

**Questions frequently asked by investors concerning claims for compensation and possible answers:**

How do I know if I had a US dollar account with Phoenix?	From the investment agreement or from the monthly account statement.
My wife and I both had access to the account. Do we have to submit two claims?	No.
I have received monthly dividend payouts. How should I enter them in the table and what proof do I need to provide?	Note in the table that monthly payouts were agreed and document them by submitting the monthly account statements you received from Phoenix.
I paid in on a monthly basis. That is a large number of documents.	Then submit the bank's standing order.
Will I receive reasonable interest on my balance from you until my compensation is disbursed?	No.
Should I return the claim by registered mail?	Not necessary, as only copies of documents will be sent. Besides, we will send you a confirmation of receipt. So please refrain from queries.
How high will my compensation be?	That needs to be ascertained. What is certain already is that profits not truly earned by Phoenix cannot be compensated.
When do I get my compensation?	That will surely take several months because of the large number of claims we receive.
My child was account holder, or the account holder is not yet of legal capacity. Who files the claims?	The parent, guardian or custodian, with documentary proof of legitimacy.
The account holder lives abroad. Who represents them and in what form?	A written power of attorney from the account holder is necessary. Use lower part of page 2 of claim form (representation).
The account holder has passed away. Now what?	The heirs may file the claim by submitting the certificate of inheritance.
How do I prove that the account holder is a small corporation?	By submitting certificate made out by tax advisor or auditor according to § 267 of German Commercial Code, annual statements will also do.