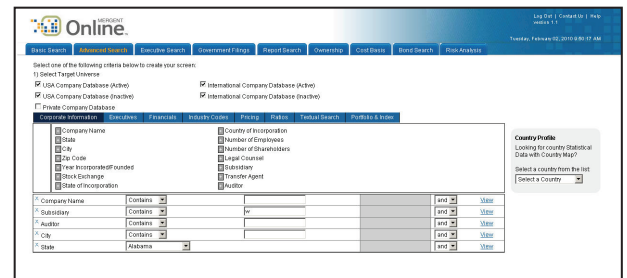


How do I look up information for a specific company?

1. Sign in to Mergent Online using your **User Name** and **Password** or via **IP authentication** to arrive at the **Basic Search** screen.
2. Select the **Target Universe** or the database(s) that you would like to search in.
3. Enter a company name, ticker symbol or CUSIP.
4. As you begin to enter a company's name or ticker symbol a drop down box appear showing the number of companies matching the criteria. This will change to reflect the new criteria, as you add more parts of the name, allowing you to quickly expand or narrow your search. To include Dun & Bradstreet private companies in the search, set the **Search private companies** check box. *Note: This option is only available if you subscribe to this database of companies.*
5. Click on the **Search** button. If you entered a company name or ticker symbol, then click on the **Go** button. This will display the **Search Results** page.

I have a specific list of criteria for my company search. How do I find these companies?

1. **Advanced Search** allows you to specify a wide range of textual and financial criteria to be searched for. Multiple criteria can be set, combined with 'AND' or 'OR', for even greater refinement in searches.
2. **Select Target Universe** by checking-off the company databases to be searched. Select from any of the available Mergent Databases.
3. Next, **Select Data Categories** by choosing one of the tab options. After you have chosen a specific category of information, select a data point of interest by clicking the (+) icon next to it.
4. When ready, choose the **View** button to start the search for companies matching your criteria. This will take you to the **Search Results** page. You may view results for an individual criteria or based on all criteria chosen.

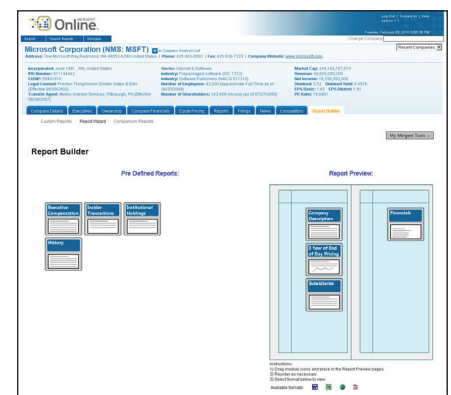


How do I search for information on a company executive in Mergent Online?

1. **Executive Search** allows you to specify a wide range of textual and financial criteria to be searched for.
2. Multiple criteria can be set, combined with 'AND' or 'OR', for even greater refinement in searches. Choose from eight different categories of information from which to build criteria for your specific search. **Select your target universe and build your search criteria.**
3. Choose from two available databases for your executive search: active US and International companies.
4. Once you have selected the databases you wish to search within, **Select Data Categories** by choosing one of the tab options.
5. After you have chosen a specific category of information, select a **data point** of interest by clicking the (+) icon next to it.
6. When ready, choose the **View** button to start the search for executives matching your criteria. This will take you to the **Search Results** page.

I need to present my data in a specific way for a report. Is there a tool in Mergent Online that I can use?

1. Yes, there are various ways to create specific reports on individual or multiples companies
2. To create reports, choose the **Report Builder** tab. You can choose from either custom reports, report wizard or comparison reports.
3. **Custom reports** lets you pick and choose from the 4 main categories and by expanding each main category; you will see subcategories that can be selected. You can select one at a time or multiple data elements at one to be included in your output
4. Once the data elements are selected and viewed on the right box, please select the **output type** from the drop down box
5. **Report Wizard** allows flexibility by letting you format your report based on your needs. You can arrange categories and formats based on your requirements.
6. **Comparison reports** allow the user to compare companies to their specific industry or other industries

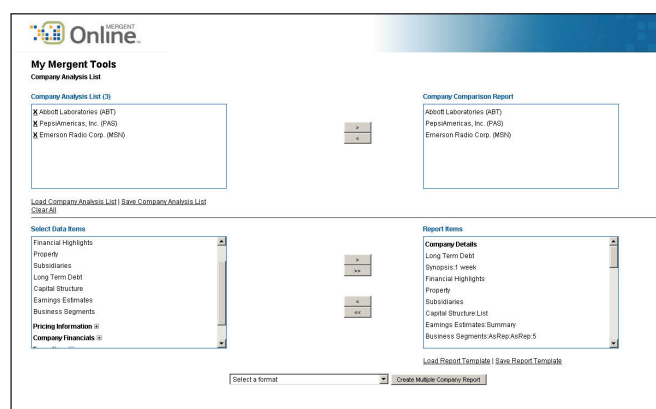


Does Mergent Online provide information on different countries around the world?

1. Yes, to the right is a sample of an in-depth country profile available on Mergent Online.
2. To access these: Choose the country you are looking for from the drop down list on the **Basic Search** page. This will open up a PDF of the report for that country.
3. Country profiles are also available in **Company Summary** at the top of any **Company Report**. Simply click on the name of the country the company is located in to open up the specific country report.
4. Each country profile offers detailed and organized information on that country's history, geography, people, government, economy, stock exchange and corporate filing practices.



How do I create a company analysis list in Mergent Online?

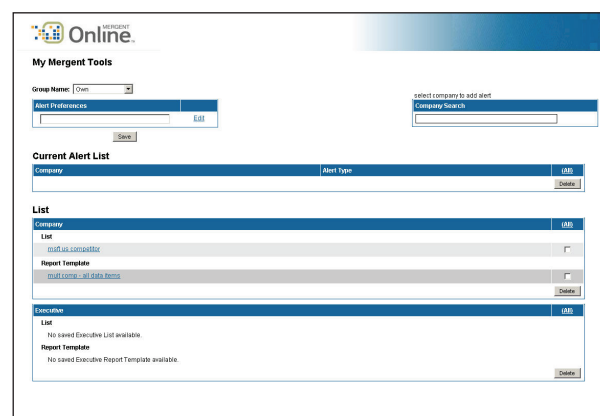


1. You may add companies to your **Company Analysis** list by selecting them from your search results or individually by clicking on **'+ to Company Analysis List'** next to the company name in its **Company Report**.
2. The number of companies currently in your **Company Analysis List** is displayed in parenthesis in **My Mergent Tools**. Toggle the + icon next to the Company Analysis List tool to expand and contract the list and view the list of companies by name and ticker symbol.
3. Click this link to open **My Mergent Tools: Company Analysis List** page. The top two list boxes on this page let you add all or some of the companies you selected earlier to your Company Analysis List. The bottom two boxes contain reporting items that you may choose from to create your report.
4. You will be prompted to **enter your e-mail address**. Once you have entered your e-mail you will be asked to name your Analysis List.

Note: Use a name that will remind you what companies are in the list and remember the email address you used. You will need to provide this email to retrieve your list and Mergent Online will use this email address for the entire session. To use multiple e-mail addresses you will need to log out of Mergent Online and repeat the steps above to enter a different email address.

How do I set an alert for a specific company or executive that matches my search criteria?

1. Clicking either the **Company** or **Executive Alert** links will open your **My Mergent Tools: Current Alerts List** page.
2. Here you may customize the companies and executives for which you receive alerts, the preferences for your alerts, as well as see a summary of the saved lists and report templates for your Company Analysis and Executives Lists.
3. **Alert preferences** shows you the e-mail addresses you have entered for saved lists and previously set alerts.
4. Click **Edit** beside an individual e-mail to change or edit the set e-mail. Click the X beside an e-mail to delete it from the list. Click **Save** to save your changes.
5. If you would like to search for another company by name to **add an alert** for, but do not want to return to the search pages, simply type the company's name or ticker symbol into the text box at the top of the page.
6. A window will automatically display as you type to show you the matches available for the letters or names you type.
7. Click on a specific company to go directly to that company's alert list preference page where you can set alert items as detailed above.



If you need further assistance or have any questions, please call our Technical Support Help line at 1-800-955-8080 between 8 AM and 5 PM (Eastern). You can also email us at technicalsupport@mergent.com



Mergent, Inc.
580 Kingsley Park Drive • Fort Mill, SC 29715
1-800-342-5647 or 704-559-7601
Fax: 704-559-6945
E-mail: technicalsupport@mergent.com | Website: www.mergent.com