



# Bondholder Information

Our customer service representatives receive extensive training enabling them to accurately and efficiently provide solutions to bondholder and investor requests. For additional information or if you have questions, please review the below resources.

- [Bondholder services contact information](#)
- [Payments](#)
- [Bearer bonds](#)
- [Registered bonds](#)
- [Tax reporting information](#)
- [Bond drop windows](#)
- [Lost bond information](#)

## Bondholder contact information

### Mailing address

U.S. Bank Global Corporate Trust  
Attn: Bondholder Services - EP-MN-WS2N  
111 Fillmore Avenue East  
St Paul, MN 55107-1402

### Telephone number, hours of business, and fax number

Customer service representatives are available to answer questions 24 hours a day, seven days a week. Our automated service line is available around the clock. A wide range of information is available through the automated service line, as outlined in the chart below. By using this service, you can obtain information without having to hold for a customer service representative. In order to obtain some information, you will need the CUSIP and bond number. Please refer to the chart below for instructions on using our automated service line.

**Toll free number:** 1.800.934.6802

**Hours of Business:** 24 hours a day, seven days a week

**Fax Number:** 651.466.5400

### Payments

#### **What if I do not receive a payment?**

If 10 business days have passed since the payment date and you have not received your check, please contact Bondholder Services at 1.800.934.6802 24 hours a day, seven days a week, for instructions on how to have your check stopped and reissued. Checks can only be stopped and reissued upon receipt of a written request. Once a stop has been placed on a check, the stop cannot be removed.

#### **How do I make a claim for under or over payment on my bond?**

All claims for under or over payment or compensation must be received in writing. Please send detailed information and any supporting documentation to:

U.S. Bank Global Corporate Trust  
Attn: Claims Unit, EP-MN-WS1P  
111 Fillmore Ave E  
St. Paul, MN 55107-1402

#### **How do I request a copy of a check?**

All check photocopy requests must be received in writing. There is a \$15.00 fee for each photocopy, this fee must be included with the written request and be payable to U.S. Bank. When requesting a photocopy, please include the following information: Check number, date and amount of check. Send information and fee to:

U.S. Bank Global Corporate Trust  
Attn: Bondholder Services, EP-MN-WS2N  
111 Fillmore Ave E  
St. Paul, MN 55107-1402

### Bearer bonds

#### **Where do I send bonds/coupons for payment?**

If the bearer bond has matured or has been called for early redemption, send the bond, a signed W-9 form and a letter of instruction to:

U.S. Bank Global Corporate Trust  
Attn: Bearer Payments, EP-MN-WS2N  
111 Fillmore Ave E  
St. Paul, MN 55107-1402

It is recommended that bearer bonds be mailed registered or certified. If the bond has been called, include all attached coupons. If the bond has matured and there are still coupons attached, separate the coupons from the bond and include them in the mailing.

To redeem a coupon, send the coupon and letter of instruction to the address above. Coupons are accepted for current and prior payable dates only.

### **How can I receive call and maturity notice information for bearer bonds?**

Since bearer bonds have no registration information associated with them, call notices are not mailed to bearer bond holders. Call information can be located in various publications, such as the BondBuyer and the Wall Street Journal. Bonds are generally called on interest payable dates, so it is recommended that you check the call status of your bond prior to sending in coupons for payment. It is the bondholder's responsibility to confirm whether the bond has been called.

Maturity notices are not mailed to bearer bond holders for two reasons: 1) Bearer bonds have no registration information associated with them and 2) the maturity date is printed on the face of each certificate. It is the bondholder's responsibility to be aware of the maturity date for the certificate.

## Registered bonds

### **Where do I send bonds for payment or transfer?**

If the bond has matured or has been called, send the bond and letter of instruction to:

U.S. Bank Global Corporate Trust  
111 Fillmore Ave E  
St. Paul, MN 55107-1402

It is recommended that you mail your bond via registered or certified mail. If you wish to transfer your bond or would like the payment to be made to another individual or institution, please follow transfer or payment instructions appropriate to the situation. For specific questions, please contact Bondholder Services at 1.800.934.6802 24 hours a day, seven days a week.

### **When do I obtain interest or principal payment information?**

Please allow 10 business days after payment date to receive a check. Please allow 2 business days after the payment date to confirm the receipt of a wire.

Interest and principal payments are never released prior to payment date.

Interest payments are released on payment date provided the funds are received from the issuer prior to 3 p.m. Central Time on that date. If received after 3 p.m. Central Time, interest payments will be released the following business day. If a bond is called or matured, interest ceases to accrue as of the redemption or maturity date. At the end of the year, all bondholders who received interest payments on taxable bond issues receive form 1099-INT for tax reporting purposes.

Principal payments are not due and payable until the payment date. Principal payments will be mailed to the address of registration, unless notified otherwise, in writing, by the presenter of the bond. At the end of the year, all bondholders who received a principal distribution during the year will receive form 1099-B for tax reporting purposes. All principal proceeds must be reported to the IRS whether or not the bond issue is taxable.

### How can I receive call and maturity notice information for registered bonds?

Call notices are mailed to the address of registration for all registered bondholders. Once your bond has been called for redemption, interest ceases to accrue and the bond should be presented for payment. It is the bondholder's responsibility to present the bond for payment.

Maturity notices are not mailed to registered bondholders. The maturity date is printed on the face of each certificate. It is the bondholders' responsibility to be aware of the maturity date on the certificate.

### Tax reporting information

We mail forms that report tax information to bondholders. The most commonly used tax forms are on the following table. For information on other tax forms not listed on the table, please contact Bondholder Services at 1.800.934.6802.

<b>Tax Form</b>	<b>What it Reports</b>	<b>Mailing Deadline**</b>
1099-INT	Interest income.	January 31
1099-B	Sales or redemptions of securities, futures transactions, commodities, and barter exchange transactions.	January 31
1099-OID	Original issue discount.	January 31

### How do I order a duplicate 1099 Tax Form?

You may begin ordering duplicate tax forms two weeks after the mailing deadline has passed. We suggest that you allow 10 business days to receive the tax form via first class mail prior to ordering a duplicate. Duplicate tax forms for the current year are free of charge. Duplicate 1099 forms are available for the current tax year (two weeks after mailing deadline as indicated above) and the three years prior.

For your convenience, you may request duplicate tax information or ask tax-related questions by contacting Bondholder Services. You may request duplicate tax forms for the current year via email, mail, telephone or fax to be mailed to your permanent address of registration.

If you would like the duplicate tax form mailed to an address other than that of the registration, please submit your request in writing, signed by the registered bondholder. Unless you request a permanent address change, your address of registration will not be changed and all future mailings will be sent to that address. To change your address, please contact Bondholder Services at 1.800.934.6802.

To order duplicate tax forms for prior years, a request must be mailed with the applicable fee to Bondholder Services. If you are sending a request via mail or fax, please include the following information on your request:

1. Current registration of the bond
2. Social Security or Tax Identification number for the registered holder
3. Contact name, address and telephone number
4. Complete bond issue description
5. CUSIP number
6. Bond number
7. Agent capacity information can be obtained using our automated service line. After dialing our toll free telephone number, 1.800.934.6802, you will hear important information about our services. After this message, you will be prompted to make selections using your telephone keypad. By selecting option one and entering the CUSIP, you will receive information regarding our agent capacity.
8. If you need further assistance on an agent status question, you may also contact Bondholder Services at 1.800.934.6802 24 hours a day, seven days a week.

### Bond drop windows

Bondholders may present matured or called bonds or coupons to a U.S. Bank bond drop window for payment. Hours of operation and cutoff times for issuing same day checks are outlined below for each bond drop window location. If a bondholder requests that U.S. Bank mail their payment, the bond or coupon will be forwarded to us in St. Paul, Minnesota where the check is issued and mailed providing U.S. Bank received funds from the issuer.

Bondholders may only present future due bonds or coupons up to 30 days prior to the call or maturity date. All bonds or coupons due for payment on a future date are delivered to us in St. Paul, Minnesota where the check is issued on the due date providing U.S. Bank received funds from the issuer. All checks are mailed to the address provided by the bondholder via first class mail.

#### **St. Paul bond drop window information**

U.S. Bank Global Corporate Trust – St. Paul

111 Fillmore Avenue East, 1st Floor

St. Paul, MN 55107

Phone: 1.800.934.6802

Hours: 8 a.m. – 4:30 p.m. Central Time

**Special instructions:** Securities presented prior to 1 p.m. Central Time, the bondholder may pick up check after 2 p.m. Central Time the same day, providing we have received funds from the bond issuer. If the securities are presented after 1 p.m., the bondholder may pick up his or her check on the next business day. Bondholders may

present future due bonds or coupons at this bond drop window. If the payment date is within a week, they may return to the window to pick up their checks on that date. If payment is not due within a week, the check will be mailed to the requested address.

### **New York bond drop window information**

U.S. Bank Global Corporate Trust – New York  
100 Wall Street, Suite 1600  
New York, NY 10005  
Phone: 212.361.2501  
Hours: 9 a.m. – 4 p.m. Eastern Time

Special instructions: Securities presented prior to 12 p.m. Eastern Time, the bondholder may pick up check after 2:15 p.m. Eastern Time the same day, providing we have received funds from the bond issuer. If presented after 12 p.m., the security will then be forwarded to us in St. Paul, Minnesota via overnight carrier for processing. Any checks issued will be sent via first class mail to the address provided by the bondholder.

## Lost bond information

Bonds and coupons that have been lost or stolen can be replaced through a bond of indemnity (BOI) process. This process requires specific documents, the payment of a surety fee (to the insurance company) and a processing fee based upon the face amount of the certificate. In order to report a lost bond or coupon, please complete a [Notification of Lost Securities form](#). Completed Notification forms can be mailed to:

U.S. Bank Global Corporate Trust  
Attn: Non-Routine, BOI – EP-MN-WS2N  
60 Livingston Avenue  
St. Paul, MN 55107-2292

The completed form may also be faxed to: 651.466.5400

Upon receipt of this form, U.S. Bank will place a stop on your security and send you information concerning the replacement process and fees involved. For your protection, U.S. Bank does not accept notification of lost securities over the telephone. Click on the link to go to the [Notification of Lost Securities form](#).

[usbank.com/investmentservices](https://usbank.com/investmentservices)

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