Morgan Stanley

Payment Instructions

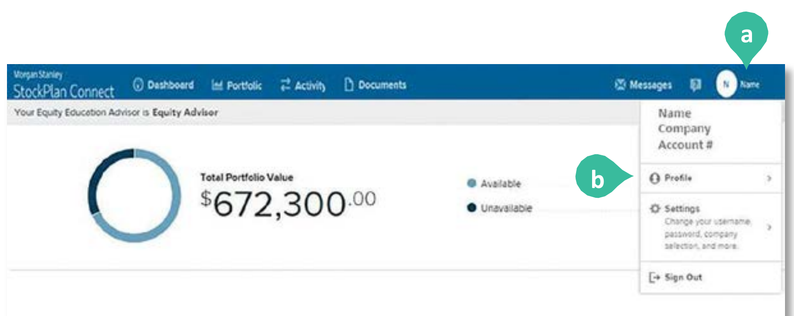
As the service provider for Amazon’s stock plan, Morgan Stanley offers an automated way to transfer proceeds directly to your financial institution of choice. You can set up proceed transfers or cash transfers on StockPlan Connect, our transaction portal for stock plan participants, as an alternative to receiving a check in the mail. We will deliver your proceeds to your bank, brokerage firm or other financial institution after the settlement date of your stock sale.

Part 1: Setting Up Payment Instructions

STEP 1: NAVIGATE TO THE PROFILE SECTION

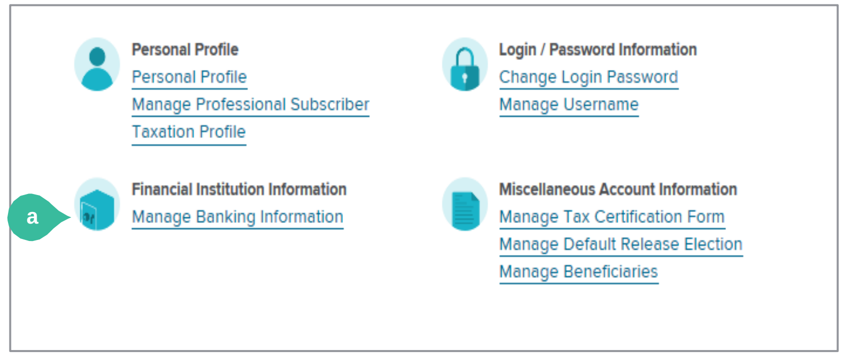
a. In the top right corner of your **Dashboard,** click on your name.

b. Click on **Profile** from the drop-down list.



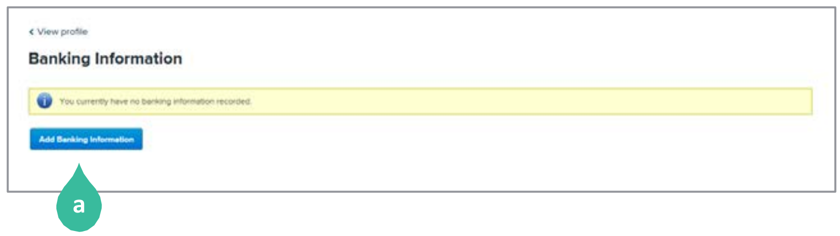
STEP 2: NAVIGATE TO BANKING INFORMATION

a. Under **Financial Institution Information**, click **Manage Banking Information**.



STEP 3: ADD NEW BANKING INFORMATION

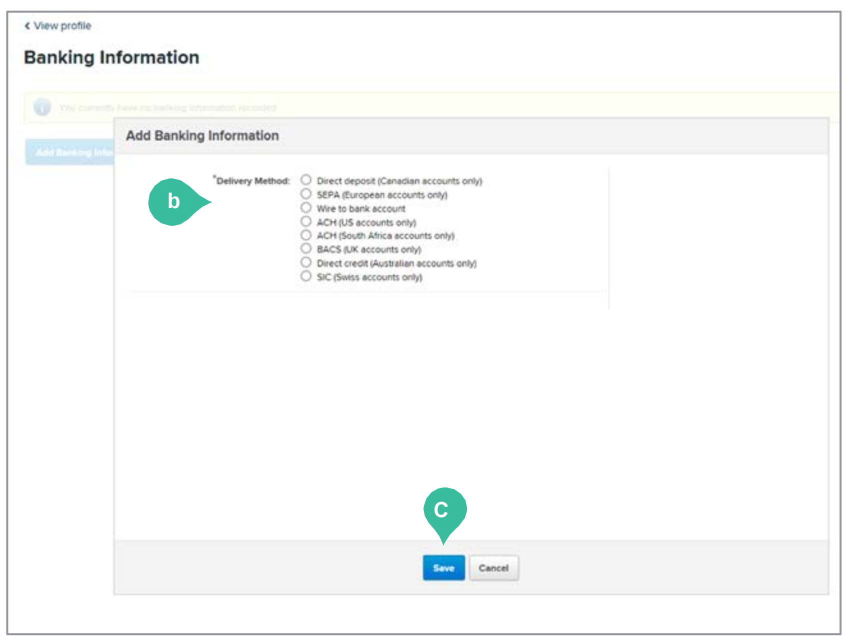
a. Under **Banking Information,** select **Add Banking Information**.



b. Select the **Delivery Method** from the list provided.

Note: **Information on requirements and payment options can be found in <u>Part 2</u> and <u>3</u> of this guide. Additional information on costs and time in takes to receive proceeds can be found in the <u>FAQs</u> at end of this guide.**

c. Click **Save.**



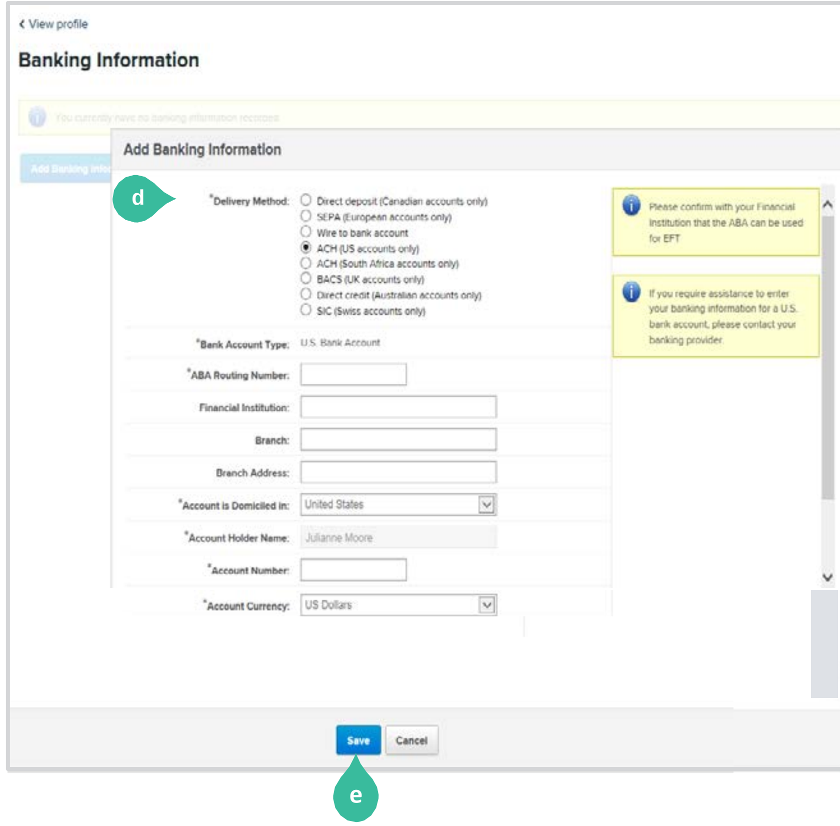
d **Complete banking details to set up payment.**

Note: Information on requirements and payment options can be found in <u>Part 2</u> of this guide.

e Click **Save.**

Note: To verify that your banking information has been set up, go back to the instructions in <u>Step 2</u>.

On the left hand side, you will see a list of your banking information. You have the option to edit or delete your banking information. Also, you can add other banking details.



Part 2: Required Information for Payment Instructions

You will need different types of information to set up and store payment instructions on StockPlan Connect, depending on the type of account to which funds will be sent. Refer to the chart below for details.

FINANCIAL INSTITUTION	YOU WILL NEED	WHERE TO FIND THE INFORMATION
U.S. bank account	Your ABA/routing transit number and bank account number.	Both numbers are typically at the bottom of your bank checks and deposit slips. In addition, your account number is shown on your bank statement. Please call your bank or look up the numbers on your bank's website to verify.
Non-U.S. bank account	The SWIFT code or the UK sort code for the receiving financial institution. If you provide a UK sort code, you also will need the intermediary bank account number for your financial institution's U.S. intermediary bank. Additionally, you will need to provide the International Bank Account Number (IBAN) or account number at your receiving bank, depending on the requirements of your chosen financial institution.	Start by contacting your international bank or checking your bank's website. Please ask for the incoming wire department and request the routing transit number of the U.S. intermediary bank. Routing transit numbers can also be looked up on the Federal Reserve Financial Services website: https://www.frbservices.org, search "routing transit numbers". However, we recommend you always confirm the routing transit number with your bank.
Brokerage account	Your intermediary bank's ABA/routing number and account number. You also will need your brokerage firm's name and address, and your personal brokerage account number.	Your broker sets up and maintains this account. You must contact your broker for this information.
Credit union account	Your intermediary bank's ABA/routing number and account number. You also will need your credit union's name and address, and your personal credit union account number.	Your credit union sets up and maintains this account. You must contact your credit union for this information.

Part 3: Payment Instructions Questions

Q. What are the delivery methods available to me?

A. Currently, there are multiple delivery methods available:

- Wire for any of the currencies that StockPlan Connect supports
- ACH for USD, AUD, CAD, GBP, CHF and EUR currencies
- USD check
- Deposit funds into your Morgan Stanley wealth management account
- Deposit funds into your stock plan holdings account

Q. What happens if I enter incorrect information when setting up my payment instructions?

A. Payment instructions are validated as they are entered for SWIFT codes, ABAs and IBANs. You may change some account information after it has been set up. Should you have any questions, please contact the Morgan Stanley Service Center or refer to the last page of this guide.

Q. Can I enter or change my payment instructions during a transaction?

A. Yes, you may. During a transaction, after you select the type of transaction and quantity to transact, you will be asked to select a delivery method and banking information for that delivery method. You may select banking information already on file in your account from a drop-down list or enter new banking information.

Q. How much does it cost to distribute sale proceeds to my bank account?

A. There is typically a $12.50 fee associated with a federal fund wire, which is deducted from your sale proceeds. For an ACH delivery: international ACH is $7.50 and domestic USD ACH is free.

Q. How can I get confirmation that my funds have been sent?

A. Once we receive confirmation that your bank has received the funds, you can contact the Morgan Stanley Service Center to obtain a confirmation reference number.

Note: For Service Center numbers please refer to the last page of this guide.

Q. How long does it take for me to receive my proceeds?

A. For wires, you will typically receive your proceeds the second business day after the transaction has been executed. If you select an ACH delivery, you will receive your proceeds in approximately 5 to 7 business days.

Need Help?

For assistance, please call a Morgan Stanley Service Center:

AMERICAS/U.S. SERVICE CENTER

Direct dial: +1-801-617-7471

Hours: 8:00 A.M. to 8:00 P.M. ET
(Eastern Time)
Monday through Friday

Canada, Mexico, United States:

(Toll free) +1-866-533-2575

Brazil

(Toll-free) 08000258632

Chile

(Toll-free) 123-0-020-3394

Columbia

(Toll free) 01-800-518-4787

Costa Rica

(Toll-free) +1-877-392-2502

Argentina

(Toll-free) 08002665233

Staffed languages:

English, Spanish plus translation available in 200+ languages through Language Line Solutions

EMEA SERVICE CENTER

Direct dial: +1 801 617 7746

Hours: 9:00 A.M. to 5:30 P.M. EET
(Eastern European Time)
Monday through Friday

Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Ireland, Israel, Italy, Luxembourg, the Netherlands, Norway, Poland, Portugal, Slovakia, South Africa, Spain, Sweden, Switzerland, United Kingdom:

(Toll-free) +800 6666 9999

Bahrain

(Toll-free) +800 0006 393

Jordan:

(Toll-free) +080022436

Morocco:

(Toll-free) +002 11 0011,
when prompted, 8552907697

Romania:

(Toll-free) +0800672625

Saudi Arabia:

(Bharti Airtel, Mobily, Zain Toll-free) +8008500442
(STC Saudi Toll-free) +8008442619

Turkey:

(Toll-free) 00 800 4488 20347

United Arab Emirates:

(Toll-free) +800 0444 9712

Staffed languages:

English, Spanish, German, French, Italian plus translation available in 200+ languages through Language Line Solutions service

ASIA PACIFIC SERVICE CENTER

Direct dial: +613 9188 2064

Hours: 10:00 A.M. to 6:00 P.M. AEST
(Australian Eastern Standard Time)
Monday through Friday

Australia, Hong Kong, Japan, Malaysia, New Zealand, Philippines, Singapore, South Korea, Taiwan, Thailand:

(Toll-free) +800-2484-5555

China

(Toll-free) 00 800 2484 5555

Or

Amazon Network Phone: 8000 (Toll-free), Morgan Stanley queries: Option 1

Or

Mobile Phone: 400-910-5681, Morgan Stanley queries: Option 1

India

(Toll-free) +0008004402486

Indonesia

(Toll-free) 001803852926

Vietnam

(Viettel Toll-free) 00 122 80659

(VNPT Toll-free) 00 120 32167

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Note: To confirm if mobile service is available in your country, contact your local telephone carrier. Toll-free lines may be limited or not available and additional fees from your mobile carrier may apply.