

Our e-newsletter is in the PDF file format. You can view it in your browser or download for offline viewing, printing, etc.. Depending on your browser, you may be required to download a browser-specific plug-in in order to view PDF files.

For best viewing experience, we recommend the following browsers:

Chrome 27, 28, 29

Safari 5.0, 5.1

Opera 15, 16

Special instructions.

Please check if your browser address bar displays a web address that starts with “https”. If this is the case, please delete the letter “s” and reload the page.

**Firefox Users on Windows:**

If your e-newsletter does not load properly and you receive the browser message: “The PDF document might not be displayed correctly”, please edit your Browser PDF Settings. You can do this by selecting Tools from the top navigational menu, followed by Options in the drop-down. In the new Options window, please select Applications and scroll down until you see Portable Document Format in the list. Please select the browser Action to be “Always Ask”.

**Firefox Users on Mac OS:**

If your e-newsletter does not load properly, please navigate Firefox settings using the menu up top: Firefox -> Preferences -> Applications list. Please search for Portable Document Format in the Applications list and make sure it is set to “Preview in Firefox”. scroll to the bottom of the page and Download the PDF File using the link below.

**Internet Explorer 10 Users on Windows:**

If you see a blank screen with a small black box in the top-left corner, try clicking on the box with your mouse to launch the e-newsletter. If that doesn't work, try going into your Advanced Settings. Under the Advanced tab in IE10 options, please uncheck the box for Enable Enhanced Protected Mode, and you should be able to open PDF files from within the IE10 browser.

**iPad Users:**

Please scroll with two fingers to navigate top-to-bottom of the eNewsletter. Here is a YouTube example of how to scroll a PDF file on an iPad:

<http://www.youtube.com/watch?v=x8CAtjKD7U4>

**Mobile Users:**

Mobile viewing experience is limited. If you are experiencing problems, please email us at customerservice@ictmn.com or call us at (212) 600-2086 and we will be happy to further assist you.