



Notes From the Chairman

SUMMER
2024



CONTINENTAL
STOCK TRANSFER & TRUST

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Notes From the Chairman

When I last wrote to you at the end of 2023, I noted that turbulent times geopolitically were accompanied by turbulence and a pullback in the markets. Since that time, the world continues to roil, as do the internal politics here at home. Yet the public markets continue to reach new highs, as do digital markets such as that for bitcoin, now also tradable as an ETF.

Significantly, the SEC finally adopted new SPAC rules on January 24, 2024 ([SEC Release 33-11265](#)), after having issued proposed rules at the end of 2022. These new rules will become effective 125 days after publication in the Federal Register. The new rules impose significant additional procedural and disclosure requirements on SPAC IPOs as well as business combinations or de-SPAC transactions.

However, in a significant departure from the proposed rules, the Commission declined to issue final rules addressing the status of potential statutory underwriters in de-SPAC transactions as well as the effect of the Investment Company Act on SPACs. Instead, the SEC issued guidance on these issues, leaving to themselves the maximum amount of discretion — and leverage — to apply the rules as they see fit. Not all commentators have felt that this lack of clarity is a positive.

Bottom line: The new SPAC rules are viewed as positive by most SPAC practitioners because the changes required have already in large part been implemented in the SPAC program. This may account for the recent pickup we have seen in new SPAC IPO listings and ones we know are in the works. This includes most notably the recent filing of Churchill IX, the Michael Klein vehicle underwritten by Citi seeking to raise \$250 million. This is newsworthy both for the size of the deal



Steven Nelson
President & Chairman

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and because of Citi's return to the high-end SPAC IPO market. These are positive signs but a full resurgence in SPACs is far from assured. Stay tuned.

2024 BUSINESS CONDITIONS SO FAR

I had reported to you previously that 2020 and 2021 were record-setting years for Continental across all business lines. In 2022, we saw a dramatic reduction in all of the public markets, including both SPAC IPOs and traditional IPOs. We closed approximately 80 SPAC IPOs and completed 90 business combinations in 2022. In 2023, we handled 26 SPAC IPOs and over 89 business combinations. Thus far in 2024, we have closed 6 SPAC IPOs and 29 business combinations. Clearly the markets have slowed but Continental continued to handle more than half of all IPOs coming to market over the past three years.

Significantly, Continental has continued to maintain a more than 95% market share of the SPAC market, which is a testament to our proprietary platforms for handling the business combination/redemption stage and for oversight of our hundreds of trust accounts for SPAC customers. It is also a testament to the expertise and dedication of the SPAC Trust Services Group, led by Fran Wolf, and the Business Combination/Redemption Group led by Mark Zimkind.

The same can be said of our Account Administration Group led by Maggie Villani and Henry Farrell. Their team of incredibly dedicated administrators was severely tested by the deal flow in 2021 and 2022, but they came through with flying colors. All told, Continental has now handled more than 1,300 SPAC IPOs since 2018, and over 600 business combinations – simply amazing!

To process increasingly complex business combinations, we have developed a proprietary processing platform, which allows us to provide unique and unmatched bespoke servicing for these post-SPAC merger closings of significant size, complexity and enterprise value. This, together with great managers, accounts for our dominance in business combinations.

We are grateful to our dedicated staff, to our hundreds of new customers and to our underwriters, and law firm partners for their continued support.

INDUSTRY UPDATE

In my continuing role as a member of the Executive Committee of the Securities Transfer Association (STA), I have reported to you over many years about attempts by our industry and the SEC to attack the fundamental flaws in the proxy plumbing system that has been in place for decades. Issuers continue to be dogged both in terms of excessive fees charged by intermediaries, particularly Broadridge, and the lack of integrity in the current proxy voting system. Issuers simply do not get to communicate directly with their beneficial holders, and over-voting and a lack of pre-mailing reconciliation by banks and brokers severely undermines the integrity of the voting system.

While we worked long and hard on this decades-old logjam with the prior administration, which committed to change the proxy system, sadly the current Commission does not even have this important matter on its agenda. Thus, issuers and their shareholders will continue to be treated poorly for the foreseeable future.

As previously noted on the clearance and settlement front, on February 15, 2023, the SEC released an amendment to its rules and shortened the standard settlement cycle for securities trades from two business days (T+2) to one business day (T+1). These regulatory requirements require significant changes by transfer agents with incremental costs being passed on to issuers. The effective date will be May 28, 2024. Continental has already implemented the required system changes and will be fully ready for T+1. For a great summary of the effects of T+1 on all market participants, please read the Client Alert posted by Ellenoff Grossman & Schole LLP ([EGS CLIENT ALERT 040124](#)).

Get to Know Our Team



Aubrey Canna

Aubrey joined Continental (CSTT) in 2022, and he is the epitome of the Customer Care Center's core values. Prior to joining CSTT, Aubrey graduated with a BA in Corporate Communications with a minor in psychology. His work experience includes being an Account Executive for an online advertising company and the manager of a top-ten-grossing fitness center. His most recent employment before joining CSTT was with another transfer agent, where he worked directly under the Compliance Officer, processing stock issuances, cancellations, and routine/non routine transfers.

While Aubrey's prior experiences may seem disparate, there is a common theme: his passion to help others. Regardless of the objective, whether it be maximizing the return on an advertisement or being physically fit, Aubrey has made it his passion to help his customers reach their goal. Aubrey currently provides assistance to shareholders who contact our Customer Care Center directly. With each interaction, he takes the time to listen and provide the required guidance to complete the objective.

Additionally, Aubrey is a published author, a pianist and a basketball player. He was also a volunteer with NYU's Langone Health organization, Finding a Cure for Epilepsy and Seizures (FACES).



Yasmin Westres

Yasmin Westres is a seasoned professional at Continental, joining in 2018 as a Check Reconciliation Specialist and advancing to become a vital member of the Accounting department as a Billing Specialist in 2021. Yasmin oversees the billing process for over 1,200 clients, ensuring seamless transactions from initial contract to fee collection and termination procedures. Renowned for her prompt and precise handling of billing inquiries, she prioritizes delivering exceptional client service while maintaining meticulous financial accuracy.

Yasmin holds a bachelor's degree in accounting from Montclair State University and expanded her academic achievements with a master's in business administration from the same institution in 2020. During the pandemic, she pursued investment research, leading to the successful acquisition of property in Miami, Florida, showcasing her entrepreneurial drive. Beyond her professional pursuits, Yasmin enjoys creative endeavors like paint-pour art and cherishes beach outings with her dog, alongside quality time with her friends. To stay active, she also enjoys: rollerblading, pilates and pickleball!

Welcome New Talent

October 1, 2023 – March 31, 2024

Mail Operations

Gabriela Villaverde

Reorganization

Ralph Scotto

“ I spoke to one of your Customer Service Agents this afternoon, Alicia Fogg, and I wanted to let you know what a pleasant and absolutely competent employee she is. My father passed away in September and I am the trustee of his estate. Believe me that this is no fun task navigating from the unknown once your loved one passes, and you become the queen of their estate. I had a very pleasant experience this afternoon with Alicia. She is not only professional but pleasant and the best part is that she is KNOWLEDGEABLE!!! She helped me walk through all the necessary forms I will need to complete. Alicia made such a hard process feel like a cake walk and I so appreciate her efforts!! ”

- Shareholder



“ Overall, I have been quite satisfied with Continental's service throughout the year. Your team's attentiveness, effective communication and timely responses have indeed made a positive impact on our experience. I want to take this opportunity to express my gratitude for the support we've received and commend your team's dedication to excellence. If there are any specific changes or updates planned for the upcoming year, please let us know. Wishing you and the Continental team a joyful holiday season and a successful start to the new year! ”

- Issuer Client

New Transfer Agent Customers

October 1, 2023 –
March 31, 2023

COMPANY	AREA
Aeries Technology Inc.	Grand Cayman, CYM
African Agriculture Holdings Inc.	NY
AI Transportation Acquisition Corp.	NY
Aimei Health Technology Co., Ltd.	NY
Airship AI Holdings, Inc.	NY
AtlasClear Holdings, Inc.	WA
Auna S.A.	Luxembourg
Australian Oilseeds Holdings Limited	Australia
Aya Gold & Silver Inc.	Toronto, Canada
Banzai International, Inc.	WA
Binah Capital Group, Inc.	NY
BitFuFu, Inc.	Singapore
Black Hawk Acquisition Corp.	CA
Borealis Foods Inc.	Ontario, Canada
Brand Engagement Network Inc.	WY
Captivision Inc.	FL
Central Plains Bancshares, Inc.	NE
CERo Therapeutics Holdings, Inc.	CA
Ciscom Corp.	Toronto, Canada
Cognos Therapeutics, Inc.	CA
Colombier Acquisition Corp II	FL
Critical Metals Corp.	Tortola, BVI
DIH Holding US, Inc.	MA
DT Cloud Acquisition Corporation	Grand Cayman, CYM
ECD Automotive Design, Inc.	FL
enGene Holdings Inc.	DE
Falcon's Beyond Global, Inc.	FL
flyExclusive, Inc.	NC
GCT Semiconductor Holding, Inc.	CA
Global Gas Corporation	NY

COMPANY	AREA
Global Lights Acquisition Corp.	Beijing, China
Graphjet Technology	Malaysia
GRID Infrastructure, Inc.	OH
Helix Acquisition Corp. II	MA
HNR Acquisition Corp.	TX
IB Acquisition Corp.	FL
ILAP Holdings Ltd.	Chile
Iron Horse Acquisition Corp.	FL
JVSPAC Acquisition Corp.	Hong Kong
LeddarTech Holdings, Inc.	Quebec, Canada
Logistic Properties of the Americas	Costa Rica
Magna International Inc.	Toronto, Canada
Mobix Labs, Inc.	CA
MoneyHero Limited	Singapore
Montana Technologies Corporation	MT
MultiSensor AI Holdings, Inc.	TX
Murano Global Investment PLC	London, UK
Nature's Miracle Holding Inc.	NY
NB Bancorp, Inc.	MA
New Horizon Aircraft Ltd.	Vancouver, Canada
Next. e.GO	Germany
Noble Mineral Exploration Inc.	Toronto, Canada
Nukkleus Inc.	NJ
OneMedNet Corporation	MN
PFS Bancorp, Inc.	IL
Pinstripes Holdings Inc.	IL
Psyence Biomedical Ltd.	Toronto Canada
QT Imaging Holdings, Inc.	CA
Quetta Acquisition Corp.	NY
Richtech Robotics Inc.	NV

New Transfer Agent Customers (cont.)

October 1, 2023 –
March 31, 2023

COMPANY	AREA
Royalty Management Holding Corporation	IN
Semilux Ltd.	Taiwan
SolarMax Technology, Inc.	CA
Solidion Technology, Inc.	OH
Spark I Acquisition Corporation	CA
Spectaire Holdings, Inc.	MA
Spruce Ridge Resources Ltd.	Toronto, Canada

COMPANY	AREA
Tevogen Bio Holdings Inc.	NJ
Vast Renewables Limited	Australia
Volato Group, Inc.	GA
XBP Europe Holdings, Inc.	TX
Zapata Computing Holdings Inc.	MA
Zeo Energy Corp.	FL

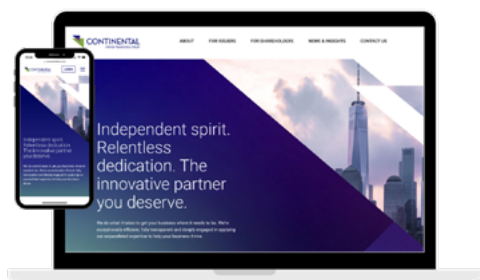
“ I wanted to express my appreciation for one of your employees, Henry Farrell. He has made an impact because I have heard from numerous friends and family who were in [an] IPO and all have been very pleasantly surprised how responsive Henry has been. My brother received his account statement late at night after asking for them around 10 p.m., while others received them 10 minutes after asking for them. That is unheard of based on our collective experiences dealing with various transfer companies. So once again, Henry is doing a great job, and we hope Continental (and Henry) are the transfer agents in the next IPO we are involved in. ”

- Issuer Client



Exciting News: 60-Year Anniversary & New Website!

As Continental Stock Transfer & Trust Company celebrates its 60th-year anniversary since its establishment in 1964, we reflect on a journey marked by unwavering commitment to excellence in stock transfer and shareholder services. Throughout these six decades, our success has been driven not only by our dedication to our clients and their shareholders but also by the collective passion and expertise of our exceptional team of employees. Our incredible professionals have been instrumental in shaping our company's legacy of expertise and reliability. We are also thrilled to announce the launch of our redesigned website, marking this milestone with enhanced accessibility and functionality for our valued clients.



“Continental was conceived and started by my father in 1964 as a fledgling independent stock transfer agent surrounded by scores of large bank transfer agents. His concept at the time was that the banks had been providing shoddy service in an ancillary business and charging exorbitant prices because there was no competition. Since starting with a handful of employees 60 years ago, Continental has grown to become the third largest agent in the United States and the oldest continually owned independent agent. The model has been consistent and unwavering: to provide expert, tailored services to small and midsize issuers at rates consistently lower than our large competitors. We have spent the last 60 years building relationships not only with our 1,500+ customers, but also with law firms, underwriters, banks and brokerage firms with whom we have partnered on thousands of important and complex transactions. To these partners, we are eternally grateful for their support and expertise. We are equally grateful to our managers and employees, those still with us and those on whose shoulders we

stand, because of their immense contributions. We at Continental look forward with excitement to the years to come, knowing our future rests squarely on a foundation built on dedication, perseverance and excellence.”

–Steven G. Nelson, President & Chairman

“As Continental commemorates 60 years of existence, we pause to contemplate the extraordinary voyage that has led us to this significant milestone. Throughout six decades, our steadfast dedication to excellence and enduring trust have underpinned our achievements. Notably, we’ve surmounted formidable challenges such as the September 11, 2001 terrorist attack, Superstorm Sandy in 2012 and the recent global pandemic, persistently serving our cherished clients without interruption. These trials have fortified our determination and amplified our commitment to delivering unparalleled service. Our triumphs are not solely the product of resilience but also the result of our exceptional team. We cherish our devoted employees, ranging from those who’ve journeyed with us for over three decades to the newest recent additions. Additionally, we extend heartfelt gratitude to our clients and partners, integral companions in this remarkable odyssey. Together, we eagerly anticipate the ongoing collaboration that will shape the future of our remarkable company.”

– Michael Mullings, Chief Compliance Officer & Corporate Secretary



In Memoriam



Donald F. Gress (July 22, 1946-February 17, 2024)

In loving memory of Donald Gress, a beacon of integrity, dedication and leadership at Continental for over 55 years, whose passing leaves an irreplaceable void in our hearts and our company. Don's unwavering dedication, unparalleled leadership and boundless generosity have left an indelible mark on the entire Continental family and the broader stock transfer industry. Beyond his exemplary professional contributions, Don's legacy is woven into the very fabric of our corporate culture, shaping the way we work, interact and strive for excellence.

Don was a Continental and stock transfer industry icon. His legacy lives on in the countless lives he touched, the careers he shaped and the enduring values he instilled within us. As we bid farewell to a remarkable leader and cherished colleague, we commit to honoring Don's memory by upholding the principles he held dear and continuing to strive for excellence in all that we do.

“ I am deeply saddened by Don's passing. His presence at Continental was not just impactful; it was transformative, shaping the lives and careers of so many. Don's guidance, wisdom and support were a beacon of light in our professional journeys, and his kindness and generosity touched the hearts of all who knew him. May you find comfort in the cherished memories you shared and in the knowledge that Don's legacy will continue to shine brightly in the lives he touched. **”**

- Michael Mullings, CSTT Chief Compliance Officer & Corporate Secretary



Anthony Antonio (September 11, 1943-November 27, 2023)

Anthony (Tony) Antonio, a cornerstone of Continental for over 49 years, leaves behind a profound legacy of dedication and leadership. Rising to the role of Vice President, Anthony, affectionately called “Mr. A,” guided the File Integrity Securities Operations department with a blend of expertise and integrity that inspired all those around him. His influence extended far beyond his department, shaping the very ethos of Continental through his dedication, diligence and enduring loyalty.

As one of the company's original members, his influence and loyalty made him a stalwart of Continental, leaving an indelible imprint that will endure forever. With his passing in November 2023, Continental mourns the loss of a revered colleague and leader. His decades-long tenure and steadfast commitment served as an inspiration to all.



Corporate Actions

Written by John Ulla and Wilton Davila

Growth is essential in business, and one method corporations utilize in order to expand is acquiring entire companies or portions of companies in a merger transaction, strengthening or expanding the acquirer's product or service offerings. Whether the target company is publicly traded or privately held, with a small number of shareholders or thousands of share, warrant, or option holders on its capitalization table, Continental has the capability of executing share exchanges for cash, stock, or a combination of each. In addition, Continental manages tender offers, subscription offers and share redemptions for our transfer agent clients and for corporations utilizing other transfer agents. Including our referrals involving Citibank and other large U.S. financial institutions, we manage well over 200 Corporate Actions events a year, issuing thousands of fedwire, check payments and stock distributions.

Corporate Actions appointments are managed by our dedicated Reorganization Administration team. They receive and convert shareholder data files, distribute letters of transmittal and other shareholder communication, and coordinate the processing of merger cash and share payments to shareholders with the Reorganization Operations team. Our professionals are often pressed into service when there is little time (as little as two days) to plan and execute the payment portion of a merger/acquisition transaction. Our swift file conversion capability, flexibility in using a variety of letter of transmittal templates, off-hours availability for deal planning, fast closing date payment ability and vast experience in dealing with a multitude of deal structures are unmatched in the industry among processing agents of any size. Such responsiveness has led to strong partnerships and multiple public and private paying and exchange agency appointments by leading Silicon Valley technology, venture capital and private equity firms where speed, diligence and flexibility are essential.

Unlike our competitors, we don't outsource or offshore any of these services, including call center activities. This allows us to rapidly scale up for highly complex transactions and execute payments in a very short window, delivering large volume wire transfer and share issuances with just 24-48 hours' advance notice. Our rates for delivering these services are highly competitive, on par with being the value leader in the stock transfer industry and generally lower than our competitors. But our real competitive edge is the depth of experience of our staff and unmatched execution capability, which affords our clients significant flexibility as they plan and execute their acquisition strategies. We are ready to support your significant corporate event.

“ I had a competitor of yours reach out to me to see if I was still happy with Continental. Of course, I'm happy with Continental. You guys are the best, so appreciate working with both of you and others at Continental. It really has been great. **”**

- Issuer Client

Dividend Disbursement

Written by Nick Giancaspro

In today's rapidly evolving world, many businesses are looking for more efficient and cost-effective ways to process their payments — and we can help! Utilizing Automatic Clearing House (ACH) for your dividend distributions as an alternative to the traditional paper check will optimize the payment process.

ACH payments are an increasingly popular method for shareholders to receive their dividend payments as an alternative to the traditional paper check. ACH has seen steady growth in popularity; in 2023, ACH payment volume increased 4.8% from the previous year, and payment value grew 4.4%. According to the [National Automated Clearing House Association](#), “2023 marked the 11th consecutive year in which ACH Network value has increased by more than \$1 trillion.”

The Association for Financial Professionals published a [2023 AFP Payments Fraud and Control Survey](#) of over 450 Treasury practitioners and stated that 65% of organizations were victims of payment fraud attempts or attacks in 2022. Checks continue to be the payment method most vulnerable to fraud, with 63% of respondents reporting that their organizations faced fraud activity via checks. Of those who were victims of payment fraud in 2022, more than a quarter of organizations were able to successfully recover at least 75% of the funds lost. However, nearly half were unsuccessful in recovering any of the stolen funds. Given these sobering statistics, it is no wonder the popularity of ACH versus traditional paper checks has seen so much growth. The benefits of receiving a payment via ACH versus a paper check are self-evident. The following are some benefits of ACH:

- **Lower costs:** The cost of ACH versus printing and mailing physical checks can be significantly less expensive. These cost savings are also realized in the transaction costs associated with processing paper checks versus ACH payments. ACH payments do not require the materials, resources or time it takes to print, mail and track paper checks. And for the environmentally conscious folks, let's not forget the environmental benefits of ACH over paper checks.

- **Convenience:** ACH payments are convenient for your shareholders. Shareholders aren't having to wait to receive their check in the mail, which is subject to delays from weather and potential mail carrier problems at post offices around the country. Shareholders can set up ACH instructions one time and receive their payments electronically for all subsequent distributions. They no longer need to deal with trips to the bank to deposit their checks.
- **Security:** For obvious reasons, ACH credits are more secure than paper checks because they are electronic and do not require physical delivery or handling. It isn't surprising that checks are more susceptible to fraud. There are several ways that a check can be compromised or defrauded. Checks can be easily intercepted in transit, tampered with or lost, either in the mail or by the shareholder. Checks contain the full account number, routing numbers, payee's name, and address fully visible on the check, leaving the information vulnerable to fraud. ACH payments are encrypted and processed through secure networks. ACH payments can't get lost in the mail or by the shareholder; they cut out all intermediaries, thus reducing the risk of fraud and tampering.
- **Faster processing time:** ACH payments are processed electronically, unlike a paper check, which has to go through the mail, which reduces processing time tremendously. Typically, ACH payments can be completed within 1 to 5 business days, while paper checks can take a week or more to clear, not including the time it takes to actually receive the paper check in the mail.
- **Shareholder satisfaction:** Keeping your shareholders happy is priority number one for you and for Continental Stock Transfer & Trust Company. We often field inquiries from shareholders requesting ACH, and most shareholders prefer this over traditional paper checks. Offering ACH provides your shareholders with a secure, fast and convenient method of receiving their dividend distribution. In 2018, for the first time, the number of ACH transfers (\$16.6 billion) exceeded the number of check payments (\$14.5 billion). According to the [Federal Reserve](#), from 2015 to 2018, the number of check payments fell 7.2% per year, and the value of check payments declined 4% per year.



Dividend Reinvestment & Direct Stock Purchase Plans

Written by Howard Danielson

Continental offers a bank-sponsored Dividend Reinvestment and Direct Stock Purchase Plan. The plan provides shareholders with the ability to reinvest their dividends to purchase additional shares. Shareholders can also buy more shares through optional cash payments on a monthly basis. The plan allows non-shareholders to make their initial purchase through the plan. Since the shares must be purchased on the open market, the company does not have to register the plan. If you are looking for more than a bank-sponsored Dividend Reinvestment and Direct Purchase Plan, Continental can also administer your company-sponsored registered plan as well.

These plans allow shareholders to acquire shares on a regular basis through dollar cost averaging. The benefit of the plan to the company is it enhances investor stability through long-term investment. Shareholders in a dividend reinvestment plan tend to hold their positions for a longer period of time as they accumulate shares through the plan over time. With the majority of the fees paid by the shareholder through the plan features, administration expenses to the company are limited.

Connect with your Account Manager today for more information and to explore what type of plan will fit your corporation's needs.



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Strongest Advantages of Virtual Shareholder Meetings & Virtual Earnings Meetings

Written by Robert Zubrycki

Virtual meetings offer significant advantages, allowing your investors to receive all of the benefits of an in-person meeting, without attending in person.

Virtual Meeting Service Inclusions:

- Streamed live on our hosted meeting webpage to better meet attendee expectations
 - Support shift to streaming attendees (in 2023, 80% of our virtual meeting attendees used streaming)
 - Enhances communication with comprehensive informational web page
 - Managed and hosted by CSTT for no IT impact
- Still allows traditional telephone access for presenters, analysts and attendees and for verbal questions
- Can accommodate advanced features such as submitted written questions, slide decks, attendee conference lines/chat rooms, and more
- Meeting coordinator to guide you through the process including a dry run and the live meeting

Tailored-to-Fit Service

- Hosted meeting webpage
- Meeting coordinator service
- Submitted written questions
- Streaming live meeting for web-based attendees
- Telephone access for presenters and attendees
- Hosted meeting replay
- Assistance with press release and other communications
- PowerPoint slides
- Strong company branding
- Presenter portal
- Live, telephone-based analyst and attendee questions (earnings meetings)
- Meeting transcript (earnings meetings)

To learn more about our virtual meeting services, visit our [website](#), watch our [YouTube video](#) or connect with your Account Manager.



Customer Care Corner

Written by John Torres

Early this year, we created a video highlighting the values, experiences, and culmination of our team efforts, but this is just the beginning. The video demonstrates that since the formation of the Customer Care Center in 2021, we have remained true to our mantra:

Care, Communicate, Convenience, Cost.

- **We Care.** Our customers comprise everyone within our realm of influence, from shareholders to business partners to internal associates.
- **We Communicate.** Effective communication consists of two components: concise delivery and active listening.
- **We make it Convenient.** Convenience and efficiency are at the core of the process.
- **We make it Cost-Effective.** Customer experience can be expensive, but leveraging technologies helps to mitigate the cost.

To date, the team's objective continues to enhance CSTT's customer-centric culture through efficient, customer-friendly communications across the company. To continually effectuate change, we've employed a simple methodology: Analyze, Implement, Monitor, and Repeat (AIM). To learn more about our methodology, please read our Customer Care Corner article in the [Spring 2022 Newsletter](#).



The scope of our AIM methodology applies to several customer touchpoints, ranging from the website to operations processing to forms and statements. As it relates to the Customer Care Center, being the main interface via phone calls and emails with shareholders, we often are the subject of our introspection. With each opportunity, we Analyze, Implement and Monitor all aspects of the shareholder experience. As an example, our collective analysis supported the decision to upgrade the entire phone system over a year ago.

The new phone system provides a Unified Communications Platform with AI. Shareholder Services Representatives can be reached on any of their communication devices: desk phone, cell phone application or desktop application. One phone number. One seamless solution.

Second, the shareholder toll-free number menu has been further simplified. In keeping with our “no barriers to service” philosophy, a shareholder can reach a Shareholder Services Representative within one prompt. CSTT does not utilize a complicated IVR nor will our customers experience extended hold times. We offer CSTT employees in real time to answer questions and provide excellent assistance. Additionally, Dialpad's Unified Communications Platform allows our Shareholder Services Representatives to answer calls from wherever they may be located in the contiguous U.S. It's a powerful feature to provide sustainable work-life balance and business continuity.

Reflecting on our journey, it's evident that the team's unwavering commitment to our success has been instrumental to support our high standards and milestones. The team's deep understanding of our needs, along with innovative solutions, has significantly contributed to CSTT's growth and development.

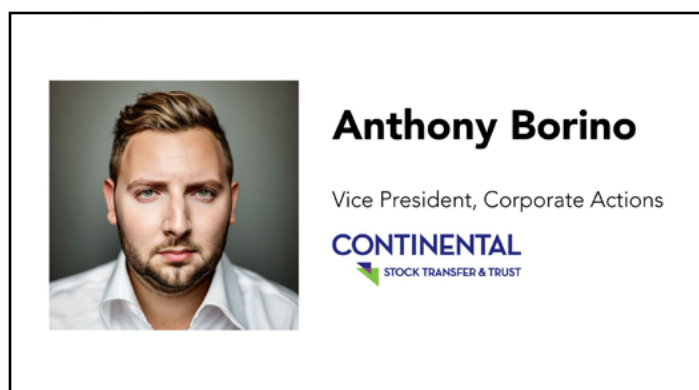
Please watch and enjoy our video, [“Customer Care Solutions.”](#) Hopefully, you will be able to glean the aforementioned attributes of our Customer Care Center.

Highlights & Conferences



“Advisor Insights” Podcast

Steven Nelson, our President & Chairman, was interviewed by OTC Markets on their “Advisor Insights” podcast. They discussed the inner workings of being a Stock Transfer Agent. [Listen here!](#)



20th Annual Global Corporate Actions Forum

Continental sponsored the 20th Annual Global Corporate Actions Forum by Sifma in November 2023. Our VP of Corporate Actions, Anthony Borino, was also a panelist on Navigating Corporate Actions: Agents Perspectives, Insights and Strategies.



Acquire or Be Acquired Conference

Continental was a proud sponsor of the Acquire or Be Acquired Conference in Phoenix, Arizona, in January 2024.



Planet Microcap Showcase

Continental was thrilled to sponsor the Planet Microcap Showcase in Las Vegas on April 30-May 2, 2024.

EF Hutton Annual Global Conference

Continental sponsored the Annual Global Conference by EF Hutton in New York City on May 15, 2024.

SSA Annual Conference

Continental is excited to sponsor the Annual Shareholder Services Association Conference in Portland, Maine, July 21-23, 2024. [Register today](#) and join us!



CONTINENTAL
STOCK TRANSFER & TRUST

Independent Spirit. Relentless Dedication.



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