

eDelivery FAQs

About eDelivery

Q: What will I receive electronically?

A: We currently provide a number of document options for electronic delivery, account statements, tax forms and regulatory documents, such as prospectuses, annual and semi annual reports. You can elect your preference from these options.

Q: Why should I sign up for eDelivery?

A: Edelivery allows you to receive your documents when you want. You can either save them to your computer or print all or just select pages of the document. Also, your documents are made available to you at the same time they would be put in the mail, stored securely for you to access using your unique User ID and Password, while reducing the environmental impact and cost.

Q: Will I receive anything by mail?

A: Yes, confirmation statements.

Q: How much does this service cost?

A: Nothing! It is a free service.

Q: Do I need any special programs or software:

A: Depending on the type of your browser (e.g. Netscape, Internet Explorer), you may experience some access problems with encrypted sites. However, you can generally solve this by downloading a more recent browser version from your browser provider's website. The documents will be provided in an electronic version (PDF) so you will need Adobe Acrobat Reader. This can be downloaded for free on the internet. **Downloading and Installing Adobe® Acrobat® Reader®.** The Adobe Acrobat Reader is the tool used to view and download PDF files from our Web site. To view Acrobat files, you must install Adobe Acrobat Reader, Version 4 required. Acrobat Reader is available free of charge. For instructions for downloading and installing the latest Acrobat Reader software, visit <http://www.adobe.com/products/acrobat/readstep2.html>.

Important: After you reach the instructions for a platform, read them thoroughly before beginning the download and install process.

A note to Mac Users: PDF documents viewed on a Mac are often saved to the computer's hard drive. We do not recommend that shareowners view their documents on public or shared computers.

Sign up process/information

Q: How do I sign up for online account access?

A: Go to Virtus.com and click on "Individual Investors". Under account access on the left side of the page click on "Sign up Now".

Q: How do I sign-up to receive regulatory documents electronically?

A: Go to Virtus.com, click on the “eDelivery” icon and click on "Sign up Now", which will bring you to the account log in page. Once you have logged in to the “My Portfolio” page click on the “Sign up for eDelivery” tab.

Q: What will happen after I sign up?

A: Once you verify the information is correct, you will receive a confirmation Email that you have successfully signed up for eDelivery.

Q: Why do I need to create a password?

A: A User ID and Password is required in order to view your account statements and tax forms for eDelivery, as this provides security for your account information.

Q: If I sign up, will I receive email from other companies?

A: You will only receive email about shareholder services from Virtus Investment Partners consistent with your elections. Your e-mail address will not be passed on to any other companies.

After I sign up

Q: What account information will I be able to view or change?

A: You can check account balances, do fund exchanges, make purchases (if your banking information is on file) and change your address.

Q: What happens if I forget my username or password?

A: When you create a User ID and Password, you can create a reset password question to reset your own password. Also, you can lookup your User ID by clicking on the "Retrieve Your User ID" link on the Virtus Account Access page. You will need your password, account number and social security number to retrieve your User ID.

Q: What if I don't receive an email notification?

A: You will receive an initial confirmation of your elections for eDelivery but you may not receive an additional email notification for some time, depending on the eDelivery option(s) that you selected. After the initial confirmation, you will only receive an email when a document for the option you selected is available.

Q: What happens if a notification email is returned undeliverable?

A: Your eDelivery consent will be removed and future documents will be mailed to you. Any documents you received when you consented to eDelivery would still be available to you online. If you would like to re-consent for eDelivery, you may do so at any time. It is important to keep your mailing and email addresses on file with us updated.

Q: How can I obtain a printed Regulatory document or other document?

A: If you want a one-off copy of a particular document, without changing your overall preference for eDelivery, call our Customer Service Center at 1-800-243-1574 and let them know what document you would like sent to you. If you no longer wish to receive your documents electronically, simply login to view your account, click on Sign up for eDelivery and you can choose to reverse your election.

Q: How long will my statements be available to view online?

A: Currently we store 6 consecutive quarters online on a rolling basis. You can easily save them to your computer or print them at your convenience.

Q: Will signing up for eDelivery for statements and regulatory information have an impact on fund expenses?

A: For every shareholder who elects to view fund documents electronically, there is a corresponding paper copy that we do not have to print. Therefore, we hope that over time enough shareholders will sign up for eDelivery that we will reduce fund expenses.

Q: Is the website secure?

A: Virtus Investment Partners uses a Secure Socket Layer (SSL) server to encrypt all communications between you and the server and prevent them from being viewed by third parties. In addition to using a secure server, the Virtus Investment Partners server requires 128-bit encryption (the highest level of security available). Please note: Some companies and Internet service providers (ISPs) do not allow users to access sites using SSL. If you experience problems after upgrading to a strong-encryption browser, please contact your ISP or a computer support professional.