

# Returning Customer User Guide

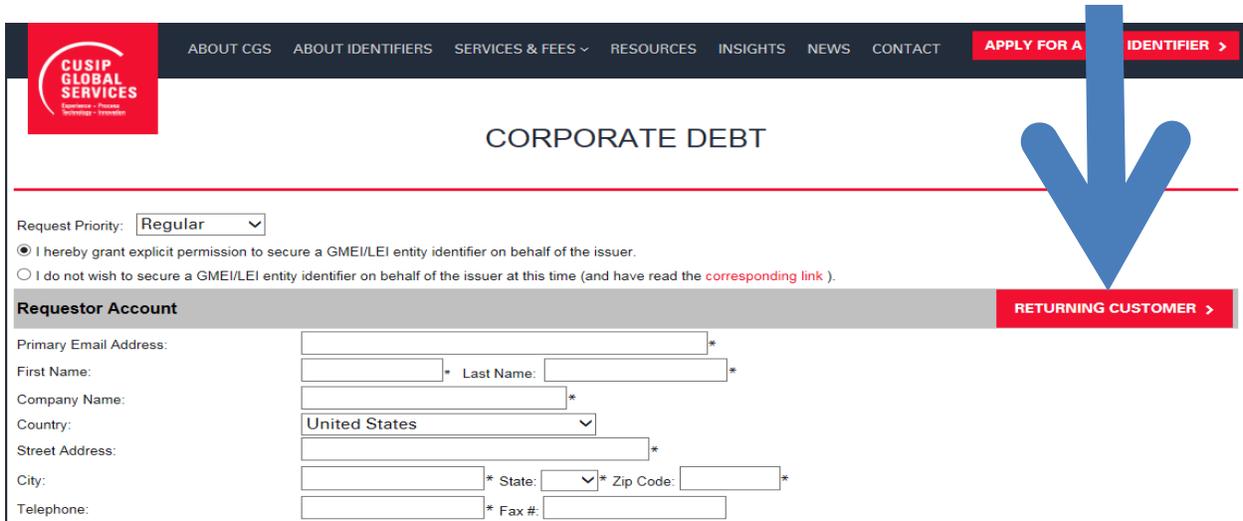
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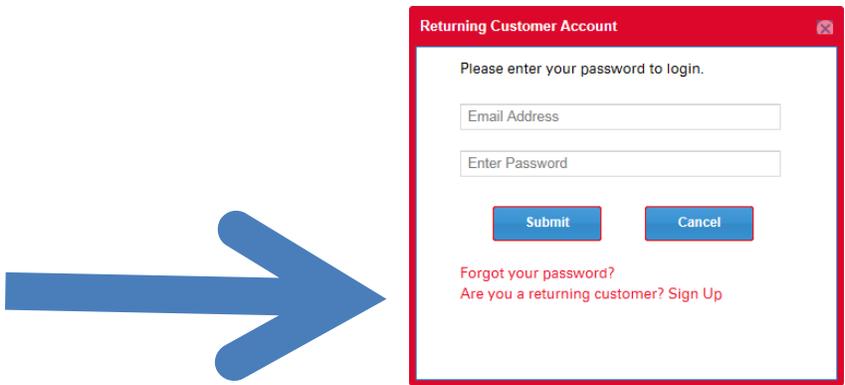
## FIRST TIME SETUP

Note: If applying for a CGS Identifier for the first time, or not wishing to use Returning Customer functionality, type Requestor and Billing information manually.

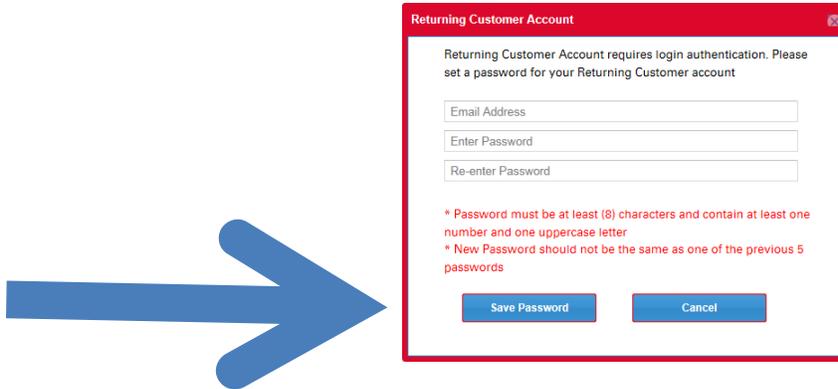
1. In order to set the account password, from any identifier request form click **“RETURNING CUSTOMER >”**



2. In the Returning Customer Account window, click **“Are you a returning customer? Sign up”**

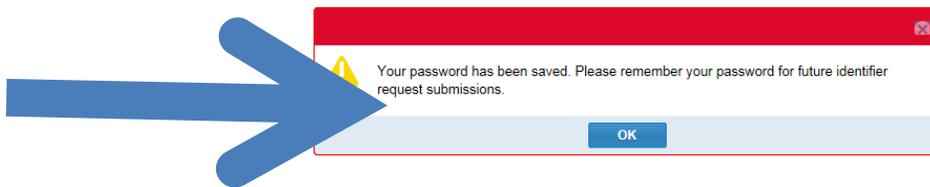


3. Enter Email Address, and set a password for the account that is at least 8 characters long, contains one number and one capital letter; and click **Save Password**



The screenshot shows a dialog box titled "Returning Customer Account" with a red header. The main text reads: "Returning Customer Account requires login authentication. Please set a password for your Returning Customer account". Below this are three input fields: "Email Address", "Enter Password", and "Re-enter Password". Underneath the fields are two red asterisks with instructions: "\* Password must be at least (8) characters and contain at least one number and one uppercase letter" and "\* New Password should not be the same as one of the previous 5 passwords". At the bottom are two buttons: "Save Password" and "Cancel". A large blue arrow points from the left towards the "Save Password" button.

4. On confirmation that password has been successfully setup, click **OK**

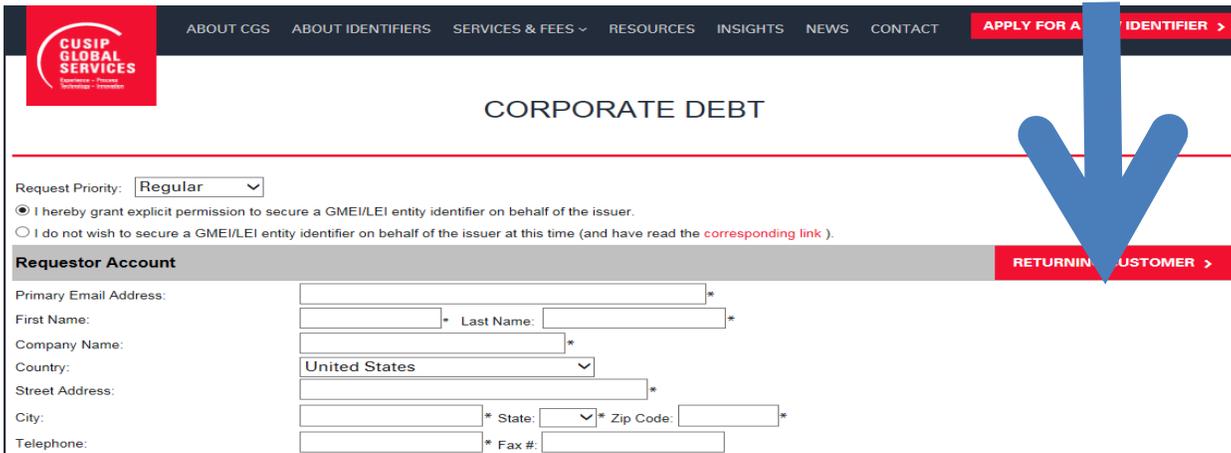


5. User session will remain active on this device/browser, until login as a different user is performed, or browser cache is cleared

# FORGOT PASSWORD / RESET PASSWORD

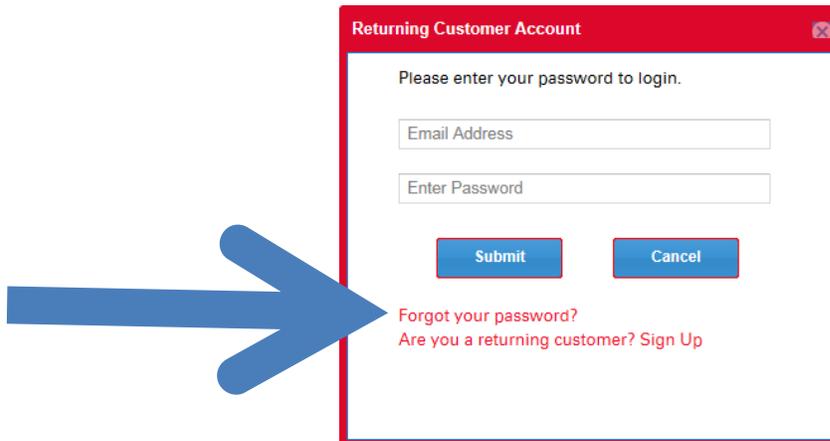
If Password for the account is not retrievable or there is a desire to set it to something else.

1. Click "RETURNING CUSTOMER >"



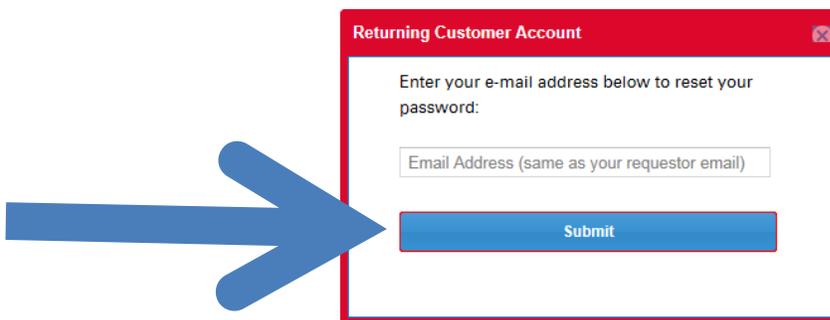
The screenshot shows the CUSIP Global Services website. The top navigation bar includes links for ABOUT CGS, ABOUT IDENTIFIERS, SERVICES & FEES, RESOURCES, INSIGHTS, NEWS, CONTACT, and APPLY FOR A IDENTIFIER. The main heading is 'CORPORATE DEBT'. Below this, there is a 'Request Priority' dropdown set to 'Regular'. Two radio buttons are present: one selected for 'I hereby grant explicit permission to secure a GMEI/LEI entity identifier on behalf of the issuer.' and one unselected for 'I do not wish to secure a GMEI/LEI entity identifier on behalf of the issuer at this time (and have read the corresponding link)'. A 'Requestor Account' section is highlighted in grey, containing a 'RETURNING CUSTOMER >' button. Below this are input fields for Primary Email Address, First Name, Last Name, Company Name, Country (set to United States), Street Address, City, State, Zip Code, Telephone, and Fax #.

2. In the Returning Customer Account window, click "Forgot your password?"

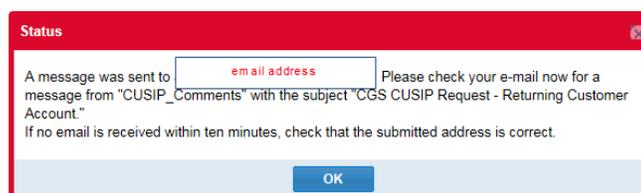


The screenshot shows a 'Returning Customer Account' login window. It prompts the user to 'Please enter your password to login.' with input fields for 'Email Address' and 'Enter Password'. There are 'Submit' and 'Cancel' buttons. Below the buttons, there are two links: 'Forgot your password?' and 'Are you a returning customer? Sign Up'. A blue arrow points to the 'Forgot your password?' link.

3. Enter Email Address and click **Submit**



The screenshot shows a 'Returning Customer Account' password reset window. It prompts the user to 'Enter your e-mail address below to reset your password:' with an input field labeled 'Email Address (same as your requestor email)'. There is a 'Submit' button. A blue arrow points to the 'Submit' button.



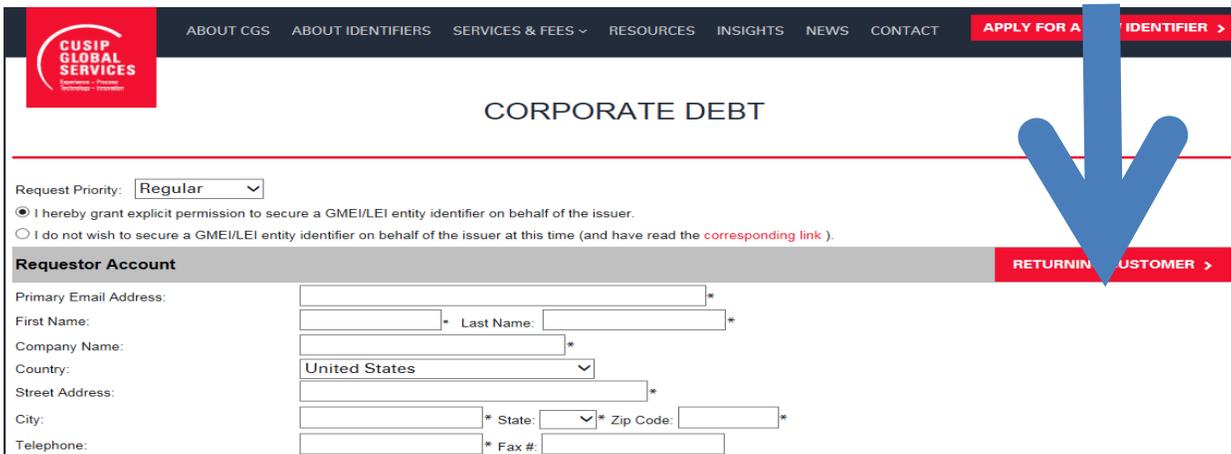
The screenshot shows a 'Status' message box. The message text is: 'A message was sent to [email address] Please check your e-mail now for a message from "CUSIP\_Comments" with the subject "CGS CUSIP Request - Returning Customer Account." If no email is received within ten minutes, check that the submitted address is correct.' There is an 'OK' button.

4. Check mailbox for an email containing instructions and a link for new password setup

## RETURNING CUSTOMER

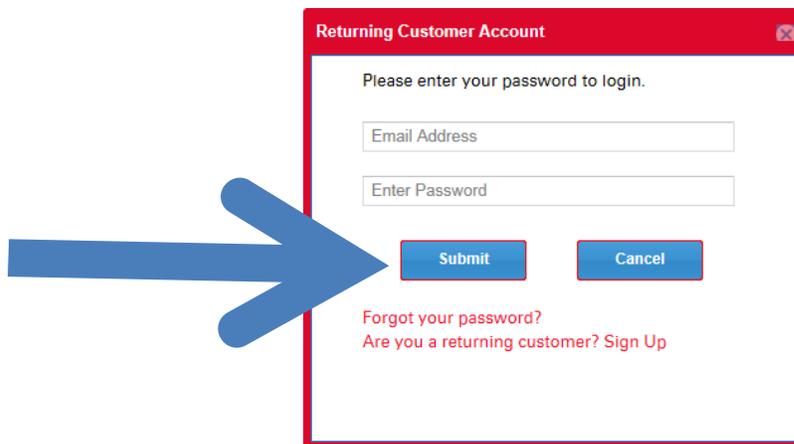
If Password already set for the account and logging in from a new/different device browser.

1. Click **"RETURNING CUSTOMER >"**



The screenshot shows the CUSIP Global Services website interface. At the top, there is a navigation bar with links: ABOUT CGS, ABOUT IDENTIFIERS, SERVICES & FEES, RESOURCES, INSIGHTS, NEWS, CONTACT, and a red button labeled 'APPLY FOR A IDENTIFIER >'. Below the navigation bar, the page title is 'CORPORATE DEBT'. A large blue arrow points down from the 'APPLY FOR A IDENTIFIER >' button to a red button labeled 'RETURNING CUSTOMER >' located in the right side of a grey bar. Below this bar is the 'Requestor Account' form, which includes fields for Primary Email Address, First Name, Last Name, Company Name, Country (set to United States), Street Address, City, State, Zip Code, Telephone, and Fax #. A 'Request Priority' dropdown menu is set to 'Regular'. Below the form, there are two radio button options: 'I hereby grant explicit permission to secure a GMEI/LEI entity identifier on behalf of the issuer.' (selected) and 'I do not wish to secure a GMEI/LEI entity identifier on behalf of the issuer at this time (and have read the corresponding link ).'

2. Enter Email Address and Password, click **"Submit"**



The screenshot shows a red-bordered dialog box titled 'Returning Customer Account'. Inside the dialog, there is a message: 'Please enter your password to login.' Below this message are two input fields: 'Email Address' and 'Enter Password'. At the bottom of the dialog, there are two buttons: 'Submit' and 'Cancel'. A large blue arrow points from the left towards the 'Submit' button. Below the buttons, there are two links: 'Forgot your password?' and 'Are you a returning customer? Sign Up'.

3. Form will pre-populate with Requestor Account and Billing Account information
4. User session will remain active on this device/browser, until login as a different user is performed, or browser cache is cleared
5. In the Billing Account section of the request form, the **"Bill to:"** drop-down displays available accounts. For a new account, select **"Add New"** from the drop-down