

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 Investment 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, and click on the first icon 'Portfolio Management Client Portal'. If you have not already registered, you should click on 'Register Now', but if you have already registered, 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 that you wish to use, you will be set up to view your accounts and you will receive guidance on your investment confirmation email asking you to register.

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

Username

Your username is the 8-digit reference beginning with WO that you received with your activation email when you registered. The investment 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 Investment Team will be happy to help.

Password

If you have forgotten your password, you can click on 'Can't Sign In' 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 Investment Team and they will set up the access and provide the registration wording for the new user.

What if I change my email address?

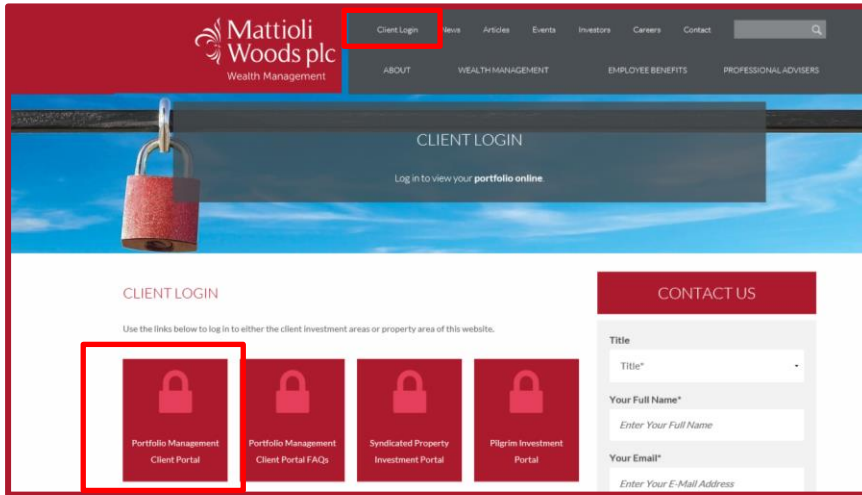
Please provide the old email address and new email address to the Investment Team and they will update the appropriate systems and confirm to you once this is complete.

What documents are delivered via the portal?

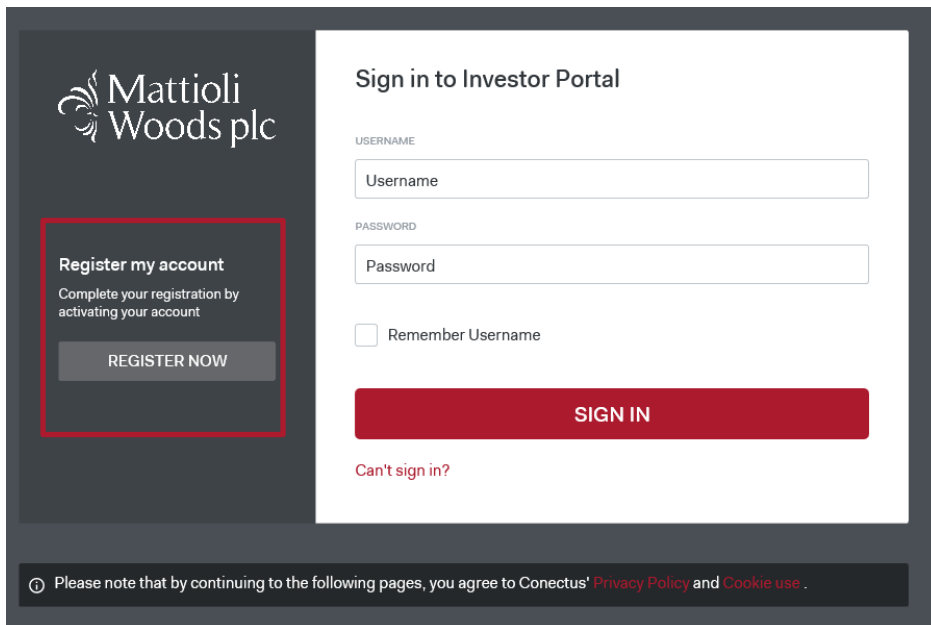
Documents loaded onto the portal include quarterly valuations, quarterly custody statements, Capital Gains Tax (CGT) reports, tax vouchers and contract notes.

Registration

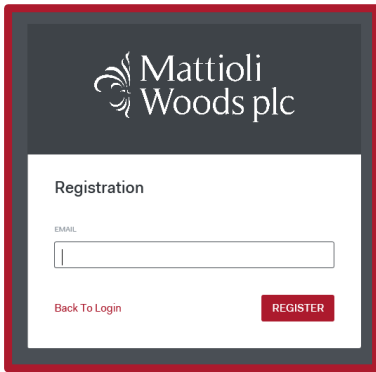
You can access the portal via the Mattioli Woods website by clicking on 'Client Login' at the top, and then clicking on the first icon, 'Portfolio Management Client Portal'.



To register, you should click on the 'Register Now' button:



Please enter your email address that the link was sent to, or the Investment Team can confirm which email address you should use if not known:



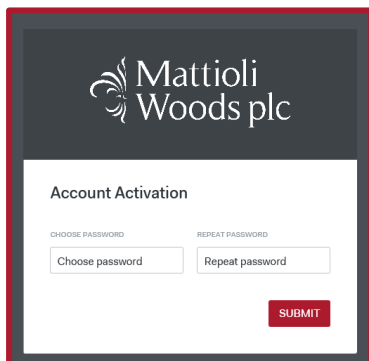
The screenshot shows the registration page for Mattioli Woods plc. At the top left is the company logo. Below it, the word "Registration" is centered. There is an "EMAIL:" label above a text input field. At the bottom left is a link "Back To Login" and at the bottom right is a red button labeled "REGISTER".

You will see this message:



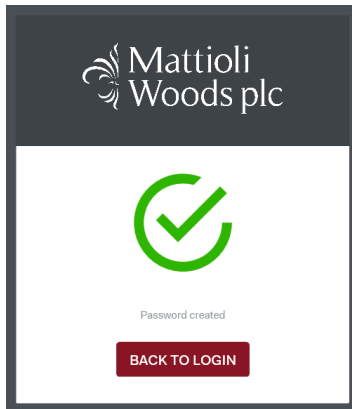
You should go to your emails and you will see an activation email containing your username. If you do not receive the activation email, please check your junk mail and deleted items. If you still haven't received anything, please contact the Investment Team and they will look further into your query.

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



The screenshot shows the account activation page for Mattioli Woods plc. At the top left is the company logo. Below it, the text "Account Activation" is centered. There are two input fields: "CHOOSE PASSWORD" with a "Choose password" button, and "REPEAT PASSWORD" with a "Repeat password" button. At the bottom right is a red button labeled "SUBMIT".

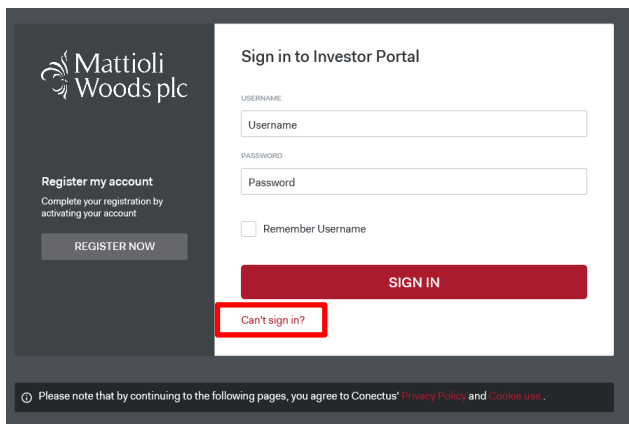
Once you have submitted your password successfully, click on 'Back to Login'.



You should enter your 8-digit username beginning WO from the activation email together with your newly created password. These will be the credentials for the portal each time you log in.

Resetting your password

This can be done by clicking on 'Can't sign in?' on the login page.



You will need to enter your registered email address. If it is the correct email address, you will see a successful page with a big green tick, which states you will receive a password reset link via email. If you have entered the incorrect email address, it will say your email address is not registered in which case you should contact your administrator. If this happens and you are unsure which email address you are registered with, please contact the Investment Team on investments@mattioliwoods.com or 0116 240 8706.

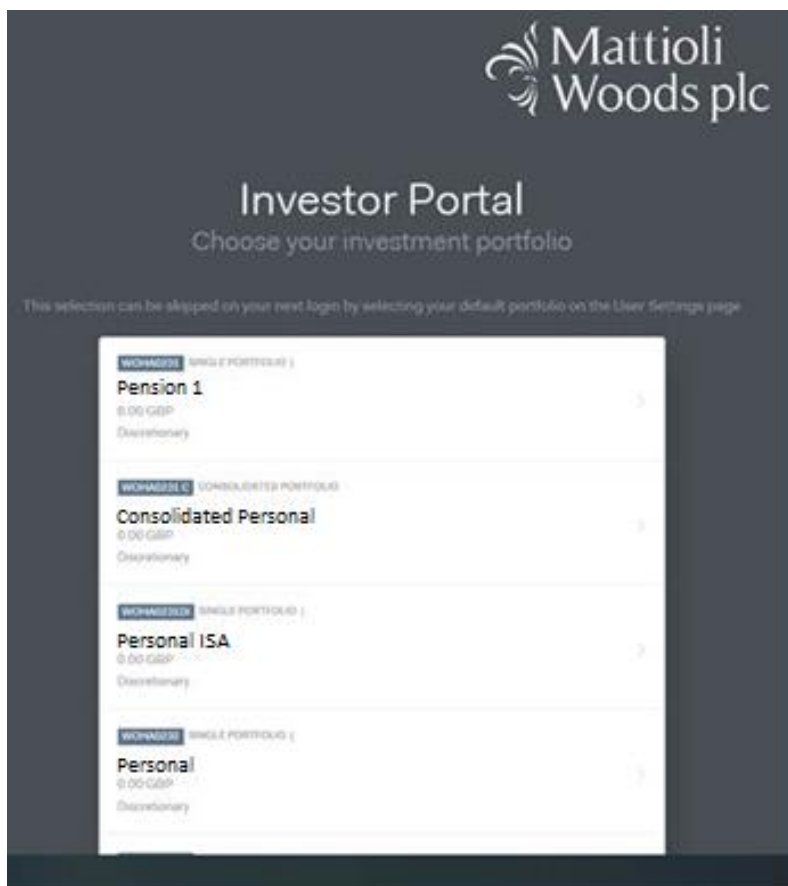
Once you enter the correct email address, you will receive a password reset link via email. Once you click on the password reset link, you will be taken to a create password page. Passwords must contain at least one uppercase letter, one lowercase letter, one number and one special character. If your screen is freezing on the password creation page, please pick a different special character, such as a question mark or exclamation mark.

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.

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.

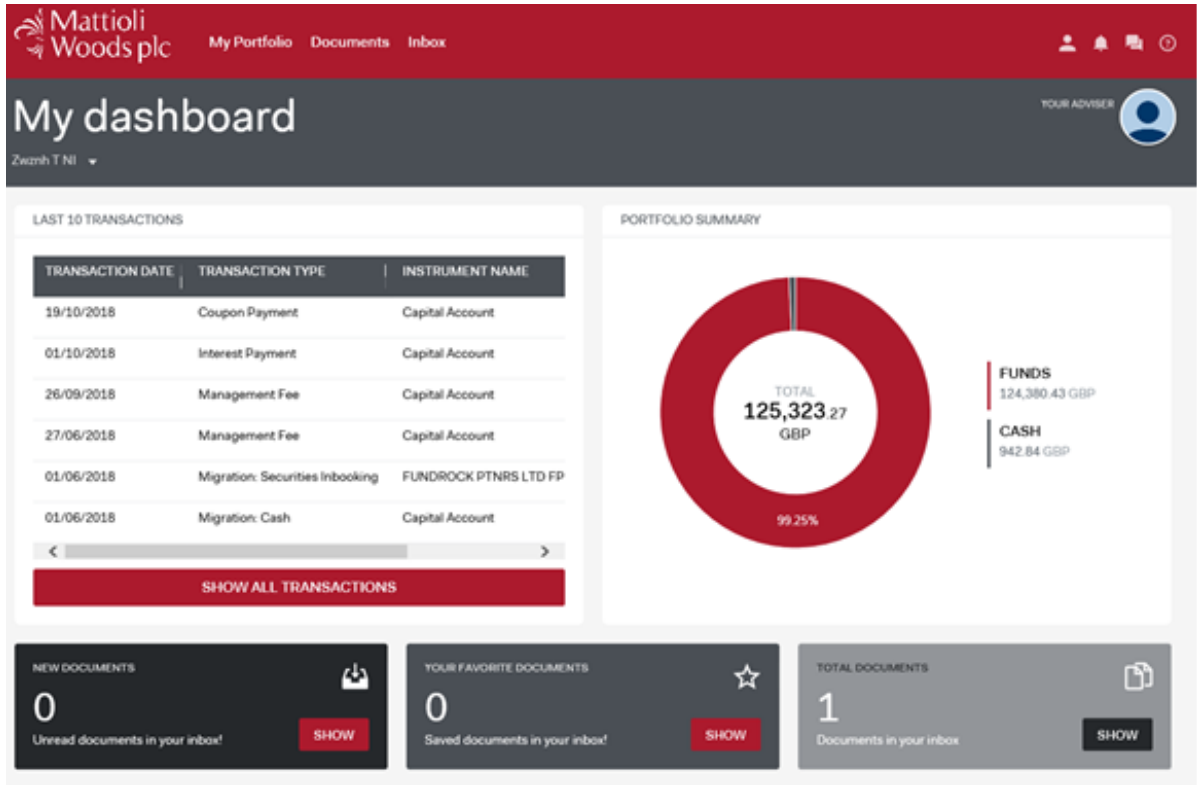


Please click on the first account you want to view, and you will be greeted by your dashboard.

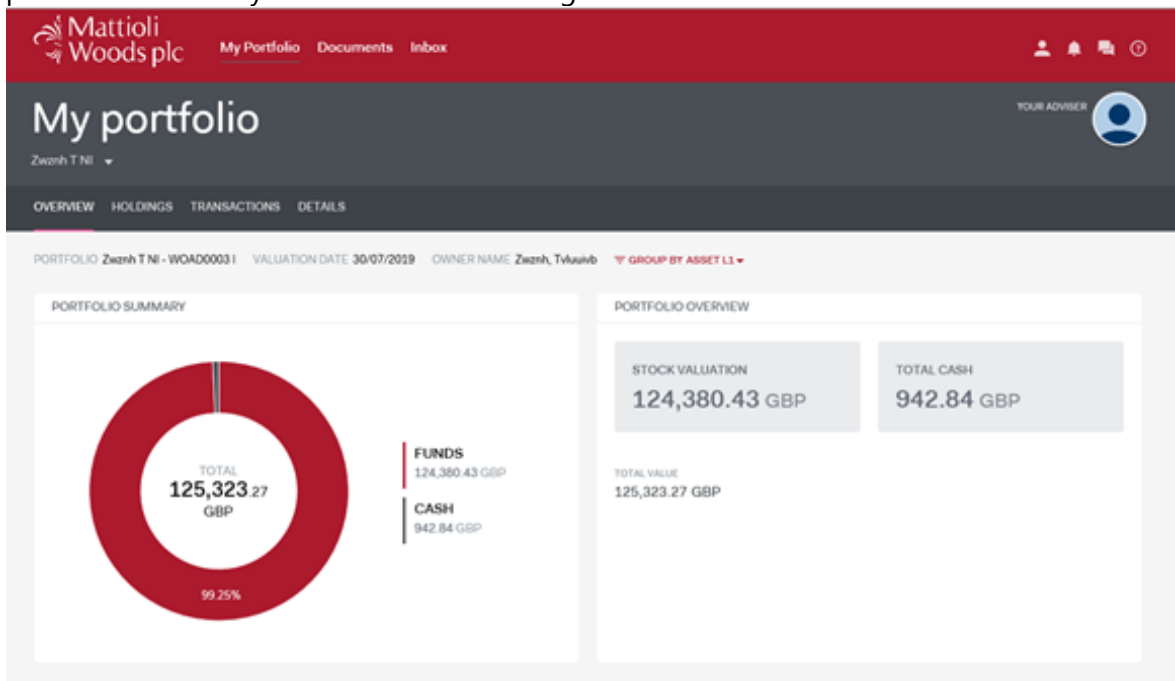
Functionality within the portal

My dashboard

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



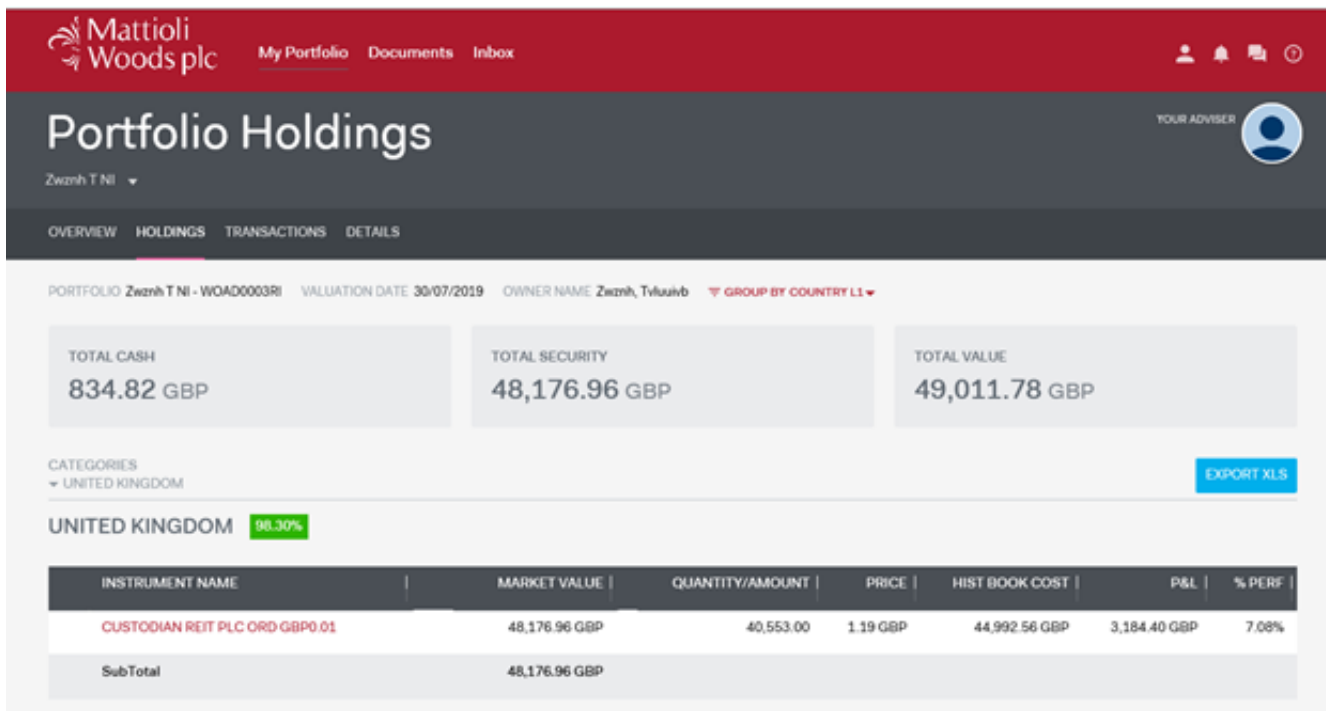
My portfolio- To get into breakdowns and holdings etc., you should click on My portfolio and then you will see the following:



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 and transactions go back to inception or April 2018 depending on which was first:

The screenshot shows the 'TRANSACTIONS' tab selected in a navigation bar. Below the navigation bar, the portfolio details are: PORTFOLIO Zwznh T NI - WOAD0003RI, VALUATION DATE 30/07/2019, and OWNER NAME Zwznh, Tvluuivb. There are tabs for ALL, CASH, and SECURITY, with SECURITY selected. The 'Security' section contains a table with one transaction:

INSTRUMENT NAME	NET AMOUNT	TRANSACTION DATE	TRANSACTION TYPE	ISIN	QTY/AMOUNT	PRICE
CUSTODIAN REIT PLC ORD GBP0.01	-44,992.56 GBP	01/06/2018	Migration: Securities Inbooking	GB00BJFLT45	40,553.00	0.00 GBP

The 'Cash' section contains a table with five transactions:

INSTRUMENT NAME	NET AMOUNT	TRANSACTION DATE	TRANSACTION TYPE	QTY/AMOUNT	PRICE
Earnings A/C For Dealing A/C	531.24 GBP	30/11/2018	Coupon Payment	531.24 GBP	N/A
Earnings A/C For Dealing A/C	-132.83 GBP	02/11/2018	Cash Withdrawal	-132.83 GBP	N/A
Earnings A/C For Dealing A/C	132.81 GBP	19/10/2018	Coupon Payment	132.81 GBP	N/A
Capital Account	0.13 GBP	01/10/2018	Interest Payment	0.13 GBP	N/A
Earnings A/C For Dealing A/C	0.02 GBP	01/10/2018	Interest Payment	0.02 GBP	N/A

A 'SHOW MORE' button is located below the Cash table.

Documents

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

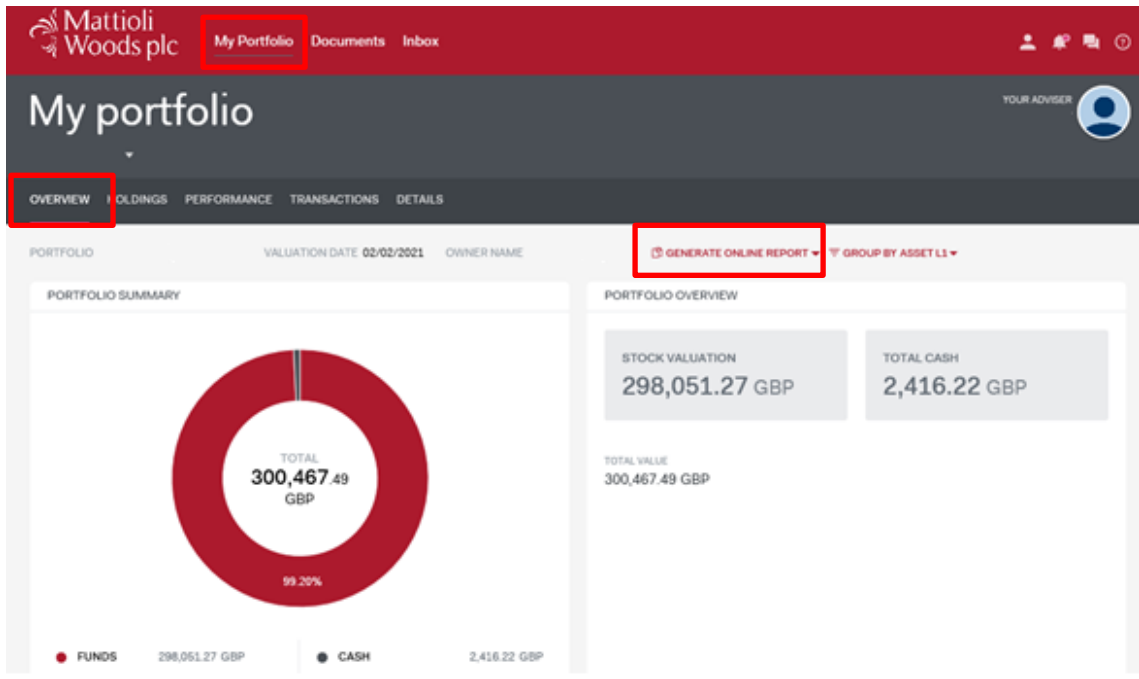
Email notifications will be sent to you to notify you when quarterly valuation PDFs become available on the portal.

You can access all your documents in the My documents section at the top of the portal, regardless of which account you have selected as your default or upon login:

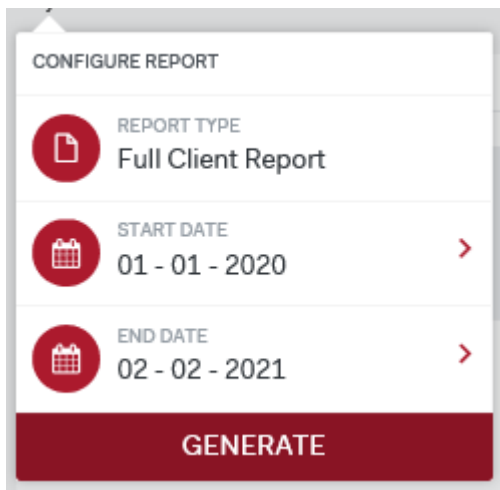
The screenshot shows the 'My documents' section of the portal. At the top, there is a navigation bar with 'My Portfolio', 'Documents', and 'Inbox'. Below this, the title 'My documents' is displayed. There are filters for 'CATEGORY' (set to All) and 'SHOW' (set to All), along with a search bar for 'Document name' and an 'EXTRA FILTERS' button. A section titled 'OTHER INVESTOR DOCUMENTS' contains a document card for 'W0XX0000 - 20200630' dated '17/07/2019'.

Full Client Report

From January 2021, you are able to 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 in 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 in the development of our full solution portal. We can also pass on your feedback to Pershing to improve your solution 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.