



Frequently Asked Questions

Adobe Systems Incorporated, the leader in network publishing has acquired publicly-held Accelio Corporation of Ottawa, Canada. Accelio is a leading provider of Web-enabled solutions that help customers manage business processes driven by electronic forms. The acquisition of Accelio enhances Adobe's ability to quickly broaden its ePaper® solution business by combining Accelio's electronic forms solutions with Adobe Acrobat® and Adobe® Portable Document Format (PDF) technologies. By combining Adobe Acrobat, Adobe PDF technologies and Accelio's server-based solutions, Adobe's intent is to deliver leading electronic forms application solutions. This strategy is expected to result in greater opportunities to deliver high-value, complete solutions for enterprise-class customers.

1. Do I have to exchange my Accelio Corporation share certificate(s)?

Yes, the acquisition of Accelio Corporation by Adobe (as described in the Management Proxy Circular of Accelio dated March 8, 2002 relating to the Accelio shareholders' meeting dated April 9, 2002) has taken place and you **must** exchange your Accelio Corporation share certificate(s) in order to receive your new Adobe Stock certificate, cash payments in lieu of fractional shares, and any future dividend payments.

2. Can I bring my stock certificate(s) into the offices of Accelio or Adobe for exchange?

No. Computershare Trust Company of New York is the Exchange Agent, and you will need to deliver your stock certificate(s) to them together with a duly completed Letter of Transmittal. The exchange cannot be made other than at the locations set out in the Letter of Transmittal.

3. What will I receive when I exchange my Accelio share certificate(s)?

You will receive 0.072573 shares of Adobe Common Stock ("Adobe Stock") for each of your common shares of Accelio. (Example: If you have 1,000 common shares of Accelio, you will receive a new certificate for 72 whole shares of Adobe Stock and a check for US\$22.36 for the cash value of the remaining fractional 0.573 shares based upon the US\$39.04 closing price of Adobe Stock on NASDAQ on April 12, 2002.)

4. What if I also have Accelio shares in a brokerage account?

No action is required on your part. The exchange will occur by your brokerage firm. You should see the Adobe Stock in your brokerage account within a timely manner following the effective date of the acquisition.

5. Will Adobe sell my shares for me instead of exchanging my stock certificate(s)?

No, Adobe cannot sell your Accelio shares for you. However, immediately after you receive your new Adobe Stock certificate, you may present it to your broker to sell the Adobe shares for you.

6. What if I would like to change the registration of my shares?

You may take this opportunity to change the registration of your shares.

7. What taxpayer identification number should I give the Exchange Agent?

As the registered holder of the Accelio shares or as the last transferee or assignee, you are required to give the Exchange Agent your social security number or employer identification number on the enclosed W-9 forms. In addition, if you are a shareholder with a Social Insurance Number or a Canada Customs and Revenue Agency Business Number, this number must also be provided on the enclosed W-8BEN form.

8. If any of my Accelio share certificates have been lost, stolen or destroyed, what should I do?

You should check the box on page 1, complete and sign the Letter of Transmittal, and mail or otherwise deliver it to the Exchange Agent, Computershare Trust Company of New York, together with any Accelio share certificate(s) in your possession.

9. How should I send in my Accelio share certificates?

You may mail your Accelio share certificates, together with the signed Letter of Transmittal, in the enclosed pre-addressed envelope or you may deliver the certificates, together with the signed Letter of Transmittal, by hand or overnight courier to the Exchange Agent, Computershare Trust Company of New York, at one of the addresses specified on page 2. The method of delivery is at your option. (See Questions 10 and 11.)

10. Should I insure my Accelio share certificates if I mail them?

Yes, because you bear the risk of loss in sending your Accelio share certificates by mail, we recommend that you insure the certificates and use registered mail with return receipt requested.

11. What value should I use to insure my Accelio share certificates if I mail them?

We recommend that you insure your Accelio share certificates for approximately 2 percent of their value based on the number of shares of Adobe Stock that you will receive multiplied by the price of Adobe Stock. (See question 3.) This would be the cost to you of replacement if your Accelio share certificates were lost in the mail. (As a possible indicator of the value of Adobe Stock, for these purposes the average closing price of Adobe Stock on April 12, 2002 was US\$39.04 per share.)

12. How long will it take to receive my new Adobe Stock certificate after I send in my Accelio share certificate(s)?

The Exchange Agent, Computershare Trust Company of New York, expects that it will take approximately seven to ten business days after receipt of your share certificate(s) and properly completed Letter of Transmittal to complete the exchange of certificates. Certificate exchanges with registration changes and/or lost certificate replacements are expected to take additional time.

13. Will I be provided with any information relative to the cost basis of my Accelio share that is being exchanged?

No, it is important that you retain any information that you currently have relative to the cost basis of your Accelio shares.

14. What are the tax consequences relative to the exchange of my shares?

Each shareholder should consult his or her own tax advisor as to the tax consequences of the acquisition to such shareholder under federal, provincial, state, local or other applicable law. In addition, shareholders are referred to the general commentary contained on pages 37 to 43 of the Accelio Management Proxy Circular dated March 8, 2002.

15. Will I still get any dividends payable on the Adobe Stock even if it takes me a couple of months to get my Accelio shares exchanged?

Yes, but not until your Accelio shares are exchanged for Adobe Stock. At that time, you will receive a check (without interest) for any such accrued dividends held pending the exchange of your Accelio share.

16. How much is the dividend I will receive?

The most recent quarterly dividends on Adobe's Stock have been for US\$0.0125 per share. However, no assurance can be given that such dividend rate will remain unchanged or that any future dividends will be paid, and Adobe reserves the right to increase or decrease its dividend, or not to pay a dividend at all, as may be required by law or contract or as may be determined by the Adobe Board, in its discretion, to be advisable.

17. Can my dividends be deposited directly into an account at a financial institution?

Yes, following the exchange of your share certificate(s), Computershare will mail you a Direct Deposit Authorization form to complete. Once Computershare receives your properly completed form, all future dividends will be deposited in the account you specify on the form. This authorization will remain in effect until you provide written authorization to terminate direct deposits or until this service is terminated by Computershare.

18. Does Adobe Stock have a dividend reinvestment plan?

No, Adobe does not have this type of program.

19. Where is Adobe Stock traded?

Adobe Stock is traded on The Nasdaq National Market.

20. What is the ticker symbol for Adobe Stock?

"ADBE" is the ticker symbol for Adobe's Common Stock.