

## To quickly access the IVR:

### **Dial 800-422-1050**

#### **Global Commands**

You can say the commands or dial the numbers below at any time during a call to access the following:

To speak to a Shareholder Servicing Representative -  
Say “Agent” or “Representative”

To get back to the Main Menu at any time -  
Say “Main Menu”

For a list of available options -  
Say “Help”

#### **Tips for the IVR**

1. When accessing your portfolio using your TIN for the first time, you will be prompted to setup a PIN. Please be sure to have your account number at hand.
2. When accessing your portfolio using your Account/Fund number, you will be prompted for a PIN. Your PIN for this entry method is automatically defaulted to the last 4 digits of your TIN.
3. When selecting a fund to transact from, you may dial in the fund number (listed on the following page) instead of saying the entire fund name and fund class.

## **Fund Numbers:**

FUND NAME	FUND CLASS		
	INST	ADMN	INV
Capital Appreciation	2012	2212	2412
Mid Cap Growth	2019	2219	2419
Small Cap Growth	2010	2210	2410
Small Company Growth	2026	2226	2426
Large Cap Value	2013	2213	2413
Mid Cap Value	2023	2223	2423
SMID Value	2028	2228	2428
Small Cap Value	2022	2222	2422
International	2011	2211	2411
International Growth	2017	2217	2417
Global Value	2027	2227	2427
Global Growth	2030	2230	2430
Commodity Real Return Strategy	2029	2229	n/a
High-Yield Bond	2024	2224	2424
Bond	2014	2214	n/a
Real Return	2025	2225	n/a
Short Duration	2016	2216	n/a
Money Market	2015	2215	n/a
Target Retirement Income	2600	2700	2800
Target Retirement 2010	2601	2701	2801
Target Retirement 2015	2602	2702	2802
Target Retirement 2020	2603	2703	2803
Target Retirement 2025	2604	2704	2804
Target Retirement 2030	2605	2705	2805
Target Retirement 2035	2606	2706	2806
Target Retirement 2040	2607	2707	2807
Target Retirement 2045	2608	2708	2808
Target Retirement 2050	2609	2709	2809



## **Portfolio and Fund Information Access**

*“Your Guide to Self-Service”*

Voice Recognition / Touch Tone Phone System  
800-422-1050

Harbor Funds Website  
[www.harborfunds.com](http://www.harborfunds.com)

## Obtain Fund Information -

**Fund prices/NAV:**

Say "Prices"

**Yields:**

Say "Yields"

**Dividend information:**

Say "Dividends"

**Total Returns:**

Say "Total Returns"

**Fund Objectives:**

Say "Investment Objectives"

**Manager Commentaries:**

Say "Market Outlook"

## Obtain Fund Company Information -

**Internet Address:**

Say "Website"

**Mailing Instructions:**

Say "Mailing Information"

**Wiring Instructions:**

Say "Wire Instructions"

## Account Maintenance -

**Update PIN:**

Say "Change PIN"

## Access Your Portfolio Information -

Say "My Portfolio" then...

**Portfolio balance:**

Say "Account Balance"

**Purchase:**

Say "Purchase"

**Redeem:**

Say "Redeem"

**Exchange:**

Say "Exchange"

**Request Duplicate Statements:**

Say "Statements"

**Request Duplicate Tax Forms:**

Say "Tax Forms"

## Interactive Voice Response (IVR) FAQs

[Does the IVR allow you to select options by touch tone?](#)

The IVR only allows you to select options by touch tone in certain situations, for instance, when you enter your TIN/SSN or a fund number. However, if you prefer touch tone, you may say "touch tone" at any time, and you will be taken to a touch tone system where you can perform all of the functions available in the voice recognition system by dialing in your selected option on the keypad.

[What information is required in order to register my account for account specific transactions and functions via the IVR?](#)

In order to register to access your account using the IVR, you will need your SSN/TIN and account number. You will be required to create a PIN that is 4-8 digits long.

If you do not want to enter or say your SSN/TIN, you can always access your account by entering or saying your account number and a fund number in your portfolio. You won't have to create a PIN for this entry method; instead you will be prompted for a PIN which is automatically defaulted to the last 4 digits of your SSN/TIN.



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