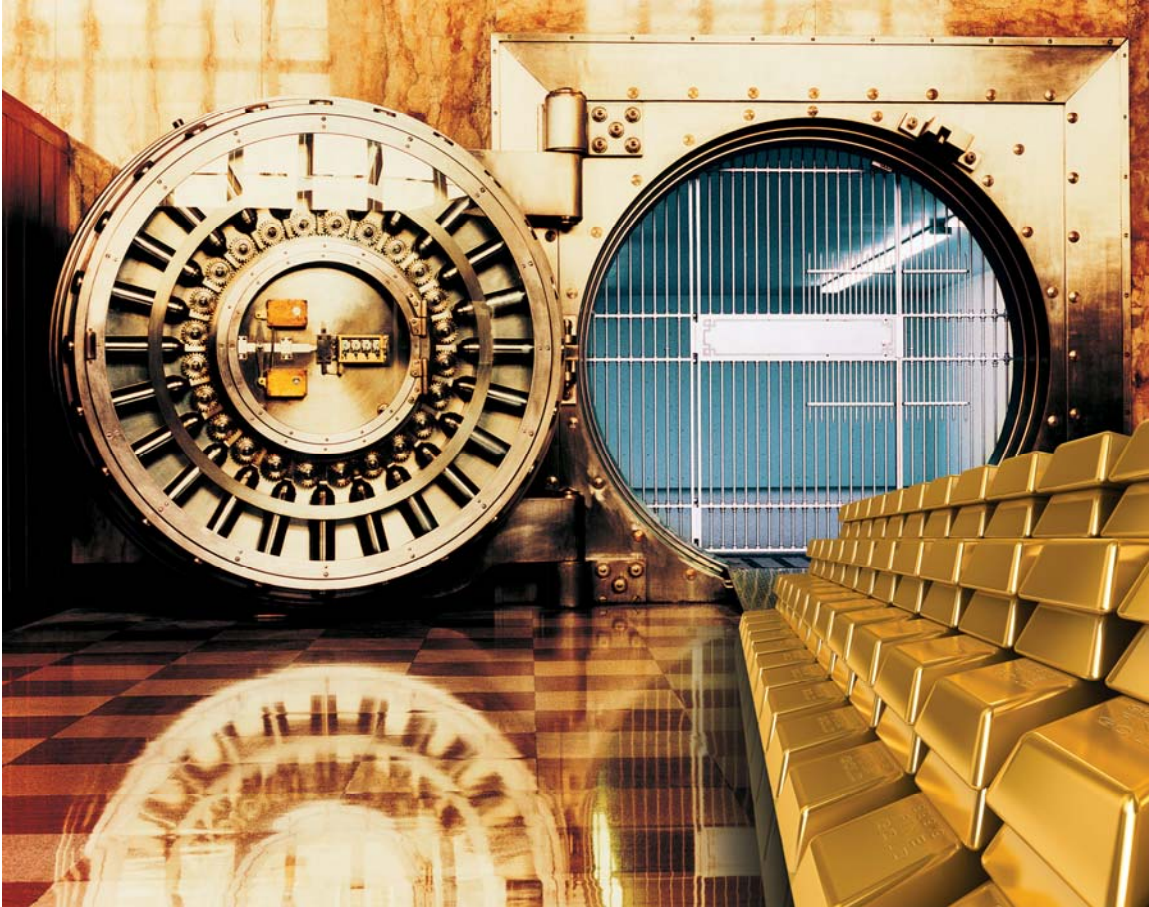


# CAPITAL GOLD GROUP, INC.



## DIRECT DELIVERY PROCESS

**Step 1:** For compliance purposes, each and every transaction with Capital Gold Group begins with a review of the verbal order confirmation. All transaction details are reviewed and explained, and any questions you have will be answered by your Gold Specialist, followed by the actual recording of the verbal confirmation.

**Step 2:** You will receive a Capital Gold Group Order Confirmation Number. This will be your three-letter Client Code, followed by a hyphen and a series of numbers.

**Step 3:** Your Gold Specialist will either assist you in completing the written Terms & Conditions Agreement or prepare it for your signature. This document is the written disclosure of all your order details, risks, representations, terms and conditions. As always, you should never agree to anything you don't understand or sign anything you haven't read. The Terms & Conditions Agreement requires you to initial in four places and to sign and date the last page. Our insurance and shipping costs are also disclosed on the last page.

**Step 4:** In the event the transfer of funds settling your account is made by wire or direct deposit, we require that you provide us a copy of the wire confirmation receipt or direct deposit receipt via fax or email along with your completed Terms & Conditions Agreement in order to complete the pre-shipping requirements. If you are paying by check, your canceled check will be your receipt, and your order will be placed once your check is on deposit at our bank. Your Gold Specialist will call to notify you when your funds are received either in our account or by mail.

**Step 5:** With your voice confirmation, properly completed and signed Terms & Conditions Agreement, and receipt of funds, the countdown to shipment begins. Within 7 to 21 business days (15 to 29 business days if you settle your account by personal check), you will receive a call from a member of our shipping department to reconfirm your shipping address. In the event you are not there to receive the call, we will leave you a message. Your shipment will not be shipped until we speak with you, so please respond at your earliest convenience.

**Step 6:** Upon confirmation of your shipping details, your shipment is sent via registered and insured U.S. Mail in a discreetly wrapped box. Our company name is not shown on the box to help insure safety of the delivery. Please note that all registered mail shipments are now via ground and can take more than 15 business days to arrive. Capital Gold Group has no control over the timeframe for delivery by the U.S. Postal Service once the package is accepted by the Post Office for delivery. We can provide you with your Registered Mail tracking number, and you can track your shipment on "[www.usps.com](http://www.usps.com)".

**Step 7:** Once you receive your precious metals delivery, please compare the invoice enclosed with the actual contents. If you have any questions or see any discrepancies, please report them immediately to your Gold Specialist at Capital Gold Group. Our records will automatically be updated with your delivery information by the U.S. Postal Service when your package is delivered.

**Step 8:** Store your gold safely. Treat it like cash because it is real money. If you plan on storing it yourself, we recommend a fireproof safe or a safety deposit box. You may also want to notify your homeowner's insurance agent to determine whether you need or simply want to insure your precious metals. You also have the option to store your gold at our insured depository licensed by Nymex, Comex, and NYSE Liffe. Annual storage fees apply. Whatever option you choose, please make sure to weigh the pros and cons of each before deciding which storage option is right for you.