

## REFUND NOTIFICATION LETTER TEMPLATE

Dear Customer:

We want to alert you to the possibility that you may be eligible for a refund of a portion of the front-end sales charge that you paid when you purchased Class A shares of a mutual fund from us. An industry-wide survey indicated that customers did not receive breakpoint discounts in approximately one out of every five transactions that were eligible for discounts. Customers are eligible for a refund if they were entitled to a breakpoint discount on this sales charge and did not receive it. If you return the enclosed form to us, we will analyze our records to determine if you may be eligible for a refund. To help you determine if you are eligible for a refund, we've included information on breakpoint discounts and the refund process.

### **Breakpoint Discounts**

Breakpoint discounts reduce the front-end sales charge you pay when you purchase Class A mutual fund shares. The investment levels at which the discounts become available are called "breakpoints." The amount of the discount is based on the size of the investment, and the discount increases as the size of the investment increases. For example, a 5% front-end load for a \$10,000 mutual fund purchase may be reduced to 4.25% for a \$50,000 purchase and to 0% for a \$1 million purchase. Typically, breakpoint discounts begin at investment levels of \$50,000, but may begin at \$25,000, and further discounts are then given at \$100,000 and \$250,000 and higher.

You may receive a breakpoint discount based on how much money you invest in a single mutual fund. In addition, many funds allow investors to obtain breakpoint discounts in other ways. To reach a breakpoint discount, funds may permit you to combine:

- purchases that you made at different times, such as through Letters of Intent or Rights of Accumulation;
- purchases of different funds from the same fund family;
- purchases of funds from the same fund family made by related parties, such as your spouse or children; and
- purchases of funds from the same fund family made in different accounts, such as your 401(k) plans, your IRAs, educational savings accounts or accounts at other brokerage firms.

Each fund family sets its own breakpoint discounts and the rules regarding which accounts you can rely upon to become eligible to receive a breakpoint discount. You can get information about the breakpoint discounts offered by a mutual fund you own by reviewing the fund's prospectus or Statement of Additional Information, checking a mutual fund company's Web site or by contacting your broker.

## **Refund Process**

If you think that you may not have received a breakpoint discount to which you were entitled, please complete and return the attached form. If you submit the form, we will check our records to determine whether you qualify for a refund. If our records do not reflect a connection between your accounts and the accounts of related parties, such as a spouse, parent or child, or if you make a claim based upon mutual fund holdings held outside of our firm, such as at a different brokerage firm or in a 401(k) plan, we may not be able to determine that you are entitled to a discount and a refund *unless* you provide us with information about these accounts and mutual fund holdings. If you choose not to provide us with information on these other accounts, we will limit our analysis of your right to a refund to the information we have.

If you have any questions or need assistance completing the form, please contact [*name of contact person*] at [*contact's phone number*].