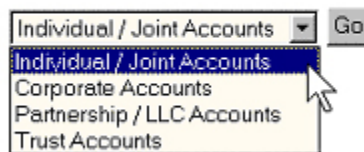


Download Help

Some customers experience difficulty downloading and printing multi-page documents, like account forms. This may be due to the speed or reliability of your Internet connection. If you do experience such difficulties, we suggest you follow the steps below:

1. Select the form which you would like to download from the drop-down menu.

Account Forms:

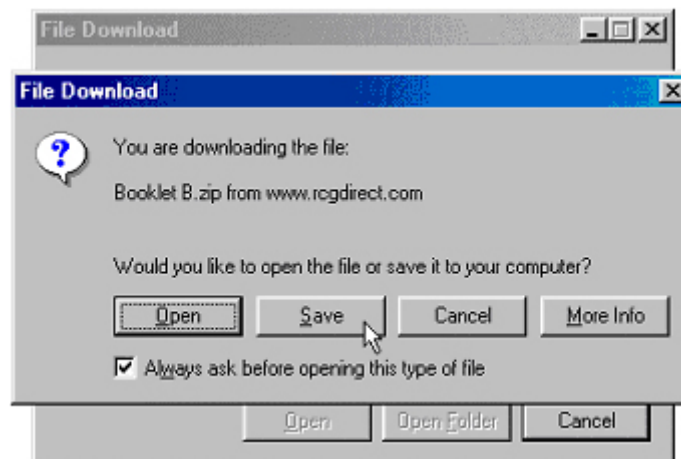


2. Click the "Go" button.

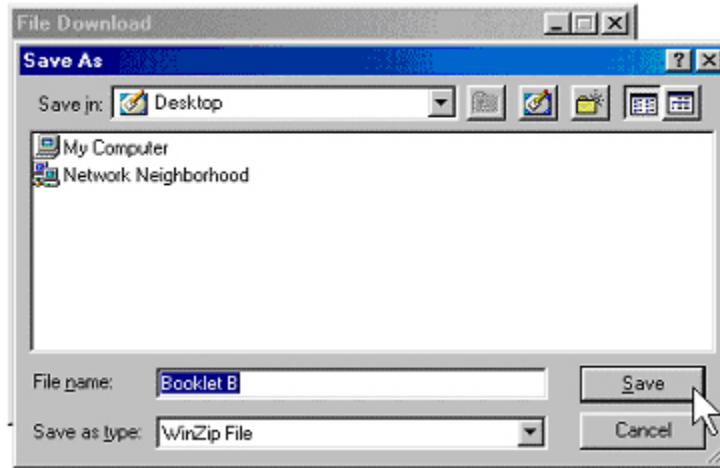
Account Forms:



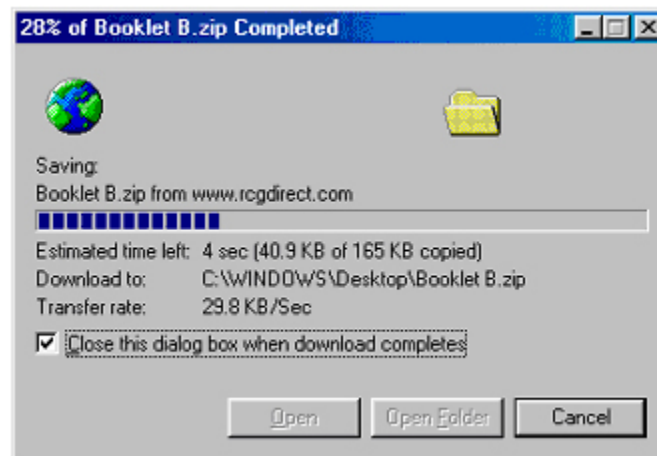
3. A "File Download" window will open. Click "Save".



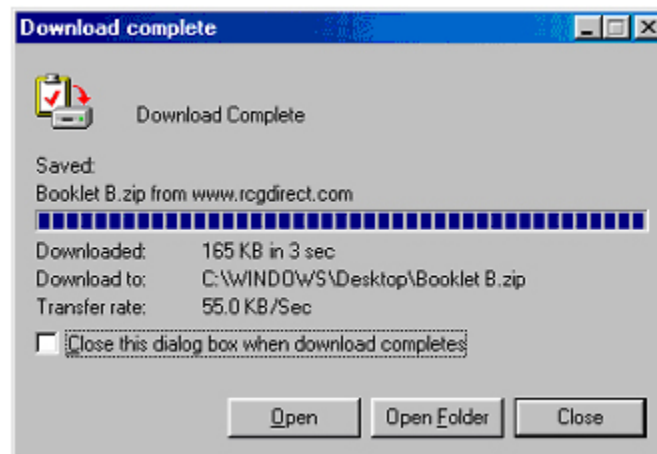
4. A "Save As" window will open next. Click the down-arrow on the "Save in" window, and select the location on your computer you would like the file to be saved in (we suggest your Desktop). Click on the "Save" button.



5. You will be able to see the progress of the file download.



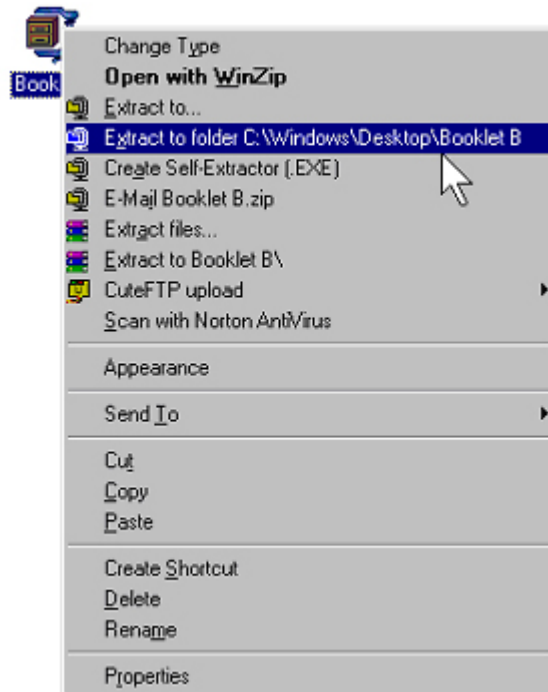
A new window will appear once the file has been downloaded. Click the "Close" button.



6. You should now see the icon below on your Desktop.



Right-click on the icon and choose the option "Extract to folder C:\Windows\Desktop\Booklet B."



You will then see the following folder on your desktop.



Inside that folder will be a file. Double-click on the file, and it will open the form. From there you can print it out by selecting "Print" from the "File" menu.

If you continue to experience problems, please contact your broker or RCG account manager, or e-mail us at newaccounts@rcgdirect.com.