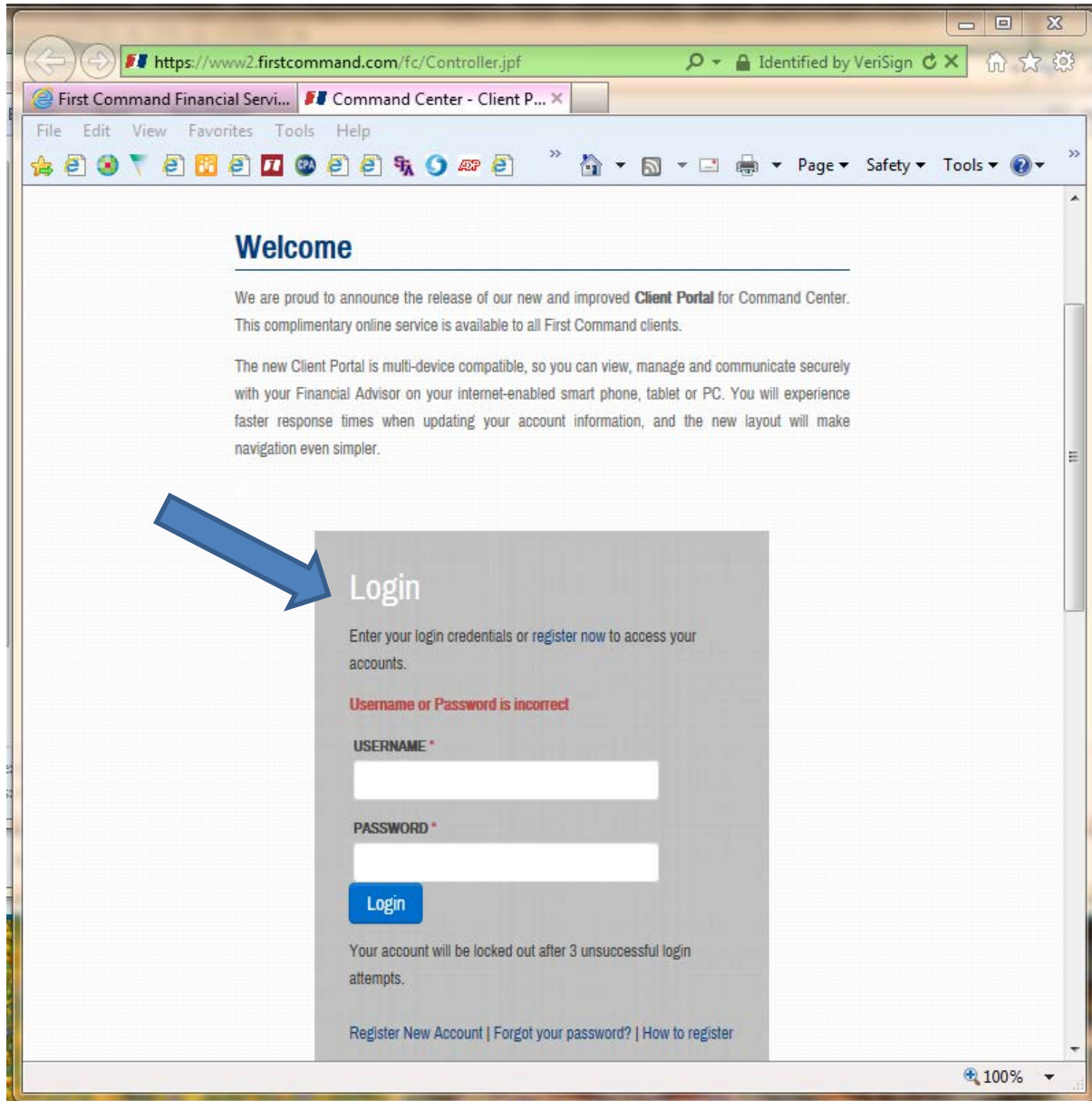


Instructions for sending your tax documents back to Tax Services 'securely' through Command Center

**** You will need to scan/copy or save your documents to a file or the desktop of your personal computer before beginning this simple process.

1. Please log into your Command Center account



2. Scroll to the right to see "Messages"

The screenshot shows a web browser window displaying the First Command Client Portal. The browser's address bar shows the URL <https://www2.firstcommand.com/fc/AuthServlet?guid=229307>. The page header features the First Command Financial Services logo and the text "Client Portal COMMAND CENTER". Below the header is a "MENU" bar with a hamburger menu icon. The main content area is divided into two sections: "Investment Summary" and "Insurance Summary".

The "Investment Summary" section contains a table with the following data:

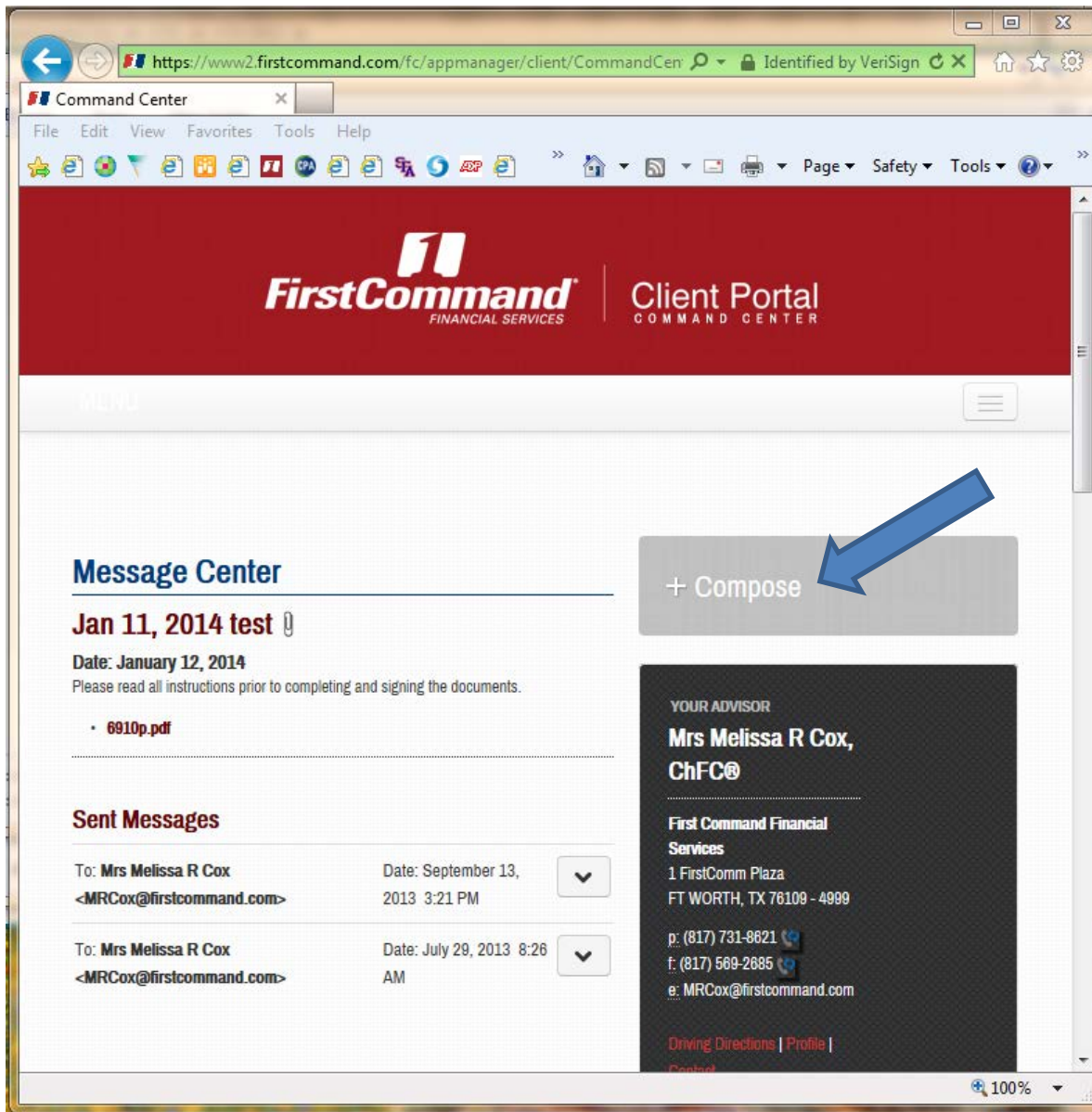
| Type | Amount |
|------------------------------------|---------------------|
| First Command Brokered Investments | \$67,155.36 |
| Other Mutual Funds and Stocks | \$394,044.45 |
| Other Bonds and CDs | \$0.00 |
| Other Investments | \$25,000.00 |
| Total | \$486,199.81 |

To the right of the investment summary is a "Messages" sidebar, which is circled in blue. It contains the following text:

Messages
VIEW OR SEND
MESSAGES &
DOCUMENTS
DOS
Acknowledgement
IRA Increase
Jan 11, 2014
test
JANUARY 12,
2014

Below the messages sidebar is a dark grey box with the text "YOUR ADVISOR".

3. Click on "Messages", and in the next screen click on "Compose" to open a dialog box



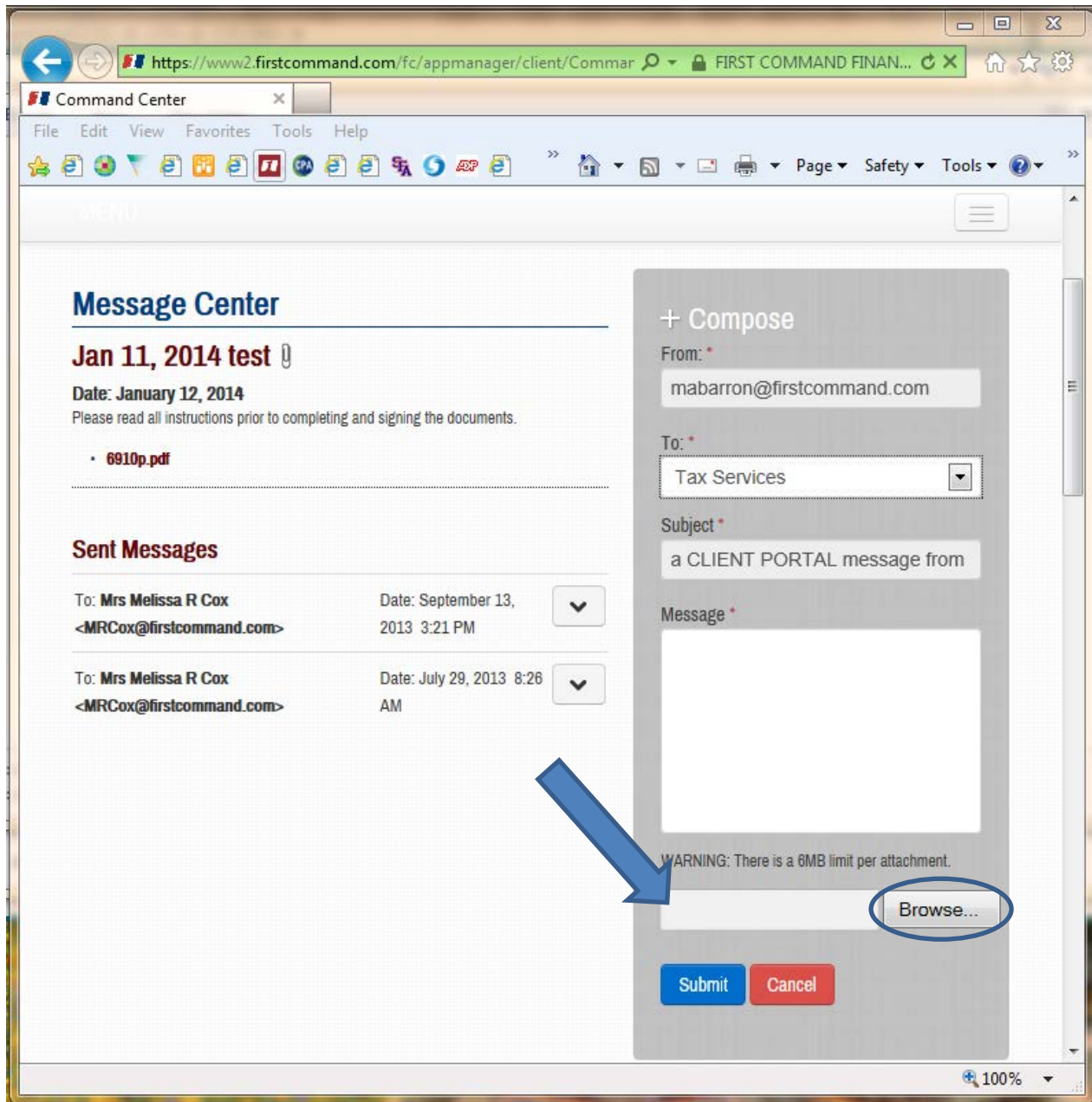
4. Open the dropdown next to "To" and choose "Tax Services".

The screenshot shows a web browser window with the URL <https://www2.firstcommand.com/fc/appmanager/client/Commar>. The page title is "Command Center". The main content area is titled "Message Center" and displays a message from "Jan 11, 2014 test" dated "January 12, 2014". The message content includes the instruction "Please read all instructions prior to completing and signing the documents." and an attachment "6910p.pdf". Below the message is a "Sent Messages" section with two entries:

| To: | Date: | Action |
|-----------------------------------------------|----------------------------|--------|
| Mrs Melissa R Cox <MRCox@firstcommand.com> | September 13, 2013 3:21 PM | ▼ |
| Mrs Melissa R Cox <MRCox@firstcommand.com> | July 29, 2013 8:26 AM | ▼ |

On the right side, the "Compose" form is open. The "From:" field is filled with "mabarron@firstcommand.com". The "To:" field is a dropdown menu currently showing "Tax Services", with a blue arrow pointing to it. The "Subject:" field contains "a CLIENT PORTAL message from". The "Message:" field is empty. Below the message field is a "WARNING: There is a 6MB limit per attachment." and a "Browse..." button. At the bottom of the form are "Submit" and "Cancel" buttons. The browser's status bar at the bottom right shows "100%".

5. At the bottom of the message area, you will see the area to include an attachment.



6. Click the “Browse” button to find your document. Note the 6MB limit per attachment.

7. Once you’ve uploaded the documents, click “Submit”.

This communication is then sent through First Command’s secure portal, so the information provided can be delivered without security concerns.

If you need additional assistance, please call our Client Services Department at 1-800-443-2104 Monday through Thursday, 7am – 6pm, Friday, 7:30am - 4:30pm (all times are Central).

Thank you.