

Class-A Shares Refund - Client FAQs

1. **Q:** What are Class-A shares?

A: Class-A shares are mutual funds in which the sales charge is assessed at the time of the trade (also known as a “front-end load”). Other classes of mutual funds generally allocate sales charge based on how long the shares are owned.

2. **Q:** What is a breakpoint?

A: Mutual fund sponsors offer discounts that reduce the front-end sales charge that investors pay when they purchase A shares. The amount of the discount is based on the size of the investment; as the investment increases, so does that discount on sales charge. The investment levels at which these discounts become available are called **breakpoints**. Breakpoint discounts usually start at investment levels of \$50,000, but may begin at \$25,000. Investors may qualify for breakpoints through the following strategies:

- Single Purchase of the same mutual fund or fund family at the minimum breakpoint amount
- Multiple trades in the same household of the same fund/fund family that total the minimum breakpoint amount

In order to qualify for the breakpoint under the ‘multiple-trades’ strategy, investors must present a Letter of Intent (LOI) stating their intent to purchase the minimum breakpoint amount within 13 months of the date of the LOI. Breakpoints also include trades occurring 90 days prior to the date of the LOI.

3. **Q:** How do I know if I qualify for a breakpoint refund?

A: Investors who (individually or collectively for their household) purchased Class-A shares from the same fund or fund family between January 1, 1999 and November 3, 2003 totaling more than \$25,000 may qualify for a breakpoint refund

4. **Q:** Where would I find the information needed to determine if I fit the above criteria?

A: Clients may obtain this information by:

- Consulting with their Registered Representative
- Referencing trade confirmations dated between 1/1/1999 and 11/03/2003
- Contacting the mutual fund sponsor via phone
- In the absence of the above resources, client may call (866) 826-2735 and speak with an AIG Advisor Group Breakpoint Initiative Specialist.

5. **Q:** I think I qualify for a breakpoint refund, but I haven’t received the claim form packet in the mail yet. How can I obtain one?

A: Clients may request that the necessary paperwork be sent to them by contacting a Breakpoint Refund Specialist at (866) 826-2735 and providing:

- Client name
- The primary Social Security Number (SSN) on the affected account
- Client address
- Client’s affected account number(s)
- Client’s Registered Representative’s name

- Name of Broker/Dealer

6. **Q:** Where do I find my account number to put on this form?

A: Account numbers are listed on both investment company account statements and trade confirmations. Clients can also contact their Registered Representative (RR) or speak directly with the mutual fund sponsor.

7. **Q:** Where do I send this form?

A: The form should be sent to:

**A Share Breakpoint Initiative
P.O. Box 2580
Phoenix, AZ 85002-2580**

8. **Q:** How will I know if I am getting a refund?

A: Clients qualifying for refunds will be notified via written correspondence of the details of their refund, including the refund amount and method of delivery.

9. **Q:** If I qualify for a refund, how will I receive the refund?

A: Depending on a variety of factors, clients will receive via either cash credit or physical check. These factors include whether or not the client has an active account and the nature of their accounts (i.e., qualified accounts such as IRA, 401, etc).

10. **Q:** How long will the refund process take?

A: Where applicable, clients will receive refunds for overcharges within 90 days of receipt of their claim.

11. **Q:** I forgot my representative's name. How can I find it out?

A: Clients may call (866) 826-2735 and speak with an AIG Advisor Group Breakpoint Initiative Specialist for assistance with locating their representative.

12. **Q:** Does this issue have any relationship with the current market-timing investigations being conducted across the industry?

A: There is no correlation between the current market-timing investigations being conducted by the NASD and the Breakpoint Initiative. Just for clarification, the Firm is not subject of any market-timing investigation.

13. **Q:** What is the NASD?

A: NASD stands for National Association of Securities Dealers. It is a private non-profit, self-regulatory organization that monitors activities of securities dealers. Investors can obtain more information on mutual funds and the NASD at www.nasd.com.