

Quick Start Guide to Prepare for OFSRA Annual Meeting
***(Please read in advance of October 18 meeting.)**

1) For those unfamiliar with Zoom, start at www.zoom.us/test

This link will guide you through downloading the app, learning the Zoom Interface, and let you participate in a test meeting. Find the buttons that enable you to turn your audio and video on and off, as well as the "Participants" button, which will allow you to virtually raise your hand if needed for voting. Do this well in advance of the Annual Meeting, so you'll be ready come meeting day. Zoom is free for users, and you don't need an account to register for this meeting.

2) Here is the link to pre-register for the Annual Meeting: <https://bit.ly/OFSRAOct18reg>

Note: Even if you are planning on attending the meeting with a phone connection, you MUST pre-register. If you do not have internet access, please ask a friend or relative to help you register online, or call 831-320-0148 and we will help you with this step. If you are not pre-registered and approved, you will not be able to enter the meeting.

Once you're approved, you'll receive a second link with the log in information and password for use on the day of the Annual Meeting. You must log in to the meeting using the same name and email address that you used to pre-register. If you are attending by phone, you must call in from the same phone number that you used to pre-register.

3) The morning of the Annual Meeting, please check in early. The Zoom sign-in desk could get overwhelmed, so we recommend signing in early, starting 90 minutes before the meeting. We don't want the process to get backed up. Once you log in, you'll enter the Waiting Room, and when our volunteers have validated your credentials, they'll let you into the Meeting Room. Refresh your coffee and sit tight until the meeting starts.

If you have trouble signing in to the meeting, please call one of our help lines. If you get voicemail, leave your phone number and someone will get back to you.

Day of Meeting Help 8AM-11AM: **Line 1:** 415-225-8058 **Line 2:** 707-484-1225 **Line 3:** 831-320-0148

4) During the meeting, audio will be muted by the host. With a meeting of this size, we need to keep distractions to a minimum. For that reason, the chat feature will be also disabled. If time permits, we will have a Q&A session at the end of the meeting. We are not trying to limit participation or feedback, just dealing with the restrictions of a virtual meeting with a large number of attendees. If items are brought up for discussion but not addressed during this meeting, the Board will follow up at a later date, and the information will be disseminated to shareholders.

5) To keep this meeting flowing smoothly, we encourage you to vote in advance using the enclosed proxy. You can mail your proxy(ies) to the board, so we can count those votes in advance. It will also ensure more privacy. Voting by shareholders that didn't mail in an advance proxy will be conducted with the polling feature on Zoom - and these results will be recorded. Those attending by phone will need to vote verbally if they haven't voted by proxy. Voting by proxy gives you the opportunity to vote early and privately. It is up to you to decide what works best for you.

6) Our goal is to have everyone as prepared as possible for this meeting, and we're here to help. If you need assistance registering for the meeting, or if you have other questions in advance of the meeting, please call 831-320-0148.

Additionally, there are many online resources to help you learn more about attending a Zoom meeting. Search YouTube, Google or the Zoom website for more information.

We realize that this is a new experience for many of us, and the Board has done their best to ensure that the meeting flows as smoothly as possible. We ask for your patience and understanding as we all work together to make this meeting a success.

Thank you, and we look forward to "seeing" you on October 18!