

### **Contacting Computershare**

Please direct your inquiries and transaction requests to Computershare using the options provided below:

#### **Telephone Inquiries:**

1-866-595-6048 (U.S.) or 1-781-575-2798 (International)

Hours of Operation: 8:30 a.m. to 5:00 p.m. EST

#### **E-mail Inquiries:**

web.queries@computershare.com

#### **Written Requests:**

Computershare

P.O. BOX 505000

Louisville, KY 40233-5000

#### **By Overnight Delivery:**

Computershare

462 South 4th Street

Louisville, KY, 40202

### **TerraCycle - Account Access Instructions**

You can access and manage your account online via Computershare's Investor Center, [www.computershare.com/investor](http://www.computershare.com/investor). There you can view your account details, update your mailing address, certify your tax status, and access your account statements. Registration is quick and easy. For security purposes, shareholders that invested through an entity (and certain trusts) are limited to a view-only access. Please follow the below steps to access your account:

1. Go to [www.computershare.com/investor](http://www.computershare.com/investor).
2. Please ensure that the page lists "United States" in the upper right corner.
3. Select "**LOGIN**" if you are an existing user or "**Register now**" if you are new user.
4. New users; select "Social Security Number (SSN) to register using your SSN/EIN or "Holder Account Number" to register using your Computershare account number. If you do not have a U.S. SSN/EIN, you must register using your Computershare account number. An account statement containing your Computershare account number has been sent by postal mail to the address associated with your account.
5. Type in TerraCycle when asked to select the company stock that you own, and select "PVTYYY - TERRACYCLE US INC."
6. Then, review the term and conditions.
7. You will now be able to create a User ID and password.

Once your User ID and password are established, most users can update their accounts and perform transactions immediately; however, for security reasons, some users may be initially restricted. In these cases, we will send you a Verification Code by regular mail that you will then need to key in on Investor Center. The Verification Code should arrive at the address of record within 7 business days. Please allow additional time for delivery to addresses outside of the U.S.

### **eDelivery - Save The Environment!**

Go paperless and receive your statements and tax information electronically. By going paperless, you help to reduce carbon emissions and receive more efficient and effective service. TerraCycle, US Inc. is committed to protecting and preserving the environment and we hope you will support us in this mission. Instructions to go paperless: after you log into your account, click on the "My Profile" tab, and update your communication delivery preference under "Communication Preferences" to "Go 100% Paperless".

**Tax Certification**

Separately, you may receive a W-9 (for US shareholders) or W-8BEN (for non-US resident shareholders) Tax form to confirm your tax status; please complete and return the form to Computershare to ensure your shareholder information is up to date. For most shareholders, it should be possible to certify your tax status through the Investor Center.