

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](mailto: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](mailto: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?**

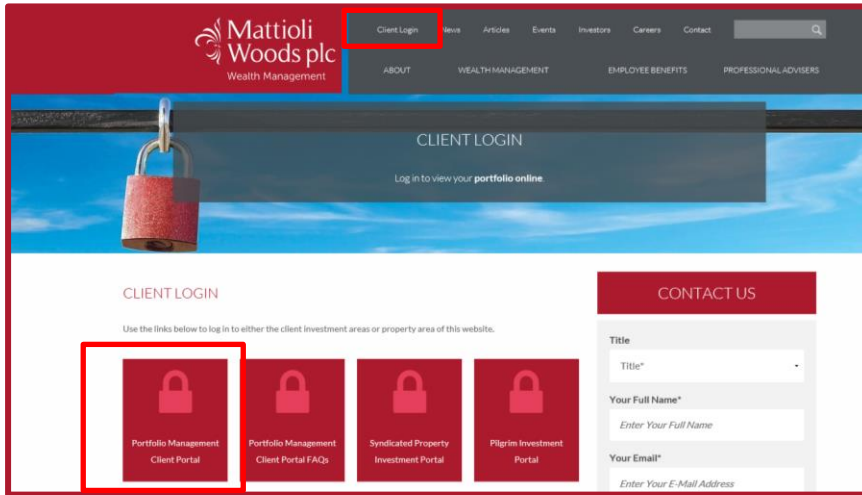
Please provide the old email address and new email address to the Investment Team and they will update the appropriate systems and confirm to you once this is complete.

## What documents are delivered via the portal?

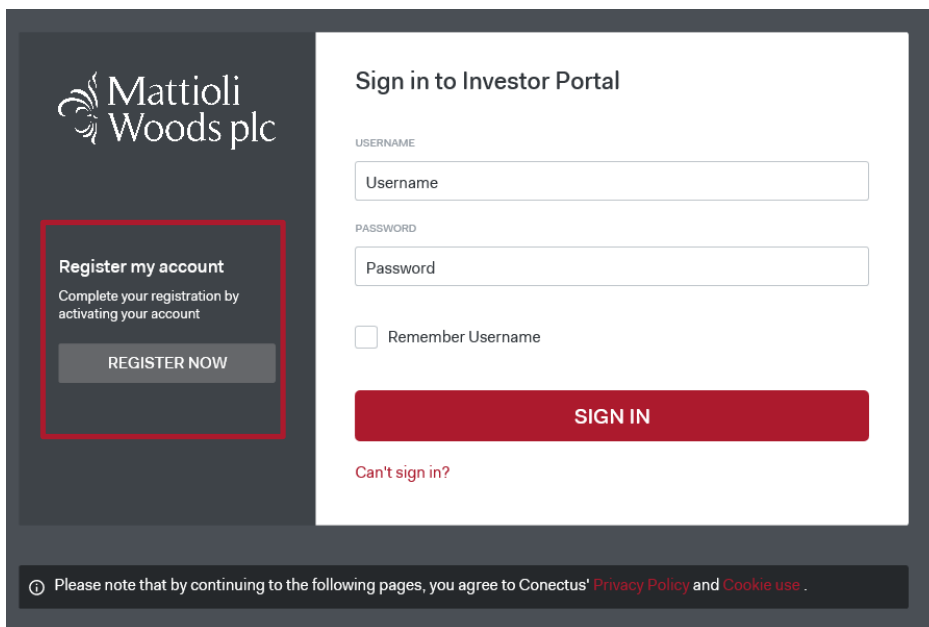
Documents loaded onto the portal include quarterly valuations, quarterly custody statements, Capital Gains Tax (CGT) reports, tax vouchers and contract notes.

## Registration

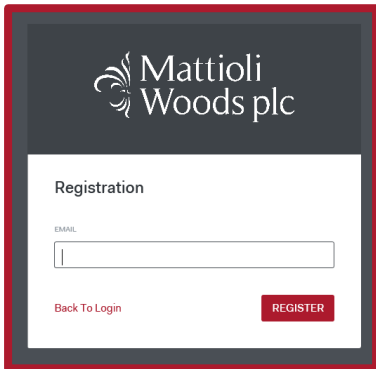
You can access the portal via the Mattioli Woods website by clicking on 'Client Login' at the top, and then clicking on the first icon, 'Portfolio Management Client Portal'.



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:



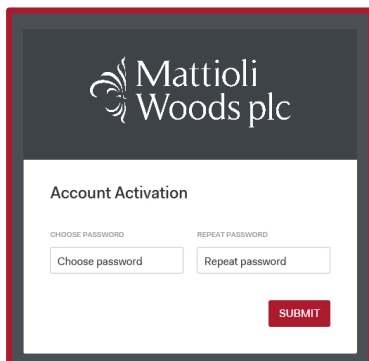
The screenshot shows the registration page for Mattioli Woods plc. At the top left is the company logo. Below it, the word "Registration" is centered. There is an "EMAIL:" label above a text input field. At the bottom left is a link "Back To Login" and at the bottom right is a red button labeled "REGISTER".

You will see this message:



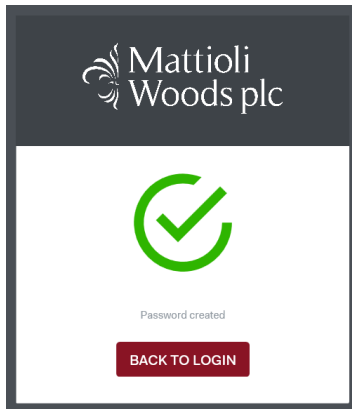
You should go to your emails and you will see an activation email containing your username. If you do not receive the activation email, please check your junk mail and deleted items. If you still haven't received anything, please contact the Investment Team and they will look further into your query.

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".

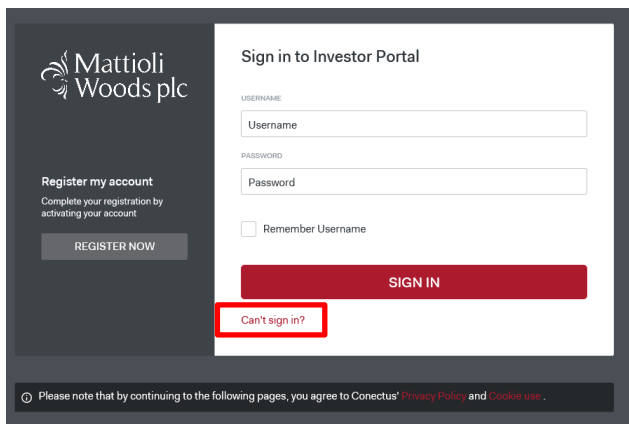
Once you have submitted your password successfully, click on 'Back to Login'.



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](mailto:investments@mattioliwoods.com) or 0116 240 8706.

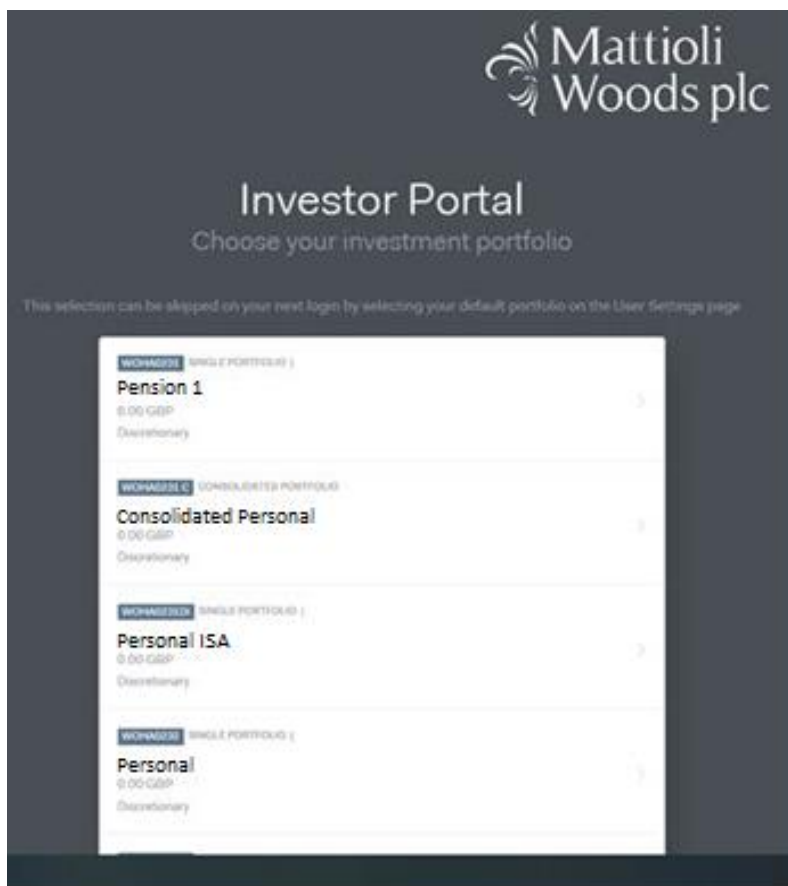
Once you enter the correct email address, you will receive a password reset link via email. Once you click on the password reset link, you will be taken to a create password page. Passwords must contain at least one uppercase letter, one lowercase letter, one number and one special character. If your 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.

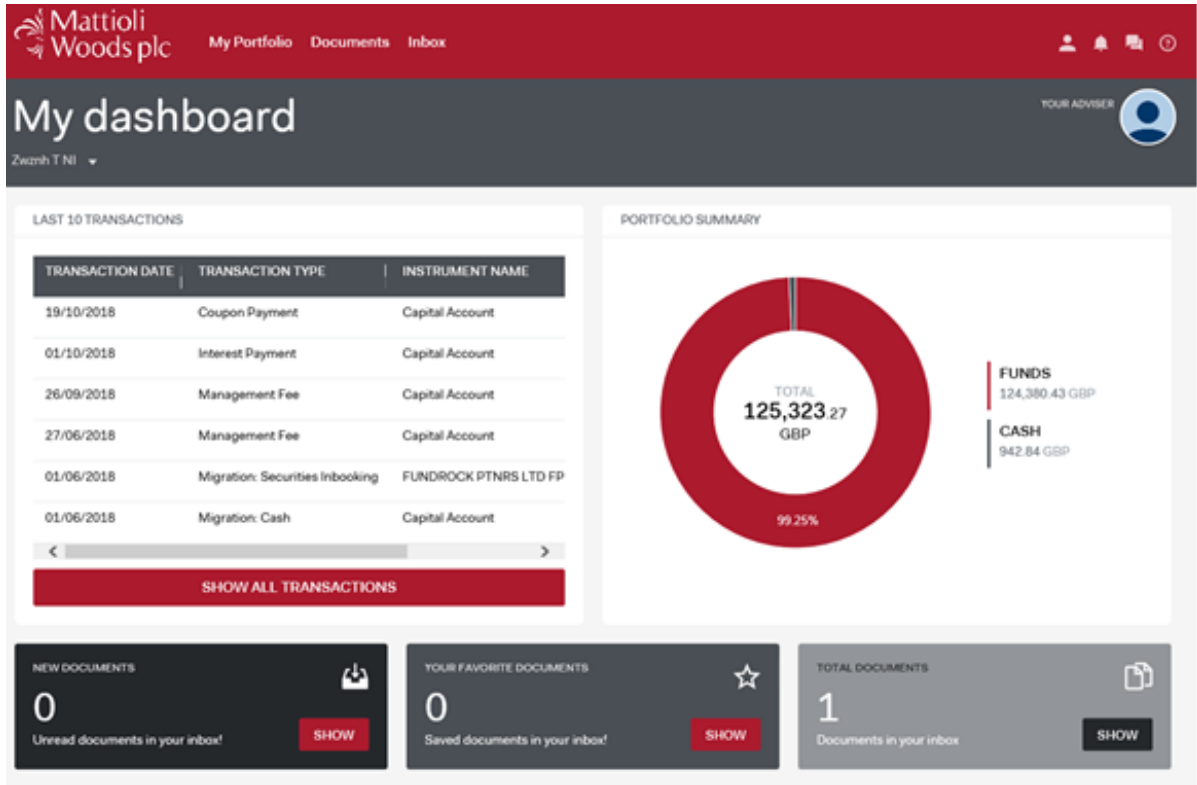


Please click on the first account you want to view, and you will be greeted by your dashboard.

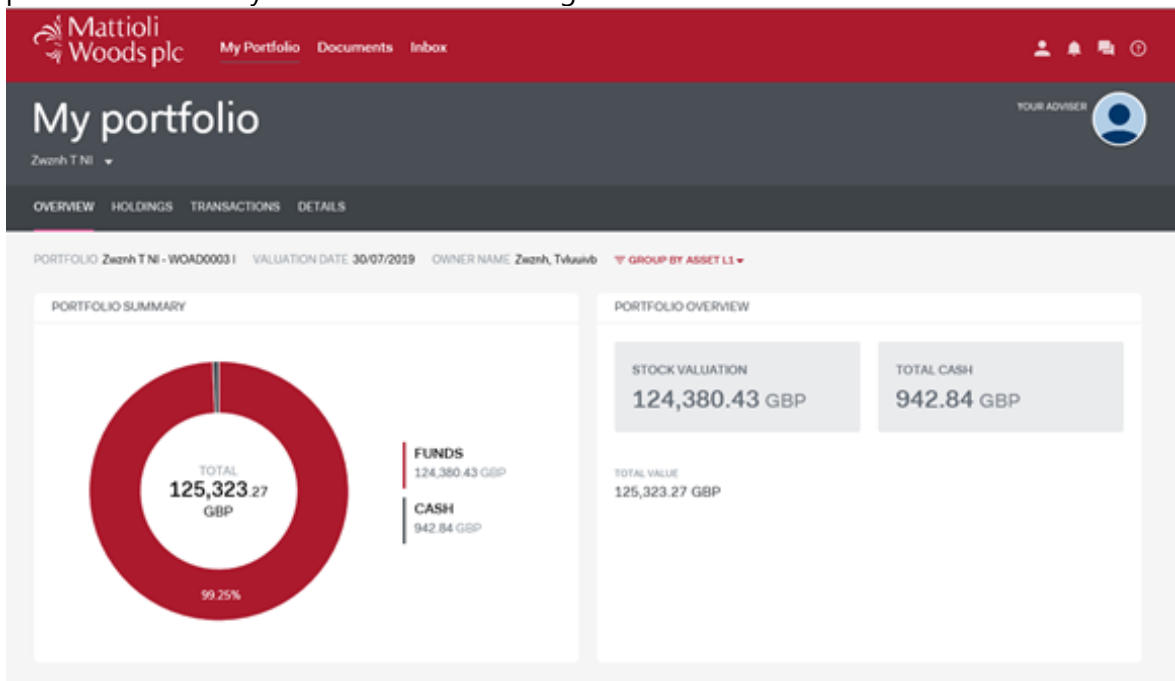
## Functionality within the portal

### My dashboard

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



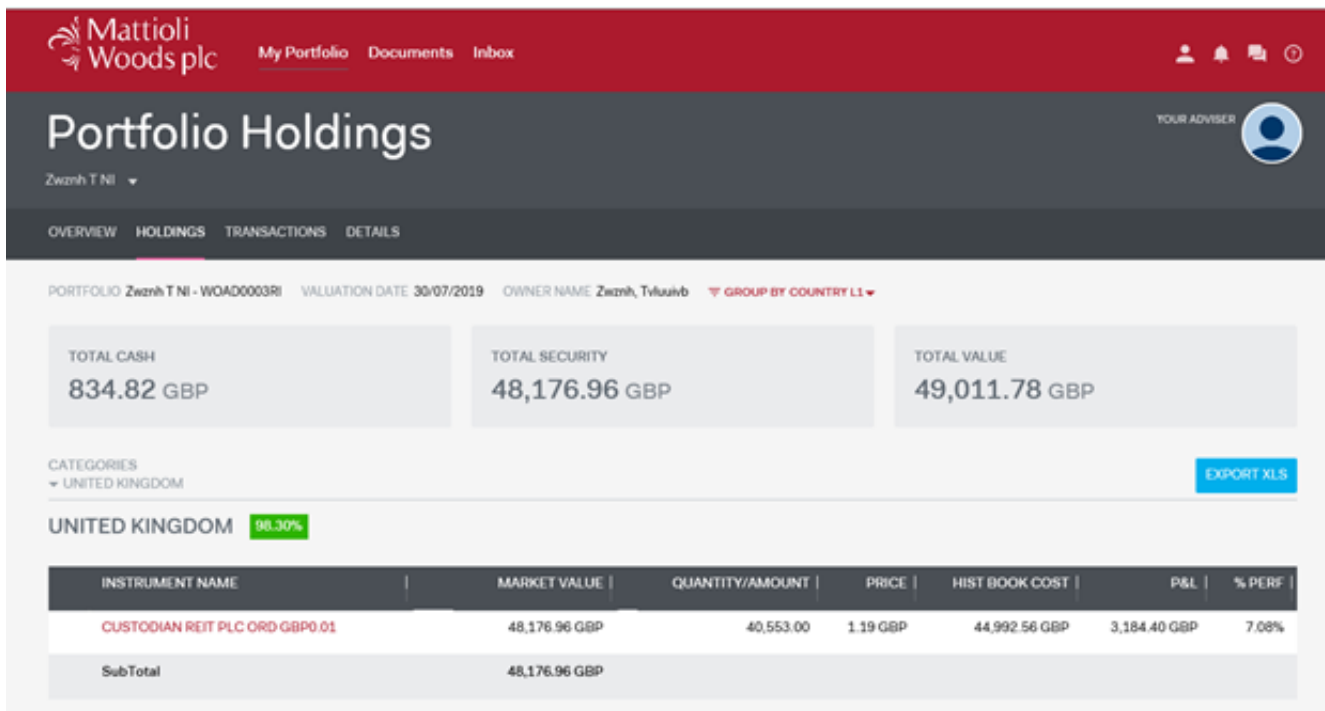
**My portfolio-** To get into breakdowns and holdings etc., you should click on My portfolio and then you will see the following:



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:

OVERVIEW HOLDINGS **TRANSACTIONS** DETAILS

PORTFOLIO Zwznh T NI - WOAD0003RI VALUATION DATE 30/07/2019 OWNER NAME Zwznh, Tvluuivb

ALL CASH SECURITY

### Security

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

### Cash

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

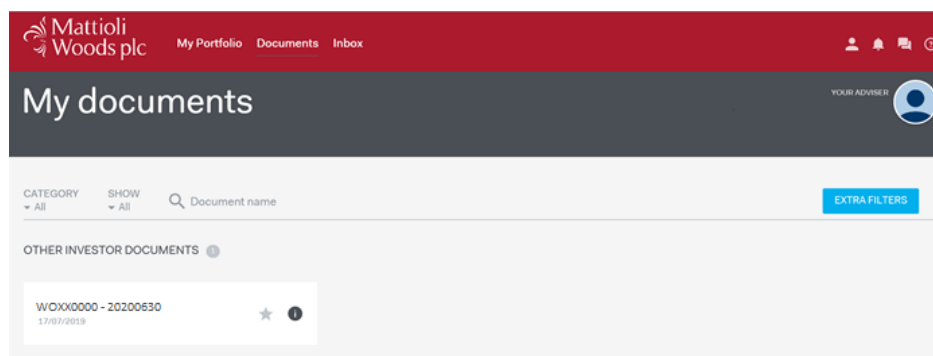
SHOW MORE

## 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.

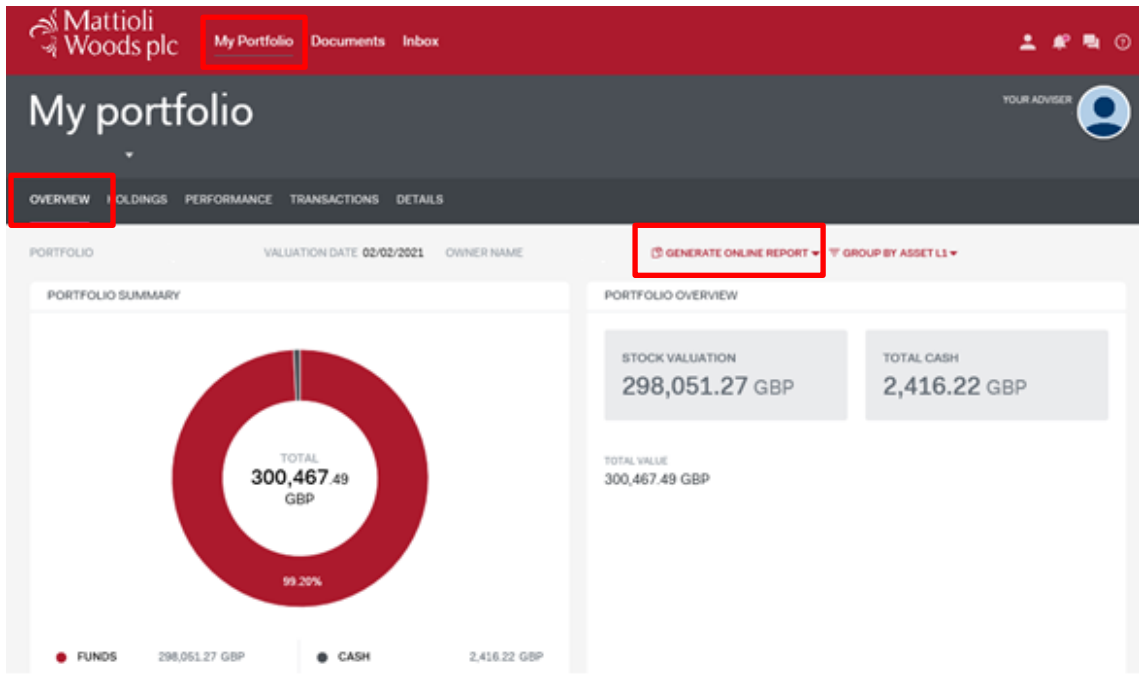
You can access all your documents in the My documents section at the top of the portal, regardless of which account you have selected as your default or upon login:



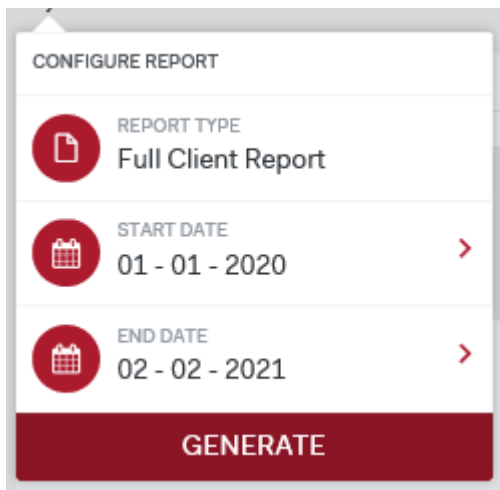


### Full Client Report

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](mailto: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.

**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](http://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](mailto: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](mailto:investments@mattioliwoods.com) and the team will unblock your username and confirm to you.