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Issuer FAQ

Q. What is DTC?

DTC is an acronym for the Depository Trust Company. DTC is the central depository for the brokerage community where stock and bond certificates are deposited or transferred by the broker participants. The main function of DTC is to clear and settle stock trades and to provide custody of securities in an automated environment. For every trade, there is a buyer and a seller. DTC provides an efficient and safe way for the buyer and seller to exchange securities electronically and in a centralized location eliminating the need for physical stock certificates and time for transit.

DTC is a member of the Federal Reserve system, owned by the Depository Trust and Clearing Corporation (DTCC). DTCC, in turn, is owned by several banks, brokerage houses and trading exchanges.

Q. What is Cede & Co.?

Cede & Co. is merely the nominee name for DTC. DTC and Cede & Co. are synonymous and are often used interchangeably.

Q. What is "street name"?

"Street name" is the term given to securities held in the name of a brokerage on behalf of a customer, usually done to facilitate subsequent transactions. Street name refers to beneficial shareholders who maintain their ownership through a brokerage. Street name holders are the opposite of registered holders.

Q. Can I find out who the "street name" holders are?

Typically, "street name" beneficial owners are not identifiable. However, an issuer may be able to identify a portion of the "street" population by obtaining a listing of Non-Objecting Beneficial Owners ("NOBO" list). An issuer can request a NOBO listing from Broadridge. The listing will indicate those beneficial owners who have instructed their broker that they do not object to the disclosing of certain ownership information about themselves. Beneficial owners that do object to the disclosure of certain ownership information about themselves are called Objecting Beneficial Owners.

Non-Objecting Beneficial Owners and Objecting Beneficial Owners constitute the entire "street name" population. Consequently, a NOBO list will only provide the identities of a segment of the aggregate beneficial owner population.

Q. What is ADP?**Q. Do you have proxy printing capabilities?**

Columbia Stock Transfer Company does much mailings including proxies from their main office. We are able to print and process votes for your shareholders meeting. We will be happy to use the proxy materials that you supply from another commercial printer. Columbia Stock Transfer Company will imprint the names and addresses of the registered shareholders on the proxy cards and envelopes.

Q. We are changing the name of our company, what should we do?

A change in the name of the company is often accompanied by a change in the issuer's CUSIP number. In order to receive a new CUSIP that corresponds to the new name of the security, you will need to contact the CUSIP Service Bureau at (212) 438-6500 or go to www.cusip.com. Also, you will need to notify your transfer agent of the change so that DTC's records can be updated. Additionally, the issuer's stock certificates will have to be amended to reflect the change. Shareholders do not need to exchange stock certificates that have the old company name.

Q. How do I request an original issuance to investors?

We require a letter by email, fax, or mail requesting the issuance. The letter must contain the shareholder's name, address, social security number or TIN (if possible), and the number of shares to be issued. If there is a Beneficial Ownership Date it must be clearly indicated on the letter. The letter should

have the signature of a corporate officer and delivery instructions for the certificates.

Q. How do I order stock certificates?

Columbia Stock Transfer Company is able to make custom stock certificates for your company. We use quality Goes stock certificates..

Once you find the certificate you like we require the following items:

- Signature form (on the downloadable forms page) to get signature stamps made.
- Corporate seal
- State of Incorporation
- CUSIP Number
- Par Value
- Number of authorized shares

We will give you a proof of the stock certificate and let you choose the font and style you like.

Q. What are the transfer fees for issuers?

\$18 for each certificate issued

\$10 for each certificate cancelled

\$10 for each certified mail letter with return receipt

\$30-55 for each FedEx package

1869 E Seltice Way #292. Post Falls ID 83854 | Phone: 208-664-3544 Fax: 855.664.3544

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