

From the Receiver for Reliant Life Shares, LLC

Important information regarding the Reliant Life Shares Receivership

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IMPORTANT NOTICE

Dear Reliant Investor:

In previous notices and hundreds of email responses and phone conversations, and in a notice issued on July 16th, 2024 (two days ago), we specifically stated that the receivership website (<https://www.reliantreceivership.com>) is NOT the same system as the accounting portal.

In the original information issued concerning registering on the receivership website, the instructions clearly stated that the credentials created by each registrant (i.e., a user name, which is the registrant's email address, and a password each registrant creates) were for possible future use on the receivership website. The Investor Access page of the receivership website is "NOT YET ACTIVE," and it may never be depending on future needs.

The accounting portal is a **completely separate platform** to which **every single Reliant investor has been invited at least twice**. However, most investors did not accept these invitations. Hundreds of invitations have been reissued recently, but it is critically important that all investors remember, YOU CANNOT USE THE CREDENTIALS YOU CREATED IN THE REGISTRATION PROCESS FOR THE RECEIVERSHIP WEBSITE ON THE ACCOUNTING PORTAL UNLESS YOU FIRST CREATE YOUR ACCOUNTING PORTAL ACCOUNT. Again, these are TWO SEPARATE SYSTEMS and you have to register on each unique system before you can use it. This is true of all web-based systems.

The invitation sent to every investor from the accounting portal is just that, an *invitation* to create an account. Therefore, when you first receive the invitation, you cannot enter the email address and password you use on another system and hope to gain access to a separate system. You must create your account first, as is the case with any new platform to which you are offered access.

Many investors have attempted to log in to the accounting portal without creating an account and when their attempts failed, they tried to reset their password. This will not work because the new system DOES NOT YET RECOGNIZE a user who has never accessed the platform before. In other words, the system cannot reset a password it has never "seen" before. It has also been the case that investors who have successfully accessed the accounting portal have found the password reset email in their Junk/Spam folder. Again, before you can access the accounting portal, you must "Sign up," and the invitation link offers that option.

Lastly, we have added a direct link to the accounting portal as a menu item on the receivership website, and we have removed the Registration page. As the instructions on the Registration page and previous notices clearly stated, the purpose of registration was to gather current contact information from all investors, which only needed to be done once per investor. This information is being used to update the information in the accounting system, but this must be done manually, and therefore takes time.

If you have any questions about this notice, please send an email to administration@reliantlifeshares.com.

With kind regards,

Christopher Conway, Receiver for Reliant Life Shares, LLC

Christopher Conway as Receiver for Reliant Life Shares, LLC

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