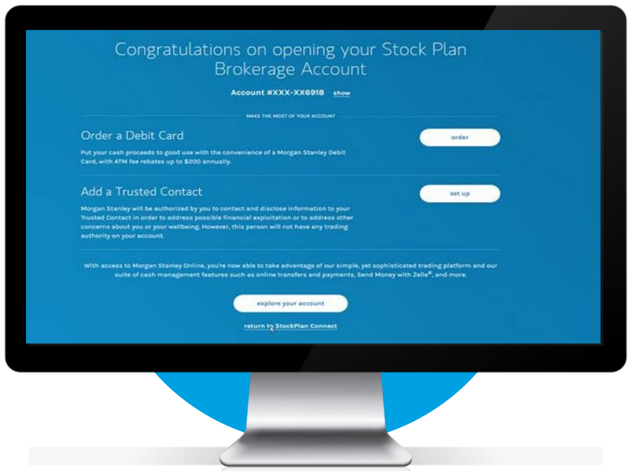
Notes:

Clicking ‘Remind me later’ will close out the account opening pop-up message. If you dismiss the message, you will see it again every 90 days after you single sign-on (SSO) or log in directly to StockPlan Connect. You can access the offer anytime through the Messages section of your dashboard -- see the envelope icon located in the top right section of your StockPlan Connect account.

After completing the account opening process, you will be presented with a screen informing you that the account has been successfully opened.

3

Access your new Morgan Stanley Access Direct account



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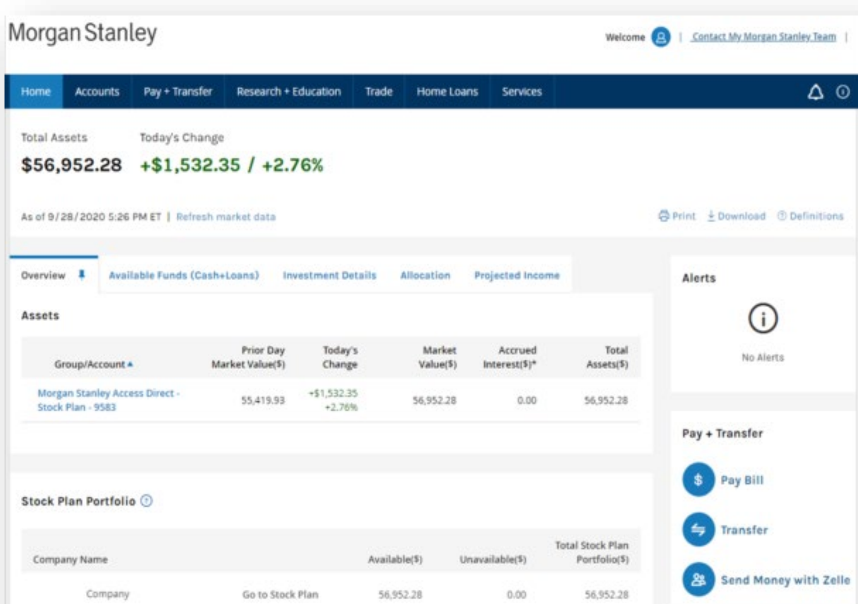
Dashboard view of Access Direct account and link back to StockPlan Connect

Once you have opened your Morgan Stanley Access Direct account, you will have access to Morgan Stanley Online and can view your account, access research and educational content, utilize the Account Aggregator tool and more. Your Morgan Stanley Access Direct account is integrated with StockPlan Connect, and you can SSO back to your StockPlan Connect account by clicking the hyperlink.



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Morgan Stanley Access Direct is a self-directed online brokerage account for U.S. residents where trading and other account activities are undertaken at the client's sole discretion without access to a Financial Advisor. There are no minimum balance requirements or account maintenance fees associated with the account, and client's interaction with Morgan Stanley will be primarily through electronic communications and online resources. Please consider opening a full-service brokerage account if you would prefer to receive the investment guidance and assistance of a Financial Advisor.

Equity securities may fluctuate in response to news on companies, industries, market conditions and general economic environment. Companies paying dividends can reduce or stop payouts at any time.

An investment in an exchange-traded fund involves risks similar to those of investing in a broadly based portfolio of equity securities traded on exchange in the relevant securities market, such as market fluctuations caused by such factors as economic and political developments, changes in interest rates and perceived trends in stock prices. The investment return and principal value of ETF investments will fluctuate, so that an investor's ETF shares, if or when sold, may be worth more or less than the original cost.

Investors should carefully consider the investment objectives, risks, charges and expenses of a mutual fund and exchange traded fund (ETF) before investing. The prospectus contains this and other information about the mutual fund and ETF. To obtain a prospectus, contact your Financial Advisor or visit the mutual fund and ETF Company's website. Please read the prospectus carefully before investing.

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