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### **Frequently asked questions about our Limited Partner Web Portal**

**1) What are my log-in credentials?**

The log-in credentials (username and password) for our Limited Partners Web Portal were sent to you in early 2012, by hard copy and an email. Please search your inbox for an email from [Meritageinvestorrelations@flsv.com](mailto:Meritageinvestorrelations@flsv.com).

**2) I entered my credentials incorrectly, now my account is blocked. What should I do?**

If you have blocked your account, you can enable it only by resetting your password. To do so, please refer to "*How to reset/change my password*".

**3) How to reset/change my password?**

To reset or change your password, please click on:

- <https://lpweb.flsv.com/EPrivateEquity-meritage/Utility/PasswordReset.aspx>
- Then enter your first and last name and an email address.

*It is important that the information you enter match our system, so if you have more than one email, please enter one we have previously used to contact you and/or you received an automated alert to.*

- After completing these steps, an email will be sent to the email address you entered in the previous step, which will allow you to reset your password.

**4) What is my username?**

If you do not know your username, please email us at [Meritageinvestorrelations@flsv.com](mailto:Meritageinvestorrelations@flsv.com).

**5) How can I become a contact for an investor/how can I add an additional person to my contact list?**

To add a contact or to be added as a contact, we require a written approval (e.g. email, letter) from the primary holder of the account. Please send an email to [Meritageinvestorrelations@flsv.com](mailto:Meritageinvestorrelations@flsv.com), fax to (212) 216-9317 or you can send a hard copy letter to 1359 Broadway, Suite 1203, New York, NY 10018.

**6) What browsers are supported?**

While LPWeb has been optimized for the latest version of Microsoft Internet Explorer, feel free to use your favorite internet browser (ie. Mozilla FireFox, Google Chrome) to log in.

If you have any additional questions or concerns please email us at [Meritageinvestorrelations@flsv.com](mailto:Meritageinvestorrelations@flsv.com), or call us at (212) 607-5900 and we will be happy to assist you.