

This document provides information relating to our investor portal, provided by Pershing, and will be updated from time to time with summary answers to questions frequently asked by users of the service.

Who provides the portal access?

The portal is owned and run by Pershing on behalf of Mattioli Woods.

How often are the values updated?

In most cases, the values of the holdings will be updated on a daily basis. There are some exceptions such as individual structured product plans. Prices stated will either be the listed price at the close of business on the valuation date, or the latest available price where holdings are not valued daily. Where a valuation is run on a non-business day, the values will be those as at the close of business on the last business day. The values stated will be provided by Pershing and there may be a variance in the methodology used compared to other platform providers when recording values for certain instruments that are not priced daily, such as collective investment schemes. Any such variation will not affect the value you will obtain when holdings in such assets are bought or sold; transactions will always be completed at the current and accurate price.

Who are BNY Mellon?

BNY Mellon is a global investment company providing investment management, investment services and wealth management. BNY is an abbreviation of Bank of New York (formed in 1798) that merged with Mellon Financial Corporation (established in 1869) in 2007. In this specific context, BNY Mellon is the parent company for Pershing which provides the platform services for Mattioli Woods; website: www.bnymellon.com/uk/en/index.jsp

Who are Objectway?

Objectway is a technology company providing financial software and digital solutions for banking, securities and insurance. It has worked with Pershing in the development of the client portal which links directly to the Nexus platform. As part of its working relationship with Pershing, it is providing continuous development to improve the portal experience for the client.

What is Nexus?

Nexus is the name of the Pershing back-office system through which we administer and manage your investment portfolios.

How do I reset my password?

If you forget your password, please access the login page and click on 'Can't sign in?'. You will be asked to enter your email address and you will receive a reset password link to that email address. Once you click on the link, you will be asked to enter your newly-chosen password twice and submit. You will then be taken back to the login page where you should enter your username and new password.

What if I forget my username?

Your username will be provided in the activation email you are sent when you first register for the portal. If you misplace your username, please contact investments@mattioliwoods.com and they will send you a reminder email.

What if I get locked out of my account?

If you get locked out of your account, please email investments@mattioliwoods.com and the team will unblock your username and confirm to you.