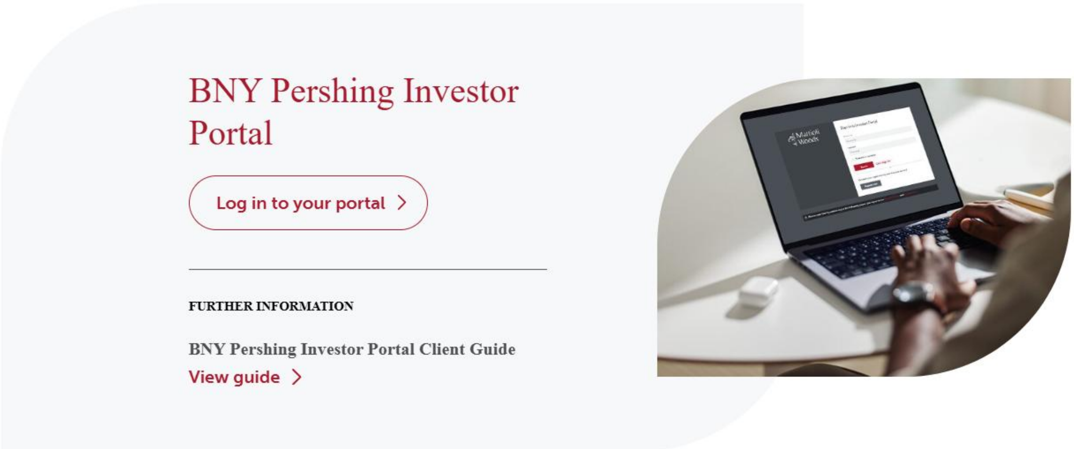
PERSHING INVESTOR PORTAL | CLIENT GUIDE

This document is designed to guide you through registering for the Pershing Investor Portal, helping you with login issues and navigating the portal to find the information and documents you are looking for. If you need any help at all, please contact our Investments team – investments@mattioliwoods.com or 0116 240 8706.

How can I access the portal?

Here is the website link to the portal:
https://mattioliwoods.pershingnexusinvestor.com/InvestorPortal/

Alternatively, you can go to the Mattioli Woods website, click on 'Client Login' at the top, scroll down to the 'Pershing Investor Portal login' section and click on the icon 'Log in to your portal' in the BNY Pershing Investor Portal section. You should enter your login details in the Username and Password boxes.



If you are new to Pershing, as long as the portal section of your application form contained the email address you wish to use, you will be set up to view your accounts and will receive guidance on your investment confirmation email asking you to register. Your confirmation email will also detail your username that is needed to register.

What do I do if I am having trouble signing in or navigating the portal?

Username

Your username is the eight-digit reference beginning with WO that you received with your confirmation email. The Investments team can remind you of your username as required. Please email any queries to investments@mattioliwoods.com or call us on 0116 240 8706 and the Investments team will be happy to help.

<u>Password</u>

If you have forgotten your password, you can click on 'Forgotten your password?' on the login page to reset it.

Can additional users be set up?

Each account is initially set up to be viewed by one user/email address. If you would like more than one person to view that account and all owners of the account agree, please instruct the Investments team and they will set up the access and provide the registration wording for the new user.

What if I change my email address?

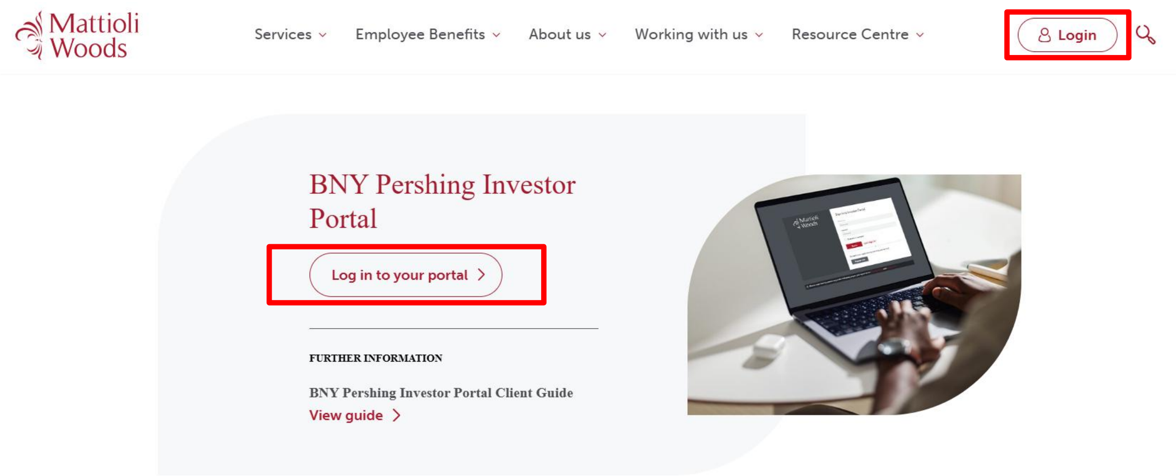
Please provide the old email address and new email address to the Investments team and they will update the appropriate systems and confirm to you once this is complete.

What documents are delivered via the portal?

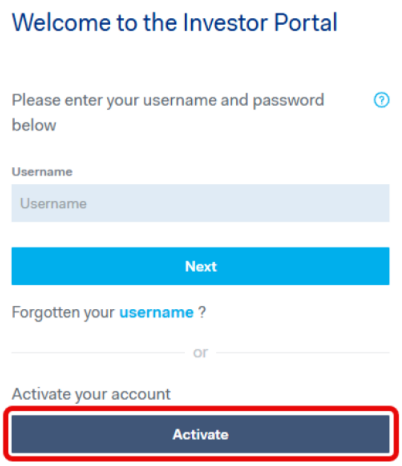
Documents loaded onto the portal include quarterly valuations, quarterly custody statements, Capital Gains Tax (CGT) reports, tax vouchers and contract notes.

Registration

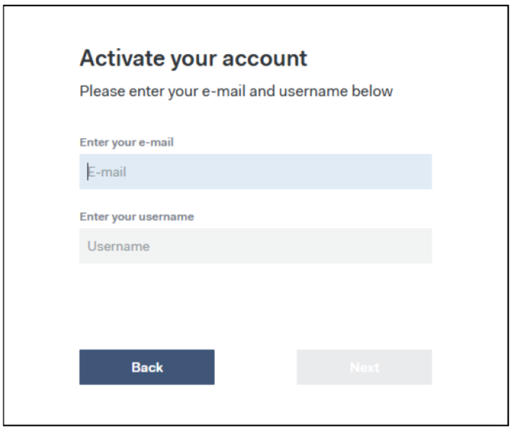
You can access the portal via the Mattioli Woods website by clicking on 'Client Login' at the top, and then clicking on the first icon, 'Portfolio Management Client Portal'.



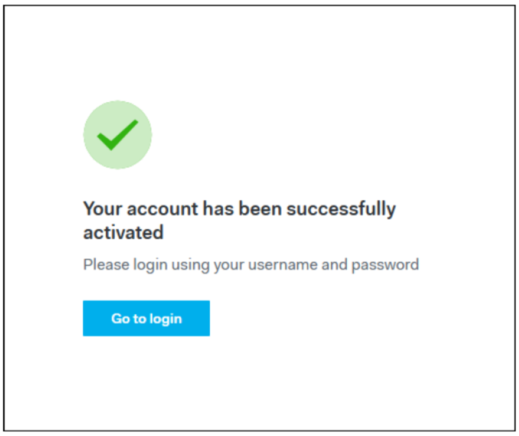
To register, you should click on the 'Activate' button:



Please enter your email address that the link was sent to and your username, or the Investments team can confirm which email address you should use if not known:

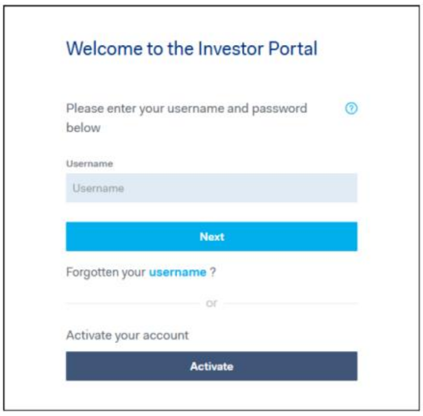


You will see this message:

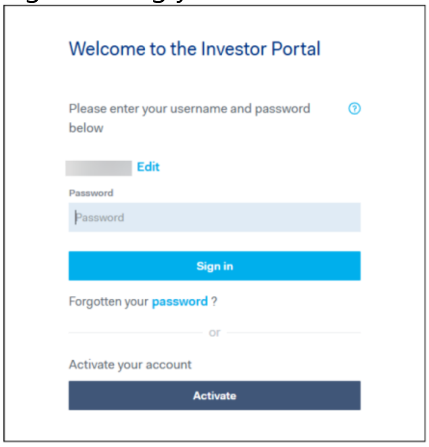


You should go to your emails, and you will see an email with the subject 'Investor Portal Activation'. This will include the Investor Portal link, your username and a temporary password. If you do not receive the activation email, please check your junk mail and deleted items. If you still have not received anything, please contact the Investments team and they will look further into your query.

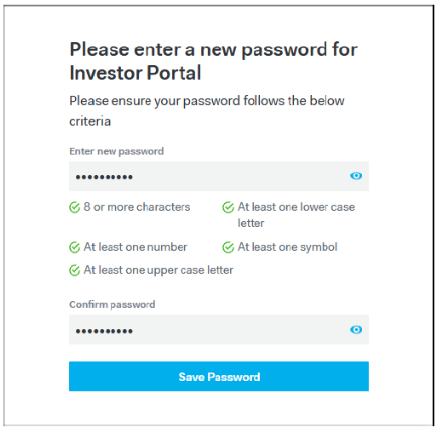
Enter your username and select 'Next'.



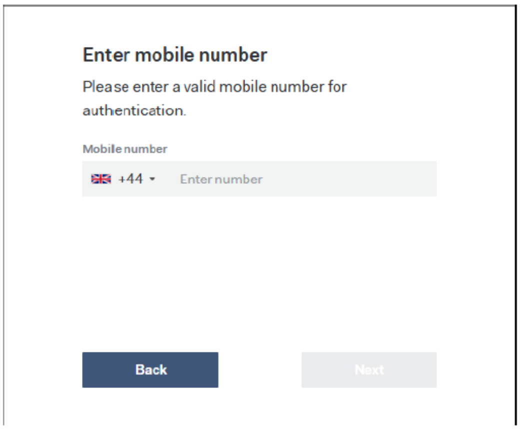
Sign in using your username and temporary password.



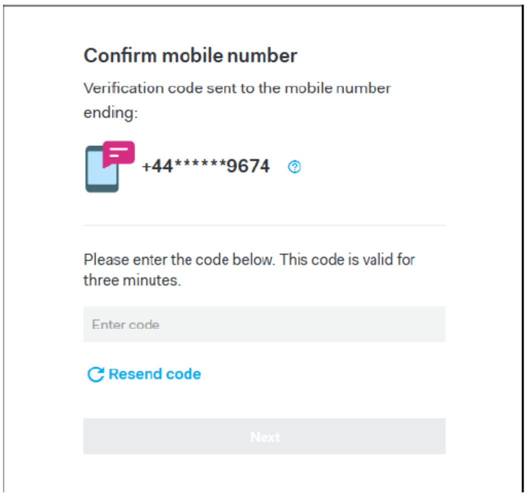
Passwords must contain at least one uppercase letter, one lowercase letter, one number, one special character and 8 or more characters. If your screen is freezing on the password creation page, please pick a different special character from the following (!@#$%^&*()_+}{"":;'?/>.<,).



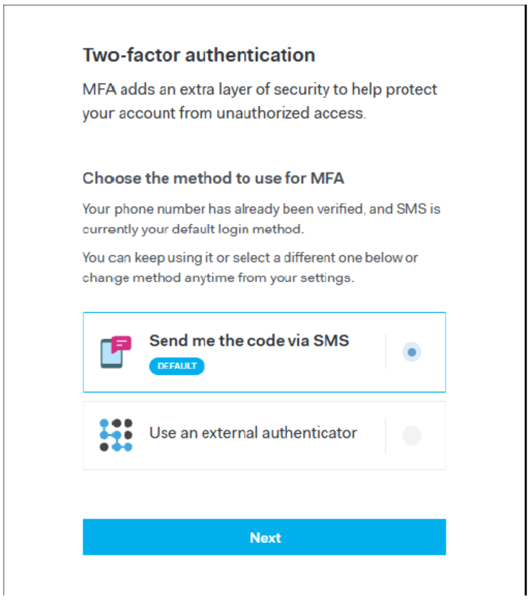
Once you have submitted your password successfully, click on 'Save Password'.



Enter your mobile number and select ‘Next’.

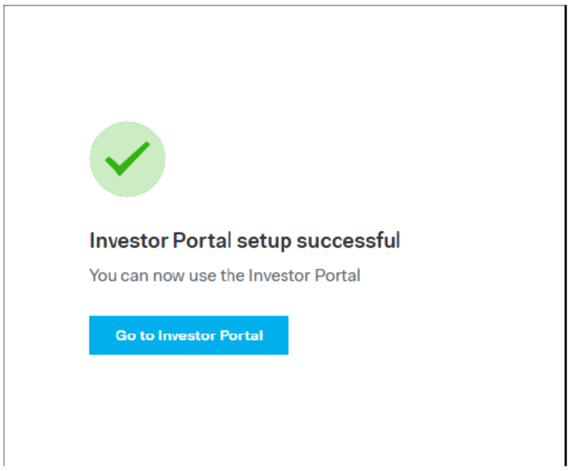


A verification code will be sent to your phone. Input this as shown in the screenshot above and select ‘Next’.

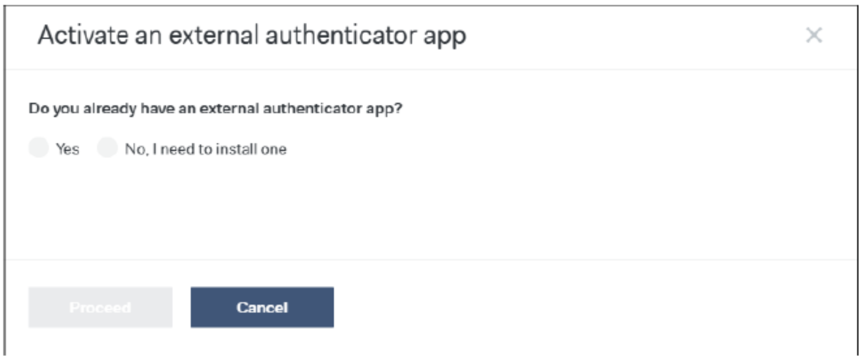


Select the two-factor authentication method you would like to set up.

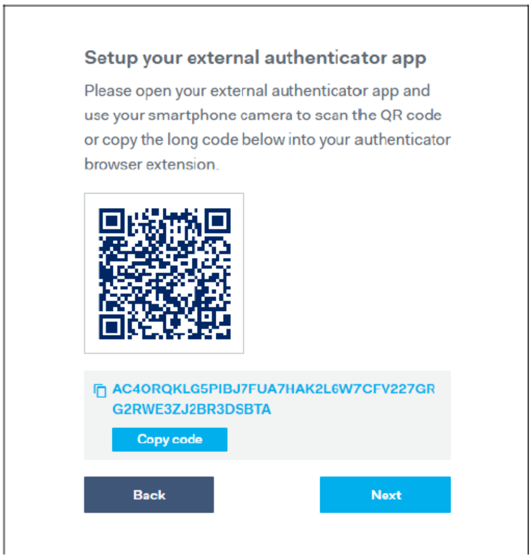
If keeping SMS as your option, select ‘Next’. You will come to the below screen, where you can select ‘Go to Investor Portal’ to now login.



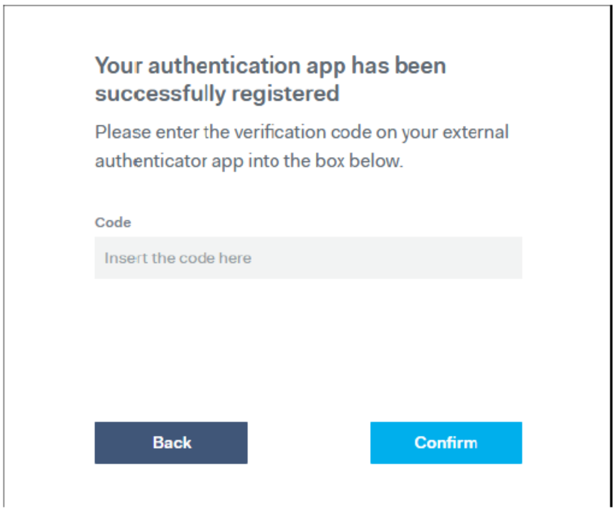
If using an external authenticator, you will be asked whether you already have one installed, or if you need to download one.



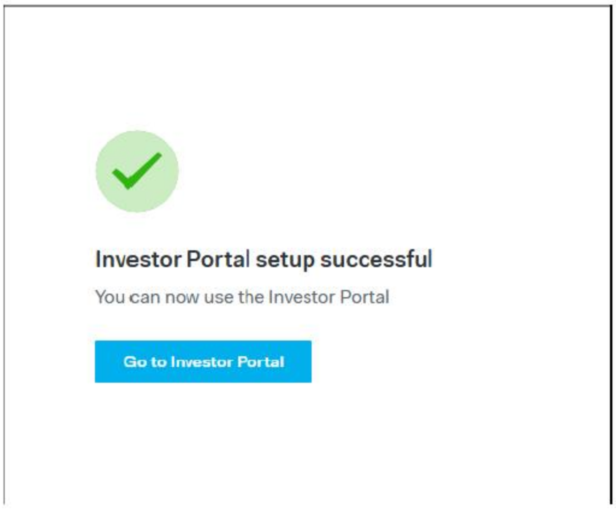
If selecting yes, the ‘Setup your external authenticator app’ page is displayed.
If selecting no, the ‘How to install external authenticator app’ page is displayed. Here you will be provided with instructions on how to install an app. Once installed, select Next and you will be taken to the above mentioned ‘Setup your external authenticator app’.



You will need to scan the QR code into your authenticator app and once validated, you will be provided with an Investor Portal Code. Select Next.



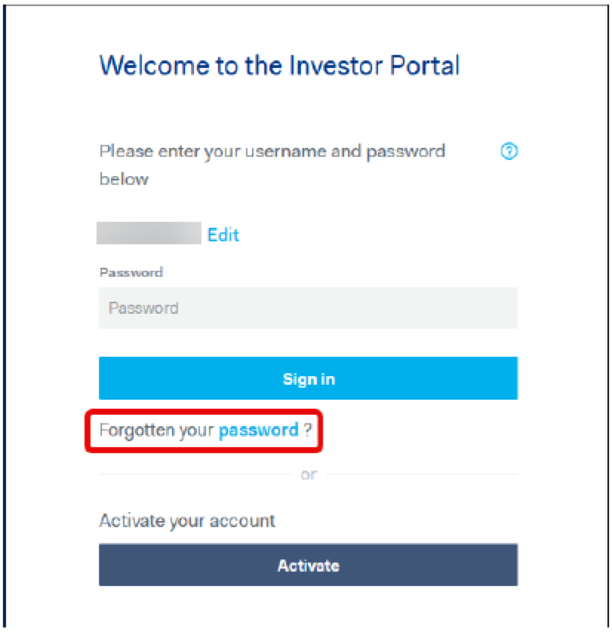
You will be asked to enter your code and select Confirm.



You will then receive confirmation that your Investor Portal setup was successful and you can proceed to the Investor Portal to login.

Resetting your password

This can be done by clicking on ‘Forgotten your password?’ on the login page.

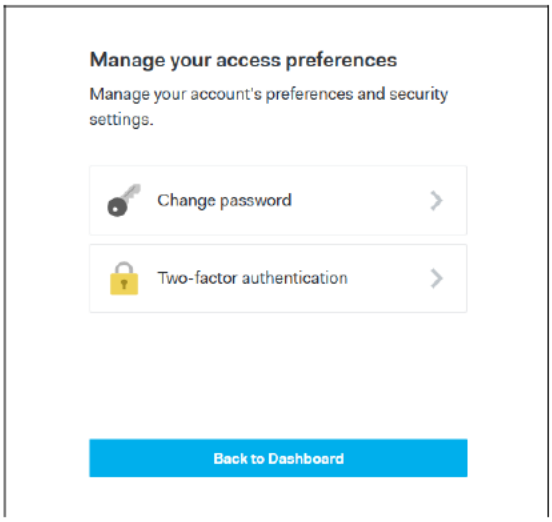


You will need to enter your registered username. If it is the correct username, you will receive a verification code to your registered email address to enter on the next screen along with selecting a new password. If you do not receive a verification code, please contact the Investments team on investments@mattioliwoods.com or 0116 240 8706 and we can confirm whether you are using the correct username.

Once you have selected 'Save Password', you will receive a confirmation screen with a green tick, confirming your password has been successfully updated.

Once you have created your new password and submitted it, you will be taken back to the login page, and you will need to use your original username beginning with WO and your newly created password.

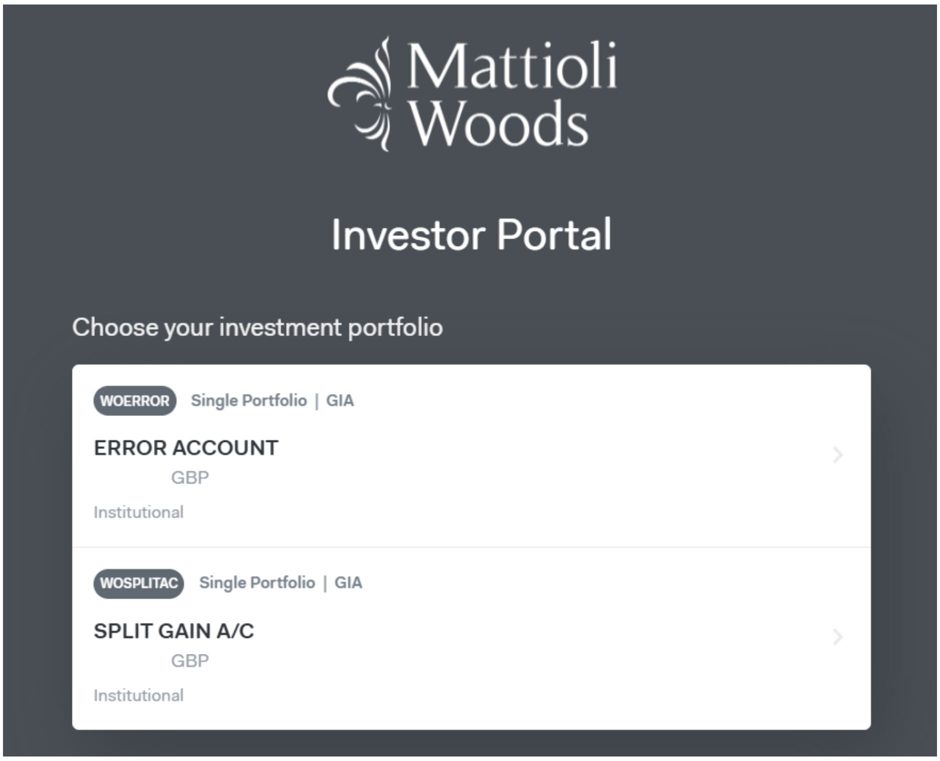
Can you also update your password and two-factor authentication options via My Profile > Security and account.



What will I see?

Upon login, you will see a summary view with one line for each account you have on the Pershing platform in account value order (highest to lowest). ISA accounts are detailed on separate lines. You may also see consolidated lines ending with -C for each of your individual accounts. This is a consolidated view of your personal and ISA accounts that have the same portfolio reference.

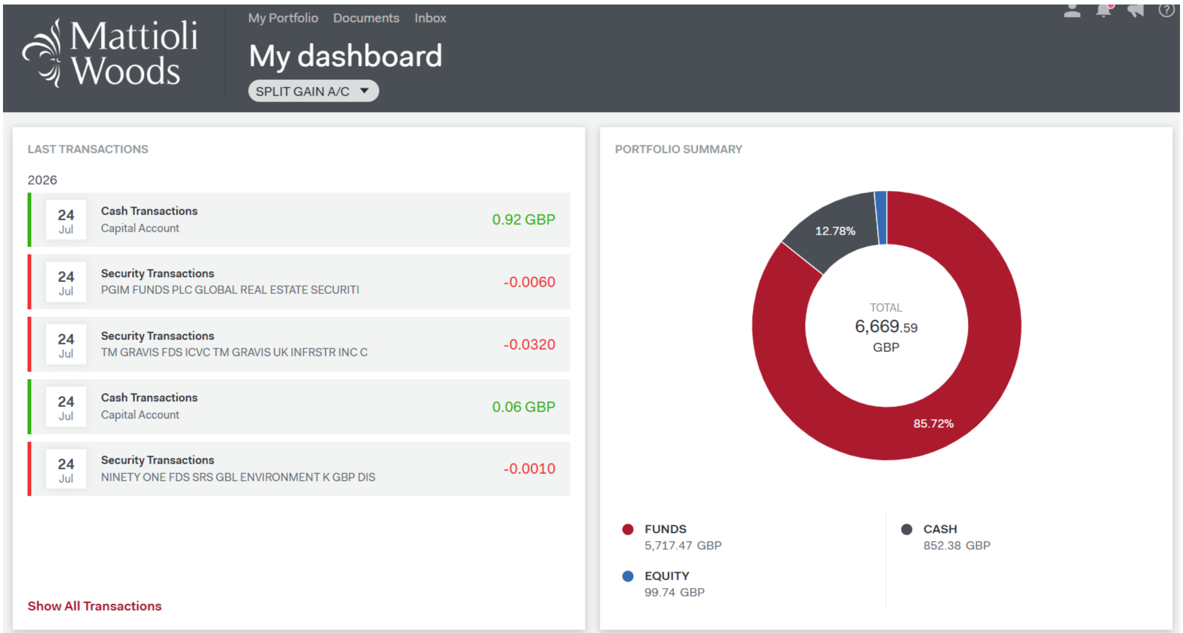
If you have multiple accounts, you will see something like the following with your accounts in a list. The accounts are listed in order of value rather than portfolio reference. Each ISA will have its own line.



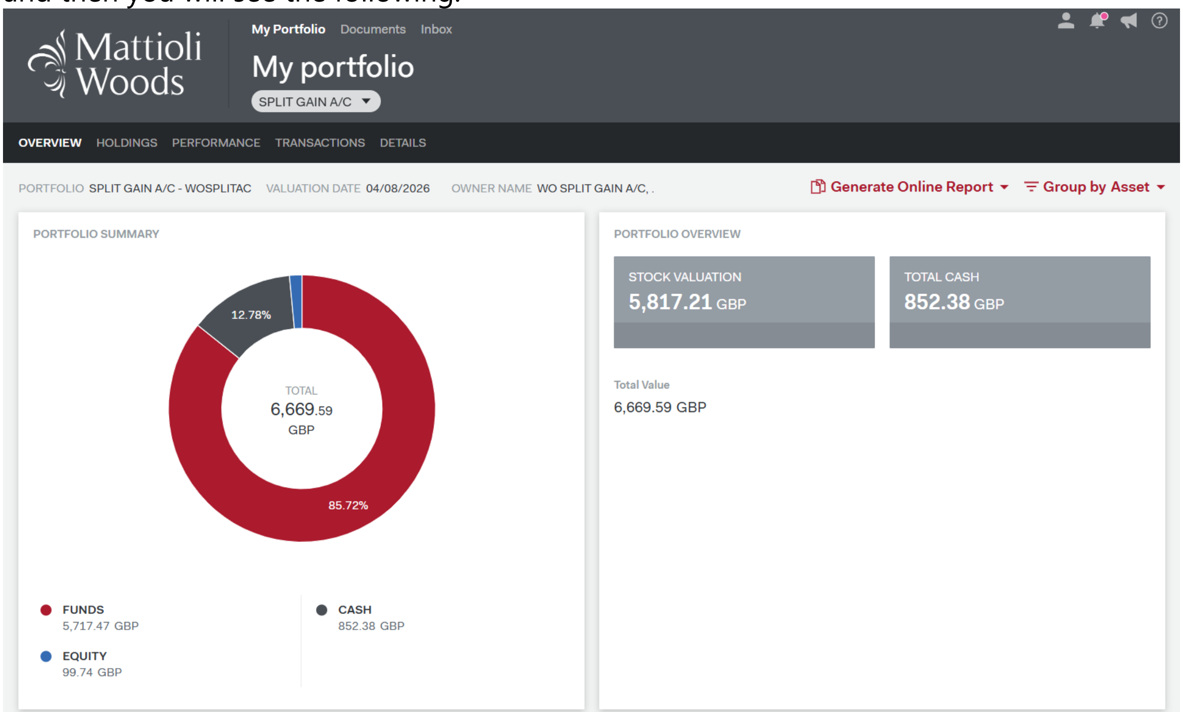
Please click on the first account you want to view, and you will be greeted by your dashboard.

Functionality within the portal

<u>My dashboard</u>
You can change between your accounts via the dropdown on the My dashboard page you are taken to.



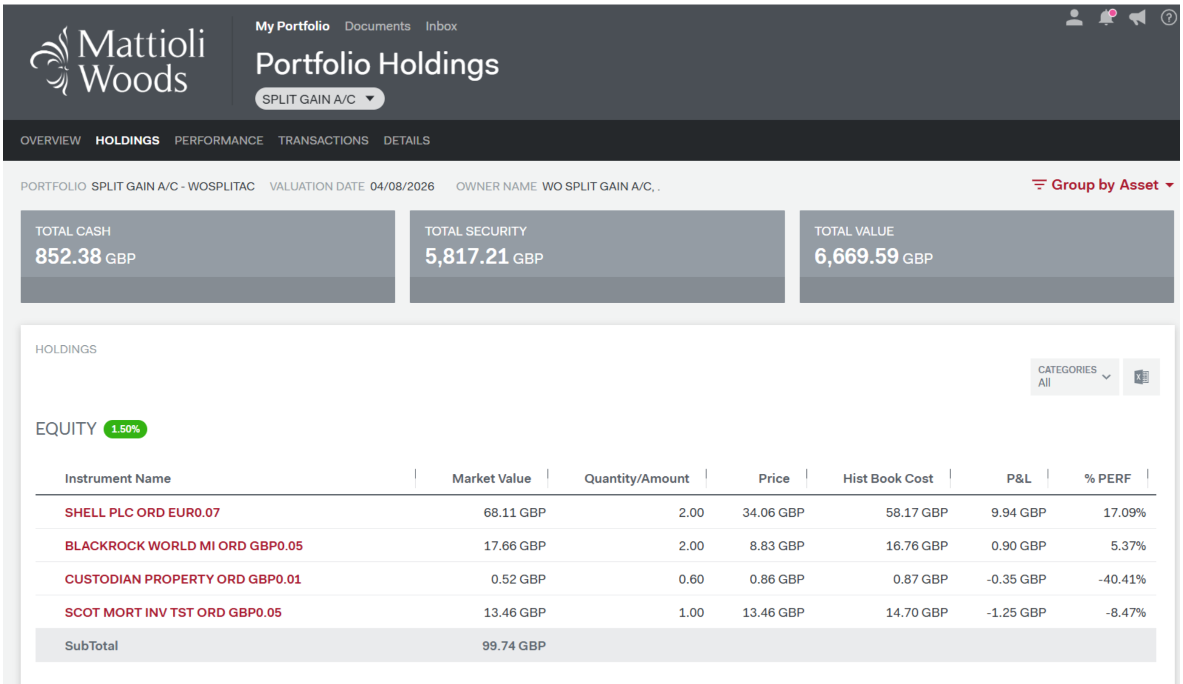
My portfolio- To get into breakdowns and holdings etc., you should click on My portfolio and then you will see the following:



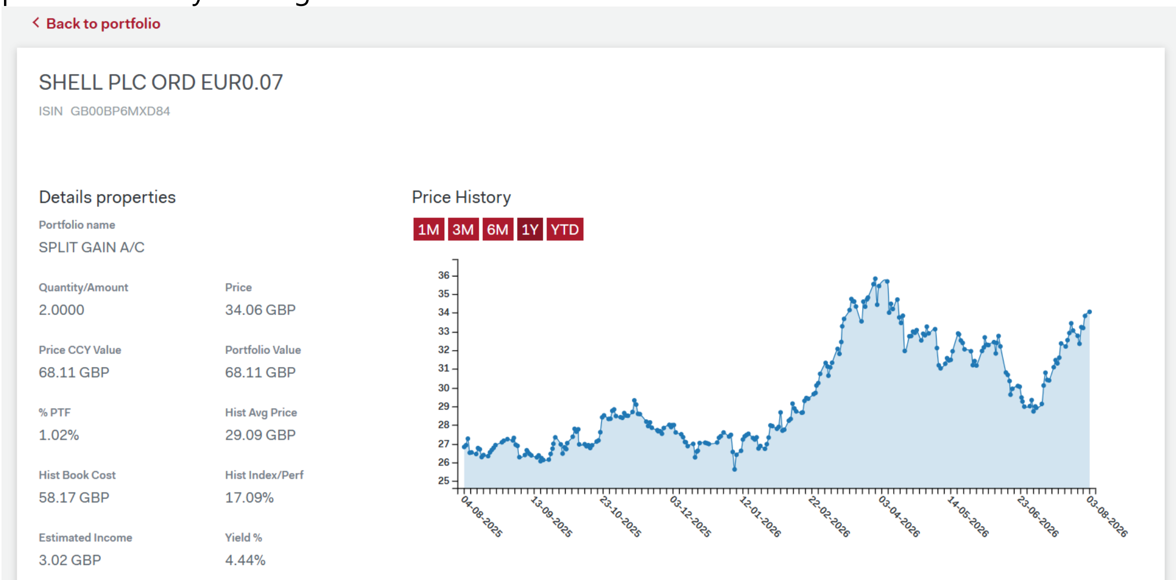
On the Overview page, you can see a summary of investments and cash, and you can change the way assets are grouped by Sector, Country, Type, Region etc. by clicking on 'Group by Asset' in red.

You can click on the holdings and transactions tabs to see the holdings and transactions as appropriate for that account. If you would like an export of your transactions, please ask your client relationship manager, as the export we can provide is clearer than the export from the portal.

The Portfolio Holdings page looks like this:

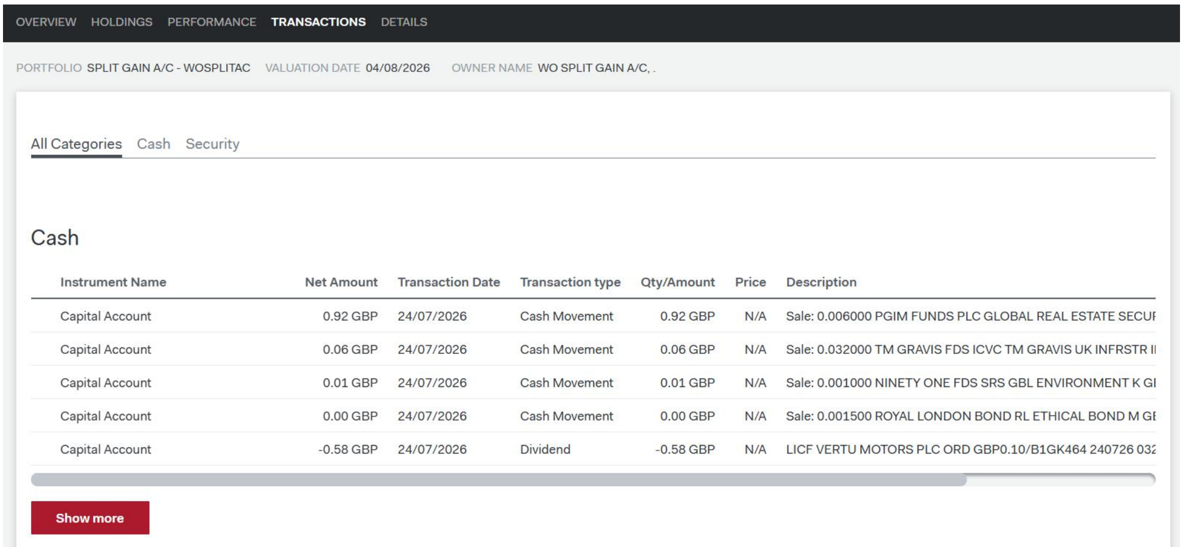


There is a performance percentage on the right-hand side, and you can go further into performance by clicking on the instrument name:



The performance graph shows the performance of the stock and not the specific performance on your account holding.

The Transactions page looks as follows. Transactions go back to inception or April 2018, depending on which was later:



OVERVIEW HOLDINGS PERFORMANCE TRANSACTIONS DETAILS

PORTFOLIO SPLIT GAIN A/C - WOSPLITAC VALUATION DATE 04/08/2026 OWNER NAME WO SPLIT GAIN A/C, .

All Categories Cash Security

Cash

Instrument Name	Net Amount	Transaction Date	Transaction type	Qty/Amount	Price	Description
Capital Account	0.92 GBP	24/07/2026	Cash Movement	0.92 GBP	N/A	Sale: 0.006000 PGIM FUNDS PLC GLOBAL REAL ESTATE SECUI
Capital Account	0.06 GBP	24/07/2026	Cash Movement	0.06 GBP	N/A	Sale: 0.032000 TM GRAVIS FDS ICVC TM GRAVIS UK INFRSTR II
Capital Account	0.01 GBP	24/07/2026	Cash Movement	0.01 GBP	N/A	Sale: 0.001000 NINETY ONE FDS SRS GBL ENVIRONMENT K GI
Capital Account	0.00 GBP	24/07/2026	Cash Movement	0.00 GBP	N/A	Sale: 0.001500 ROYAL LONDON BOND RL ETHICAL BOND M GI
Capital Account	-0.58 GBP	24/07/2026	Dividend	-0.58 GBP	N/A	LICF VERTU MOTORS PLC ORD GBP0.10/B1GK464 240726 032

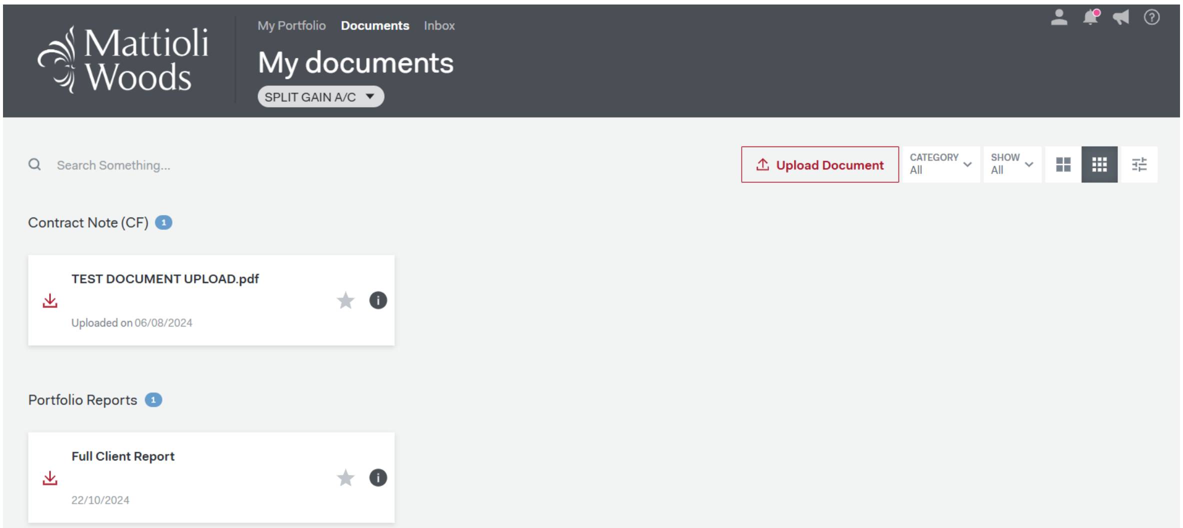
Show more

Documents

Documents loaded to the portal include valuations, custody statements, CGT reports, tax vouchers and contract notes.

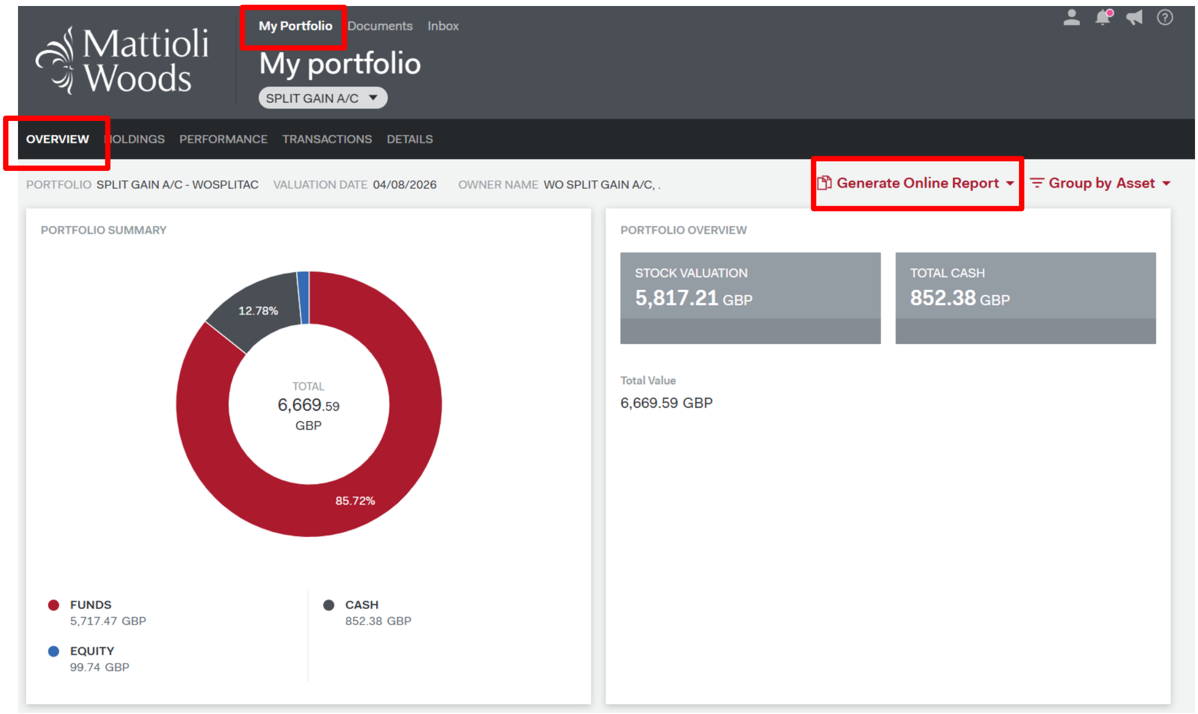
Email notifications will be sent to you to notify you when quarterly valuation PDFs become available on the portal.

You can access all your documents in the My documents section at the top of the portal.

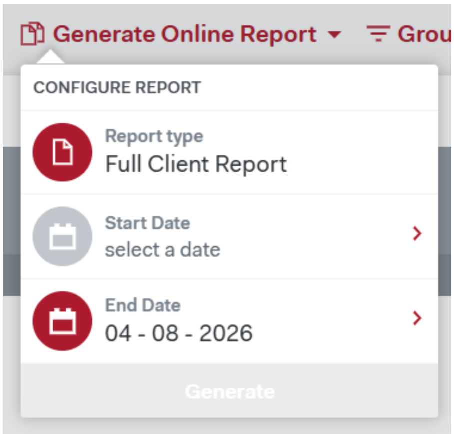


Full client report

From January 2021, you can run a full client report on each of your accounts between dates of your choice post-March 2018 or the inception date of the account, whichever is later. This report will show you start and end values for your account, month-end discrete and cumulative performance, and transactions during the period. To run a report, click on My Portfolio at the top of the page and make sure you are in the Overview tab. Click on 'Generate Online Report':



Change your start date and end date as desired and click 'Generate':



You will receive confirmation that your report has been generated and your PDF report will appear in the Documents section within a few moments. You are only able to run a full client report for the account that you are on and see the full client reports generated on that particular account in the Documents section. To change between accounts, please use the dropdown arrow on the left-hand side towards the top of the page.

Inbox

We will not be communicating with clients via the portal inbox at this time. Instead, we will email you directly when there are new documents to view or we would like to update you regarding the portal.

How do I pass on feedback or suggestions?

Please provide client feedback or suggestions by email to: investments@mattioliwoods.com so we can record it centrally to provide us with useful information to consider during the development of our full solution portal. We can also pass on your feedback to Pershing in the meantime.

We are providing Pershing with regular feedback from our clients to improve the system. The Pershing Investor Portal is currently the best way for us to deliver quarterly Pershing PDF valuations and an up-to-date view of your assets electronically at your convenience.