

## Frequently Asked Questions

### **Who do I contact for royalty questions?**

Please contact us at [ownerrelations@roanresources.com](mailto:ownerrelations@roanresources.com) or 405-896-8002. We strive to answer all calls and emails within 5 business days.

### **Can I view my check detail electronically?**

Yes! You can view and download your monthly and historic check detail from Roan through our website at [www.roanresources.com](http://www.roanresources.com). Just click on the “owner relations” tab and use your login name and password to access your detail. You will need to contact Oildex at 1-855-301-5241 to register for an account username.

### **When will I receive my revenue check?**

Roan Resources LLC processes payments on the 20<sup>th</sup> of each month. If the 20<sup>th</sup> falls on a weekend, it will be sent out on the next business day.

### **Why Haven't I Received a Check?**

- Roan Resources issues revenue checks on the 20<sup>th</sup> of each month. If you did not receive a revenue check, there are several potential reasons:
  - o Minimum Suspense - Roan does not issue a check until an owner's account reaches a minimum of \$50. If you would like to request a custom minimum pay amount for your account, please contact us at [ownerrelations@roanresources.com](mailto:ownerrelations@roanresources.com) and specify the amount you are requesting.
  - o Incorrect Address – If Roan receives notice of an incorrect address, we will place all revenues in suspense until a corrected address is on file.
  - o Change in Well Status – Depending on oil and natural gas production, weather conditions, or other factors, the well(s) that you normally receive revenue on may be undergoing a workover or may have been shut-in altogether.

### **What Do I Do If My Check is Lost, Stolen or Stale Dated?**

- Please contact us at [ownerrelations@roanresources.com](mailto:ownerrelations@roanresources.com) or 405-896-8002. We can place a stop payment on the check and void it to be reissued in the subsequent month.

### **Why is Backup Withholding Being Deducted from My Check?**

- Per Notice 1036 released in January 2018 by the IRS, Roan is required to withhold 24% of taxable revenue if we do not have the owner's Tax ID (or Social Security Number) on file. This is referred to as "backup withholding". Roan does not issue refunds for backup withholding. You must file your federal tax return to obtain your refund. Please fill out a W9 and send it to us at [divisionorder@roanresources.com](mailto:divisionorder@roanresources.com). This information must be provided to Roan in writing.

### **What Are the Oklahoma State Deductions on My Check?**

- Per Title 68 of the Oklahoma Statutes, Roan is required to withhold 5% of the gross revenue from non-resident owners. This tax withholding is sent to the state of Oklahoma on your behalf. You must file an OK state income tax return to obtain a refund.

### **How Do I Change My Address?**

- Please fill out a Change of Address Form and send it to [divisionorder@roanresources.com](mailto:divisionorder@roanresources.com)

### **How do I set up Direct Deposit?**

- Please fill out the an ACH form and return to [divisionorder@roanresources.com](mailto:divisionorder@roanresources.com)

If you are unable to accept direct deposit, we will send your payment via check. If you sign up for direct deposit, you will be able to access your revenue payment detail through Oildex at [www.roanresources.com](http://www.roanresources.com). We utilize Oildex as a service so that owners can view, print and download their monthly revenue checks at anytime from anywhere. Owners must register with oildex to receive an account username (1-855-301-5241).

### **When Will I Receive My 1099?**

- Roan sends 1099's out by January 31<sup>st</sup> of each year. If you did not receive your 1099 or believe it is incorrect, please contact [ownerrelations@roanresources.com](mailto:ownerrelations@roanresources.com) or 405-896-8002. Please see a sample 1099 in the Documents Tab.