

## SHAREHOLDER SERVICES

### TRANSFER AGENT AND REGISTRAR

American Stock Transfer & Trust Company, LLC (AST) is the company's Transfer Agent and Registrar. Registered shareholders wanting to transfer stock, or who need assistance or information, can send their stock certificate(s) or write to FirstEnergy Corp., c/o American Stock Transfer & Trust Company, LLC, P.O. Box 2016, New York, NY 10272-2016. Shareholders also can call 1-800-736-3402, between 8 a.m. and 8 p.m. Eastern time, Monday through Friday. For Internet access to general shareholder and account information, visit the AST website at <https://www.astfinancial.com/login>.

### STOCK INVESTMENT PLAN

Registered shareholders and employees of the company can participate in the FirstEnergy Corp. Stock Investment Plan. To learn more about the company's Stock Investment Plan, visit AST's website at <https://www.astfinancial.com/login> or contact AST at 1-800-736-3402.

### DIRECT DIVIDEND DEPOSIT

Registered shareholders can have their dividend payments automatically deposited to checking, savings or credit union accounts at any financial institution that accepts electronic direct deposits. Using this free service ensures that payments will be available to you on the payment date, eliminating the possibility of mail delay or lost checks. Contact AST at 1-800-736-3402 to receive a Direct Dividend Deposit Authorization Agreement.

### STOCK LISTING AND TRADING

The common stock of FirstEnergy Corp. is listed on the New York Stock Exchange under the symbol FE.

### FORM 10-K ANNUAL REPORT

**The Annual Report on Form 10-K, as filed with the Securities and Exchange Commission, including the financial statements and financial statement schedules, will be sent to you without charge upon written request to Ebony Yeboah-Amankwah, Vice President, Deputy General Counsel, Corporate Secretary and Chief Ethics Officer, FirstEnergy Corp., 76 South Main Street, Akron, Ohio 44308-1890. You also can view the Form 10-K by visiting the company's website at [www.firstenergycorp.com/investor](http://www.firstenergycorp.com/investor).**