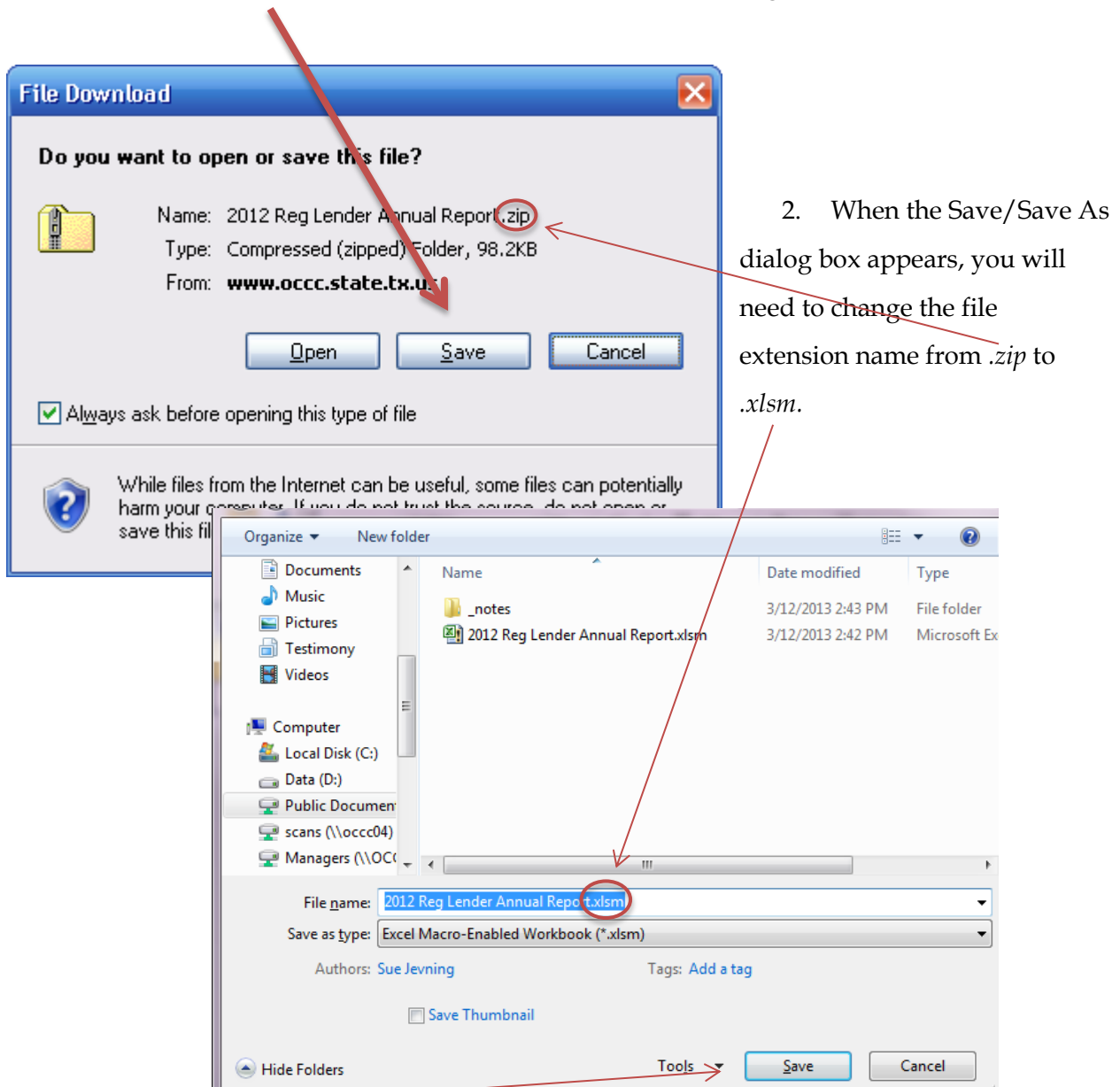


## Troubleshooting Tips:

### Download of 2014 Regulated Lender Annual Report

When downloading the *2014 Annual Report (Excel Workbook)*, you may receive the following dialog box asking you to save a zipped version of the file. If you receive such a message:

1. Click on the Save/Save As button as provided in the dialog box.



3. Click "Save" to save your file: *2014 Reg Lender Annual Report.xlsx*
4. Changing the file extension during allows you to save a fully functional version of the Excel workbook.