





Welcome to the Mattioli Woods Total Wealth Portal Client Guide

Dear Client

It has long been an ambition of mine for Mattioli Woods to offer a single online platform to support our clients in their wealth management journey. I am delighted to announce the launch of the new Mattioli Woods Total Wealth portal.

This digital offering provides a home for your pension, personal, and trust assets, enabling you to keep up to date with your personal wealth in one secure, convenient, and accessible location.

Available via internet browser, you can securely access your data from anywhere in the world.

Additionally, we can use the Total Wealth portal as your adviser and administrator to securely share key documents for you to review.

The following guide explains how to navigate the Total Wealth portal and will show you what to expect on each screen.

I hope you will enjoy the user experience that Total Wealth offers.

Yours sincerely

Ian Mattioli MBE
Chief Executive Officer



Contents

WELCOME TO THE MATTIOLI WOODS TOTAL WEALTH PORTAL CLIENT GUIDE	2
1. Access	4
1.1. Requesting Access for the First Time	4
1.2. Activating Your New Total Wealth Portal Account	4
2. Home Screen	9
3. My Account	10
3.1. Change Password	11
3.2. Change Security Questions	12
3.3. Personal Details	13
3.4. Marketing Preferences	14
3.5. Adviser Details	15
4. Messages and Documents	16
4.1. Compose	16
4.2. Inbox	17
4.3. Important Only	17
4.4. Sent	17
5. Analysis Screen	18
5.1. Portfolios	18
5.2. Investments	19
5.3. Allocation	20
6. Balance Sheet	22
6.1. Assets	23
6.2. Pension Assets	23
6.3. Annuities	24
6.4. Liabilities	24
7. Linked Portfolios & Accounts	25
8. Valuation Basis	25

1. Access

1.1. Requesting Access for the First Time

If you do not currently have access to the Total Wealth portal, you will need to contact your client relationship manager, who will complete your onboarding and be delighted to assist with any queries you may have.

Should you not know who your client relationship manager is, or if you do not have their contact details to hand, please do not hesitate to call us on **0116 240 8700**.

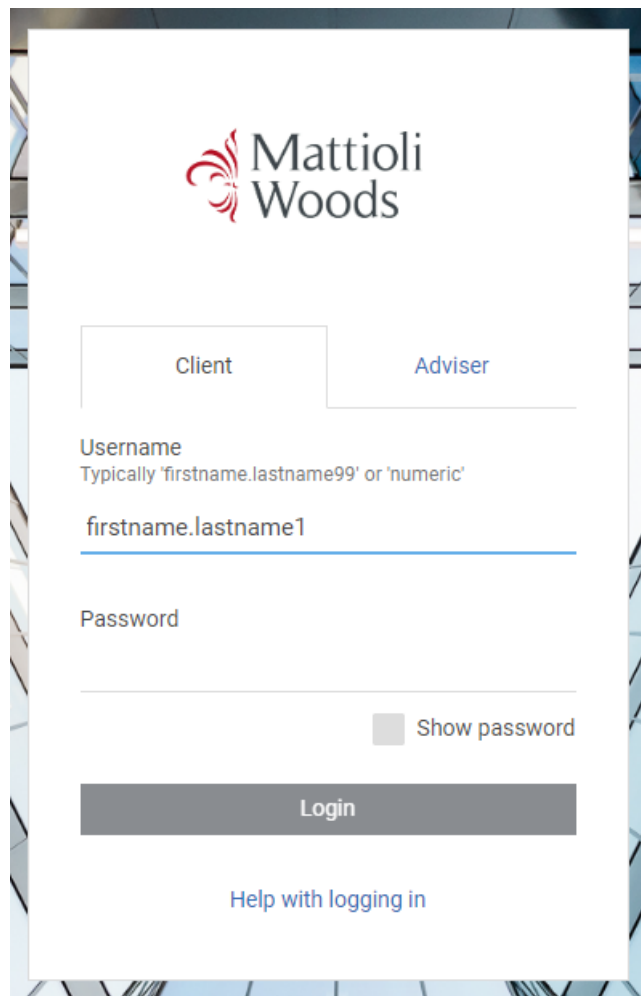
1.2. Activating Your New Total Wealth Portal Account

You should now have received two emails from us:

1. Welcome email with your username
2. Separate email containing your temporary password

To activate your account, follow the link in the welcome email or head to the **Client Login** section of the Mattioli Woods website, where you will find a secure link to the login page.

Enter the username and temporary password provided and click **Login**.



The screenshot shows the Mattioli Woods Client Login page. At the top is the Mattioli Woods logo. Below it are two tabs: 'Client' (selected) and 'Adviser'. Under the 'Client' tab, there are fields for 'Username' and 'Password'. The 'Username' field has a hint: 'Typically 'firstname.lastname99' or 'numeric'' and contains the text 'firstname.lastname1'. The 'Password' field is empty. To the right of the password field is a 'Show password' checkbox. Below the password field is a 'Login' button. At the bottom is a link that says 'Help with logging in'.



After clicking **Login**, you will be asked to choose an additional verification method. The choices are limited to the email address or mobile telephone number we have recorded on file for you. If you wish to change any contact details we hold for you, please contact your client relationship manager.

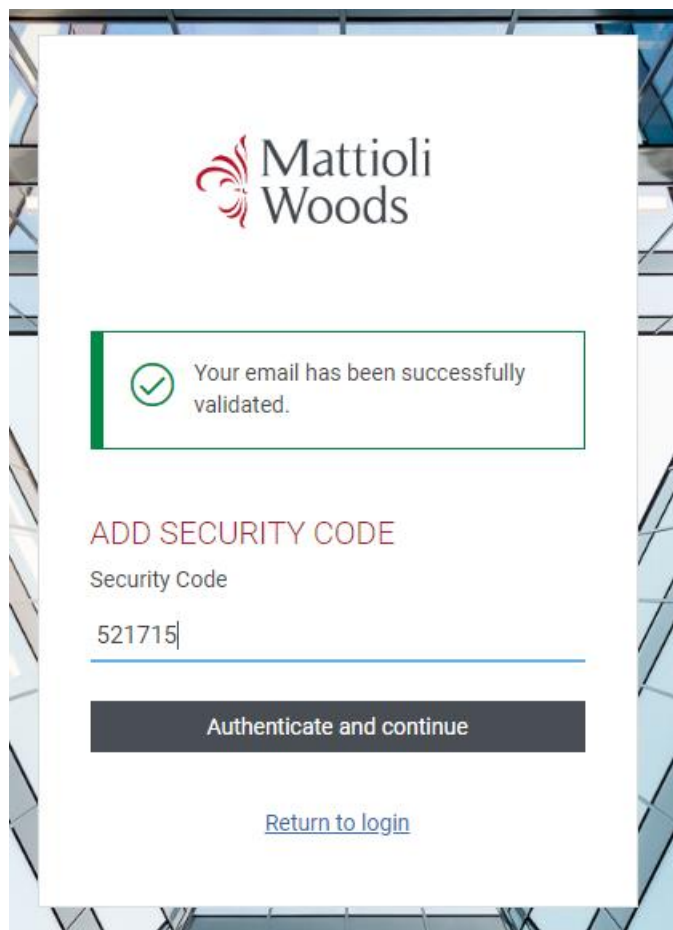
Your chosen additional verification method will be remembered by the system. You can change your additional verification method at any time in the 'My Account' section of the portal, please see section Error! Reference source not found. Error! Reference source not found. for guidance.

This is a screenshot of the 'ADDITIONAL VERIFICATION' screen in the Mattioli Woods portal. The screen has a white background with a blue and grey geometric pattern on the left and right sides. At the top left is the Mattioli Woods logo. Below the logo, the title 'ADDITIONAL VERIFICATION' is in red. The text below reads: 'For additional security we require you to also do additional verification before your log in. Please choose method of verification below.' Underneath, there is a section titled 'Verification method' with two radio button options: 'SMS text message (*****8681)' and 'Email (z****y@mattioliwoods.com)'. At the bottom, there is a dark grey button labeled 'Select and continue' and a blue link labeled 'Return to login'.This is a screenshot of the 'VALIDATE YOUR EMAIL' screen in the Mattioli Woods portal. The screen has a white background with a blue and grey geometric pattern on the left and right sides. At the top left is the Mattioli Woods logo. Below the logo, the title 'VALIDATE YOUR EMAIL' is in red. The text below reads: 'We just sent you a message with your authentication code. Enter the code from the message below to validate your email.' Underneath, there is a section titled 'Security Code' with the code '546186' displayed. At the bottom, there is a dark grey button labeled 'Authenticate and continue' and a blue link labeled 'Return to login'.

Select the additional verification method you would like to use and click **Select and Continue**.

You will receive a one-time password (OTP) to the selected email address or mobile telephone number. Enter this security code as shown above and click **Authenticate and continue**.

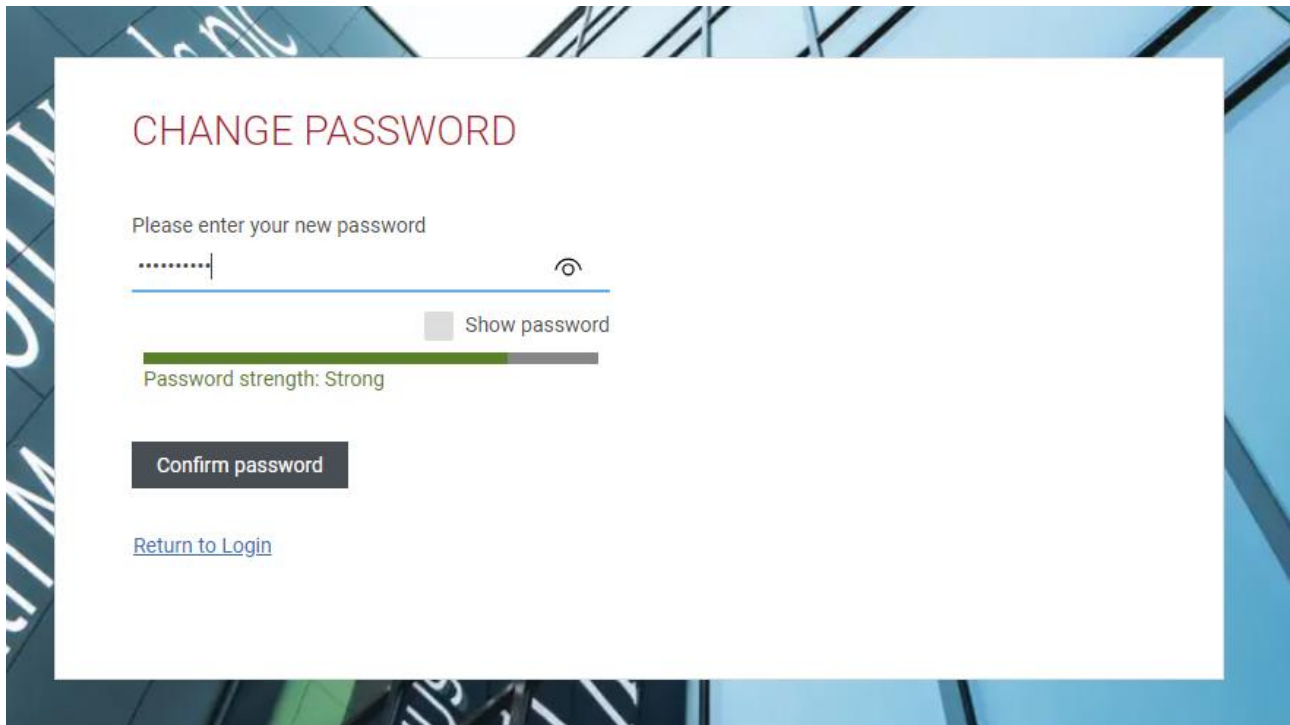
You will now be sent a second OTP to the same device as you received your first. This needs to be input in the 'Add Security Code' box shown below.

A screenshot of the Mattioli Woods 'Add Security Code' screen. The screen is white with a blue and grey geometric patterned border. At the top is the Mattioli Woods logo. Below it is a green checkmark icon and the text 'Your email has been successfully validated.' in a green box. The main heading 'ADD SECURITY CODE' is in red. Below it, the label 'Security Code' is in grey. A text input field contains the number '521715'. Below the input field is a dark grey button with the text 'Authenticate and continue' in white. At the bottom is a blue link that says 'Return to login'.

Mattioli Woods and its staff will never ask you for an OTP. Never share your OTP with anyone.

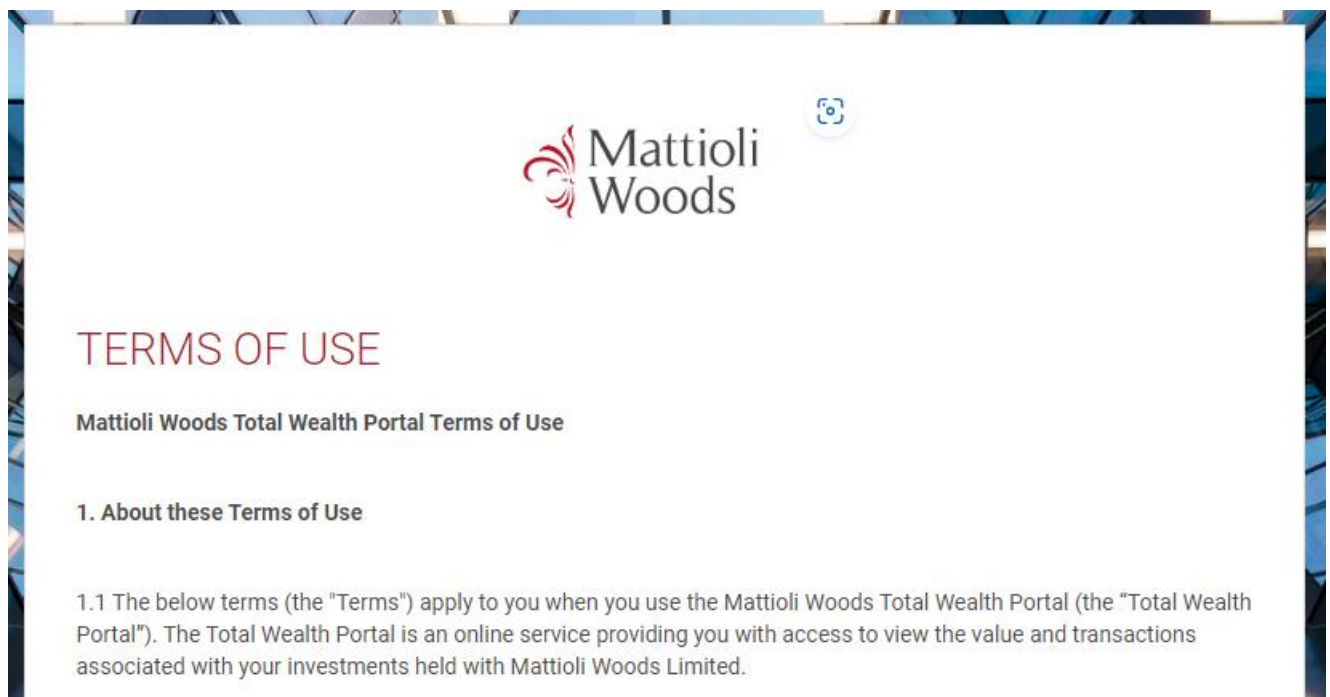
The strength of the password will be indicated; we suggest you use a password with a minimum strength of strong.

You will only be required to type the password once. Click the eye icon to reveal the password temporarily or tick the **Show password** box to reveal permanently. When you are ready, click **Confirm password**.

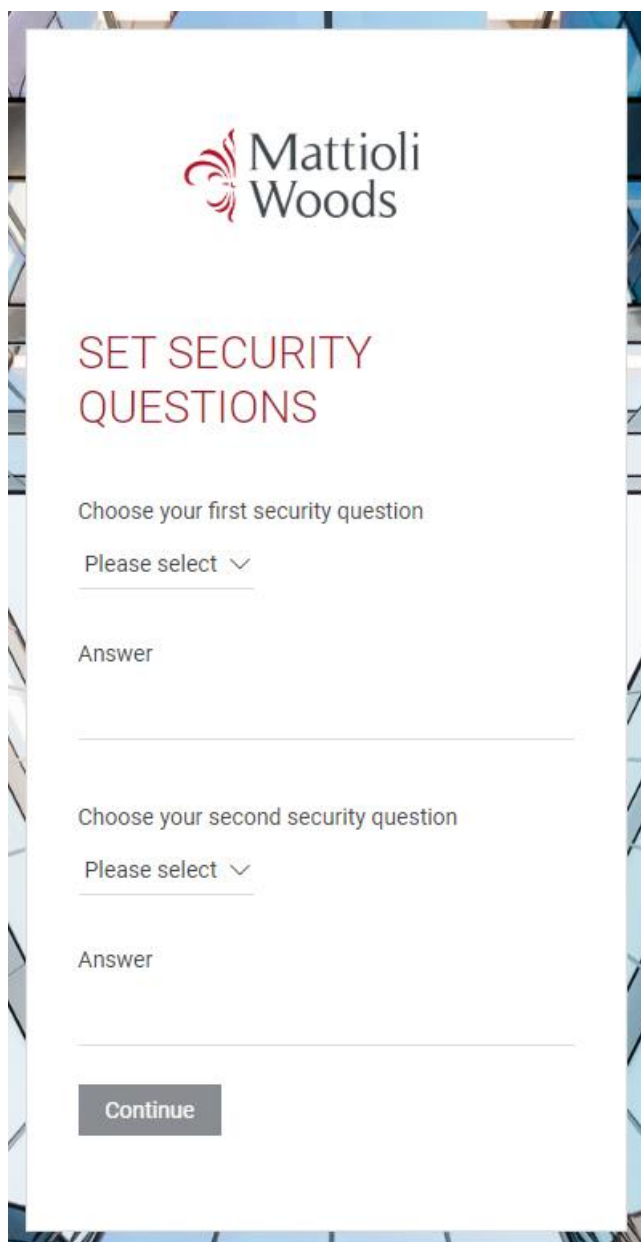



The screenshot shows a 'CHANGE PASSWORD' form. At the top, it says 'CHANGE PASSWORD' in red. Below that, it says 'Please enter your new password'. There is a password input field with a blue underline and a blue eye icon to its right. Below the input field is a 'Show password' checkbox. A green progress bar indicates the password strength, with the text 'Password strength: Strong' below it. At the bottom of the form is a dark grey button labeled 'Confirm password' and a blue link labeled 'Return to Login'.

You will be prompted to accept the Mattioli Woods Total Wealth portal Terms of Use. In order to use the portal, these Terms of Use must be agreed to.



The screenshot shows the 'TERMS OF USE' page. At the top, it features the Mattioli Woods logo and a small blue icon. Below the logo, it says 'TERMS OF USE' in red. Underneath, it says 'Mattioli Woods Total Wealth Portal Terms of Use'. The page is divided into sections, with the first section titled '1. About these Terms of Use'. The first subsection is '1.1 The below terms (the "Terms") apply to you when you use the Mattioli Woods Total Wealth Portal (the "Total Wealth Portal"). The Total Wealth Portal is an online service providing you with access to view the value and transactions associated with your investments held with Mattioli Woods Limited.'

A screenshot of a web form titled "SET SECURITY QUESTIONS" with the Mattioli Woods logo at the top. The form contains two identical sections for setting security questions. Each section has a dropdown menu labeled "Please select" with a downward arrow, followed by a text input field labeled "Answer". At the bottom of the form is a grey button labeled "Continue". The form is set against a background of a modern building facade.

Mattioli Woods

SET SECURITY QUESTIONS

Choose your first security question

Please select ▼

Answer

Choose your second security question

Please select ▼

Answer

Continue

The final step of the verification process is to set your security questions. These security questions are known only to you as a client and will enable you to reset your password independently should you forget it.

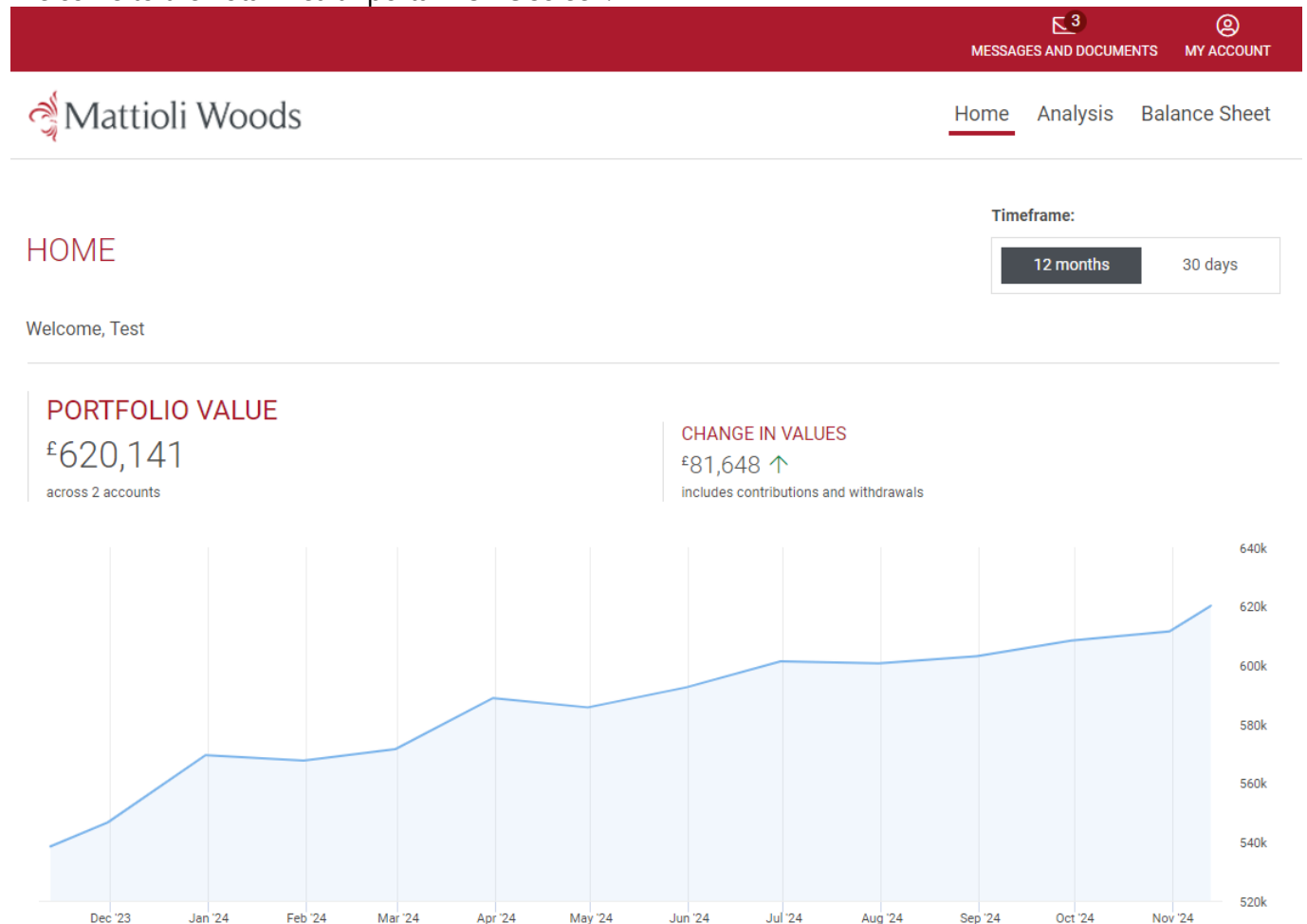
Use the **Please select** dropdown to select one of the available security questions and answer the chosen questions.

Security questions are case sensitive, we therefore encourage you to use all lowercase letters when typing your answer.

When you are happy with your question selection and answers, click **Continue** to complete your Total Wealth portal verification.

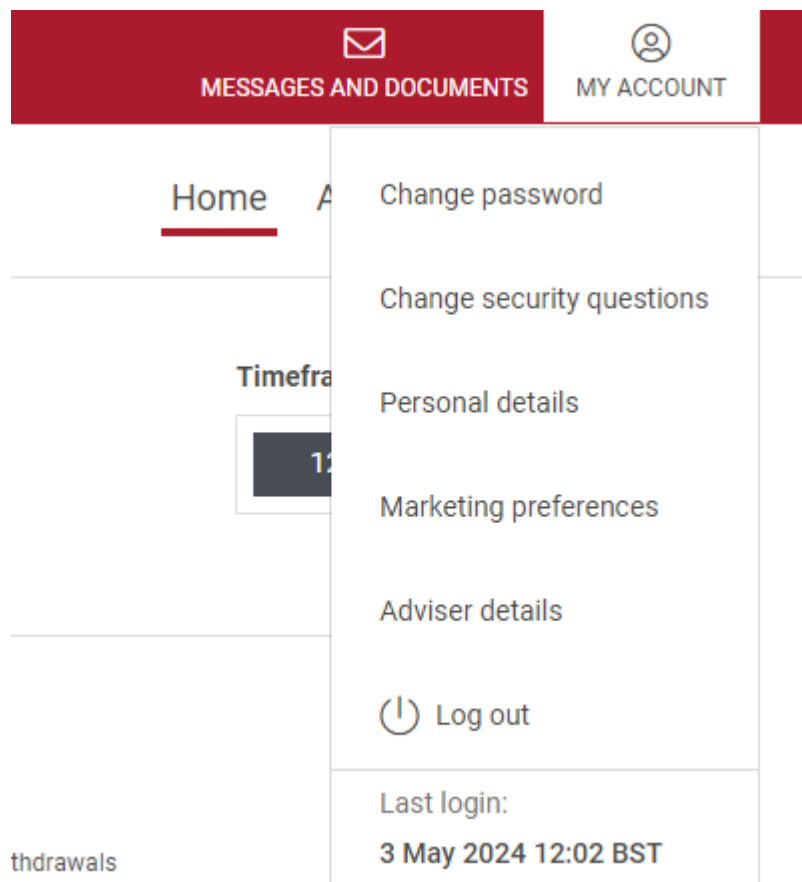
2. Home Screen

Welcome to the Total Wealth portal **Home** screen.



This page will show you your total portfolio value or Assets under Management (AUM). The default view for this page is 12 months; you can toggle between this and a more granular 30-day view using the timeframe selection.


3. My Account



The **My Account** section can be accessed via the button in the top right corner of the screen. There are five sub sections and a **Log out** button.

Instructions on how to use each of the five sub sections is contained below.

3.1. Change Password




CHANGE PASSWORD

Please enter your current password


.....

☐ Show password

Please enter your new password

..... 

☐ Show password

 Password strength: Strong

Confirm password

To change your password, begin by entering your current password. Now, in the box below, enter a new password of your choice.

You will only be required to type the password once. Click the eye to reveal the password temporarily or tick the **Show password** box to reveal it permanently. When you are ready, click **Confirm password**.

3.2. Change Security Questions



SET SECURITY QUESTIONS

Choose your first security question

Please select ▼

Answer

Choose your second security question

Please select ▼

Answer

Continue

You can reset your security questions in this section. These security questions are known only to you as a client and will enable you to reset your password independently should you forget it.

Use the **Please select** dropdown to select one of the available security questions and answer the chosen question.

Security questions are case sensitive, we therefore encourage you to use all lowercase letters when typing your answer.

When you are happy with your question selection and answers, click **Continue** to complete the reset process.

3.3. Personal Details



Home Analysis Balance Sheet

MESSAGES AND DOCUMENTS 3MY ACCOUNT

PERSONAL DETAILS

i If you wish to update your personal details, please contact your adviser.

Contact your adviser

ABOUT YOU

Title	Mr
First name	Test
Middle name (s)	
Surname	Client
Date of birth	18/01/1952
Country of birth	United Kingdom

The **Personal Details** section allows you to review the personal details that Mattioli Woods holds for you.

Scrolling down this page, you will be able to see the About You, Contact Details and Residential Address sections.

These details cannot be changed from within the Total Wealth portal. Should you wish to update any details, please contact your consultant via the **Messages and Documents** section detailed in section 4 of this guide.

3.4. Marketing Preferences



MARKETING PREFERENCES

I would like to receive updates about products and services, promotions, news and events via:

- ☐ Email
- ☐ Mail
- ☐ SMS

Cancel

Save


Your personal marketing preferences can be updated here and will influence the way we contact you with marketing material.

Tick the boxes for as many or as few contact methods as you would like us to use.


Please note these preferences are for marketing material only and will not influence how your consultant or client relationship manager contact you.


3.5. Adviser Details

From the **Adviser Details** page, you will be able to see who your consultant is and which of our offices they are based at.




Home Analysis Balance Sheet

 3
MESSAGES AND DOCUMENTS


 MY ACCOUNT

ADVISER DETAILS



Test Adviser

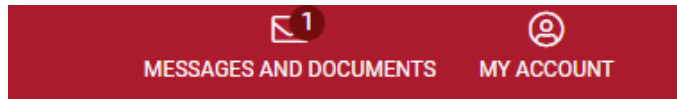
Consultant 1

 1, New Walk, Leicester, United Kingdom, LE1 6RU [Show on map](#)

You can contact your consultant directly and securely via the **Messages and Documents** section of the portal.

4. Messages and Documents

Click the **Messages and Documents** icon in the header to access your messages and documents as well as send a message to your consultant.



[Home](#) [Analysis](#) [Balance Sheet](#)

Please note these messages are not monitored 24/7 and will be responded to within our business working hours as an email ordinarily would.

Mattioli Woods' core working hours are Monday to Thursday 9am to 5pm and Friday 9am to 4.30pm.

4.1. Compose

Using the **Compose** button, you can write a message that will be sent directly to your consultant through our secure messaging system.

Documents can be attached to the message using the **Add** button.

When you are happy with your message, press **Send a message** to send it to your consultant.

NEW MESSAGE

Subject

Message Subject

Attachments

Add

Message

Dear Adviser

Message to your adviser here.

Yours sincerely
Client Name


Cancel

Send a message

4.2. Inbox

Your **Inbox** will have a record of all secure messages sent to you via the Total Wealth portal. The portal is best utilised for single communications with your client relationship manager and consultant. Ongoing conversations are encouraged via email and other methods.

Messages cannot be deleted and will remain in the **Inbox** as a record of your communications with your client relationship manager and consultant.



Home Analysis Balance Sheet

MESSAGES AND DOCUMENTS

Compose

Inbox (3)

Important only

Sent

To be signed

Sort by Created date (newest - oldest)

Filter by type All document types

Search subject here

Doc Attached

6 Aug 2024 15:28

View your investments online with Total Wealth

16 Jul 2024 15:19

Your Total Wealth Username

16 Jul 2024 14:44

View your investments online with Total Wealth

16 Jul 2024 14:43

View your investments online with Total Wealth

16 Jul 2024 14:36

Your Total Wealth Username

16 Jul 2024 14:32

DOC ATTACHED

Created: 6 Aug 2024 15:28

Reference date: 6 Aug 2024

Test

ATTACHMENTS

Mockup Example Letter.docx

Uploaded 06/08/2024

Reply

4.3. Important Only

Mattioli Woods do not use the **Important Only** inbox, as we consider all our communication with you to be important. This means all your messages will arrive in one inbox and remove the need to check multiple locations.

4.4. Sent


The **Sent** box will contain a record of all messages that you have sent to Mattioli Woods via the Total Wealth portal.

5. Analysis Screen

The **Analysis** screen allows deeper exploration of the valuation graph over time. Click on the date range or calendar icon to open the filter options, where you can choose from a range of preset periods or enter a custom date range of your choosing.

Press **Apply** to regenerate the graph. Hover your cursor over the graph to reveal the value at different dates.

ALL PORTFOLIOS

9th May 2022 – 9th May 2024 

PORTFOLIO VALUE

£587,365

across 2 accounts

CHANGE IN VALUES

£27,101 ↑

includes contributions and withdrawals



5.1. Portfolios

The **Portfolios** tab shows the total value of your portfolio held with Mattioli Woods, the number of accounts within this portfolio and the value of change to your portfolio within the period.

<div> <div>Portfolios</div> <div>Investments</div> <div>Allocation</div> </div>		
Portfolios	Value	Value of change
Client, Mr Test Client (2 accounts)	587,365.56 GBP	27,101.63 GBP ↑ >

5.2. Investments

The **Investments** tab shows a more granular break down of the accounts within your portfolio. This could include General Investment Accounts (GIAs), Individual Savings Accounts (ISAs), Junior ISAs (JISAs), and bonds etc.

You can see:

- underlying security name
- units/price per unit
- percentage amount this makes up of your overall portfolio
- market value

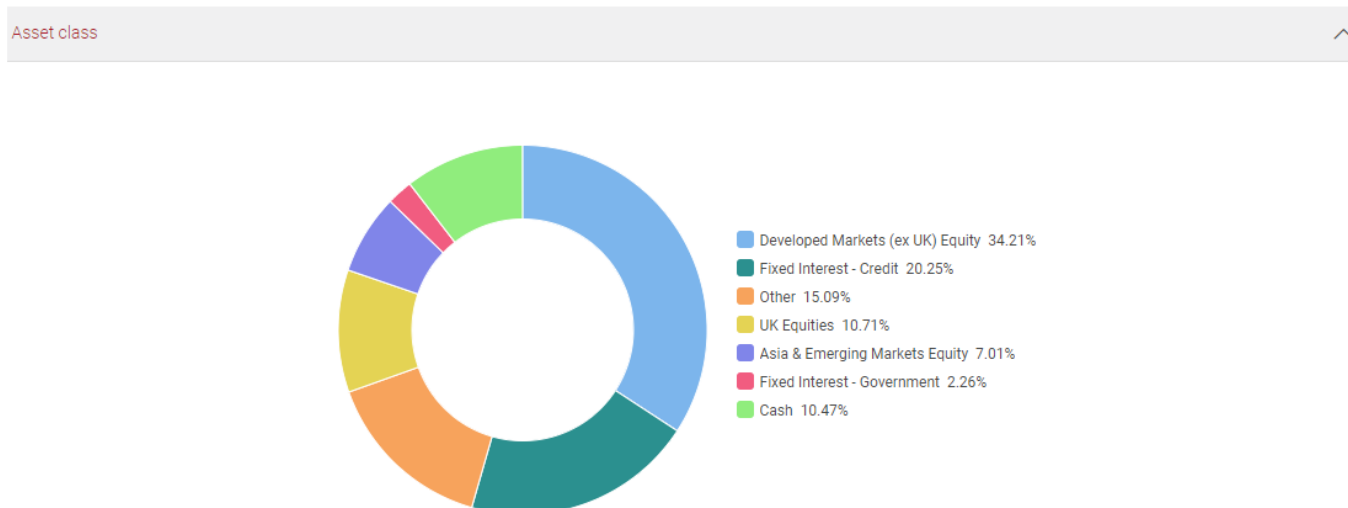
These terms are further explained and clarified by the **What does this mean?** link.

<div> Portfolios Investments Allocation </div>				
Expand all Collapse all				What does this mean?
Account				Market value
^ WOCA0001 ID (PershingUK) - Pershing ISA Dealing Account Client, Mr Test Client				£103,799.39
Security name ^	Book cost €	Units / Price	% Amount €	Market value €
Mattioli Woods PLC - FP Mattioli Woods Adventurous B GBP Inc	£100,000.00	69,079.8563 £1.50	17.24%	£103,799.39
^ WOCA0002 D (PershingUK) - Pershing Dealing Account Client, Mr Test Client				£498,122.94
Security name ^	Book cost €	Units / Price	% Amount €	Market value €
Mattioli Woods PLC - FP Mattioli Woods Balanced C GBP Acc	£485,000.00	171,541.7536 £2.90	82.76%	£498,122.94

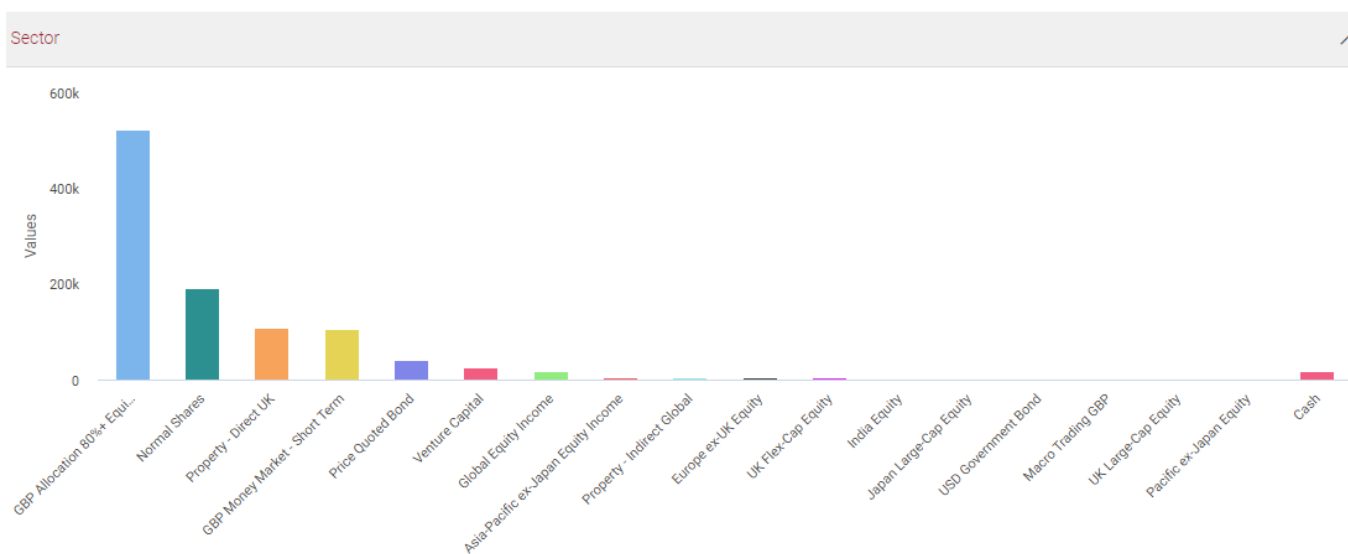
5.3. Allocation

There are three levels of **Allocation** data.

Asset class shows the asset allocation across different classes and your portfolio's exposure to them.

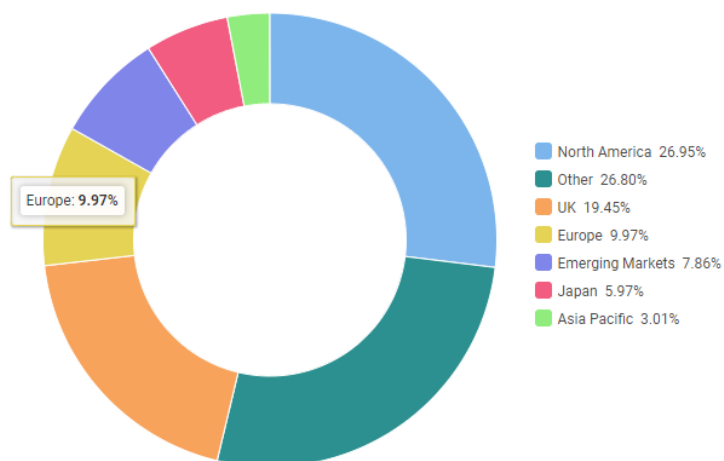


Sector shows the split between equities, fixed interest and cash sectors.



Geographic region identifies the percentage of your portfolio exposed to certain countries.

Geographic region

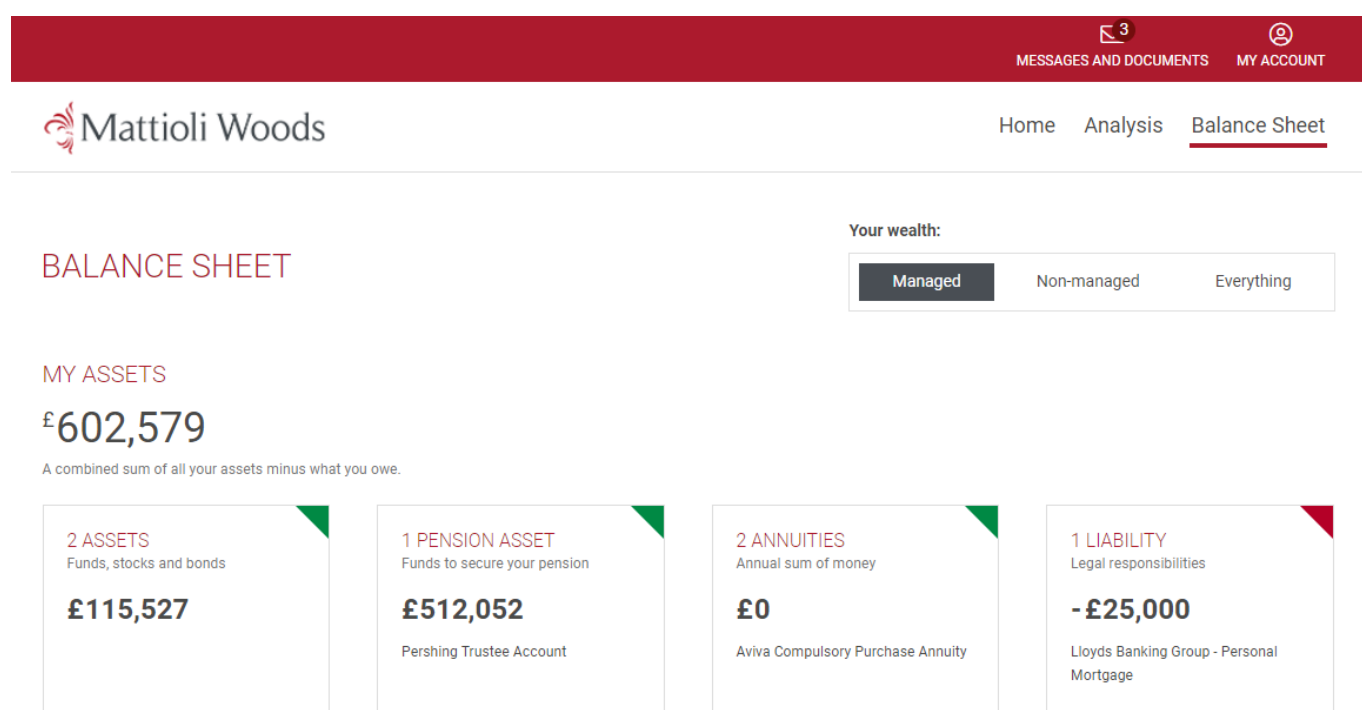


6. Balance Sheet

The **Balance Sheet** provides a holistic view of all your personal assets. These can be viewed in different groupings by changing the **Your wealth** selection:

- **managed** – all assets managed by Mattioli Woods such as GIAs, ISAs, bonds, and pension scheme assets
- **non-managed** – all assets that are not managed by Mattioli Woods but that we are aware of for financial planning, such as your main residential property
- **everything** – all of your assets and holdings recorded by us regardless of managed status

The headline figure is a combination of your assets minus any liabilities.



The screenshot shows the Mattioli Woods Balance Sheet interface. At the top, there is a red navigation bar with 'MESSAGES AND DOCUMENTS' (with a notification icon) and 'MY ACCOUNT'. Below this is a white header with the Mattioli Woods logo and navigation links: 'Home', 'Analysis', and 'Balance Sheet' (which is underlined). The main content area has a heading 'BALANCE SHEET' in red. To the right, under 'Your wealth:', there are three buttons: 'Managed' (selected), 'Non-managed', and 'Everything'. Below this, the 'MY ASSETS' section shows a headline figure of '£602,579' with a subtext 'A combined sum of all your assets minus what you owe.' Below the headline figure are four cards: '2 ASSETS' (Funds, stocks and bonds) with a value of '£115,527'; '1 PENSION ASSET' (Funds to secure your pension) with a value of '£512,052' and a subtext 'Pershing Trustee Account'; '2 ANNUITIES' (Annual sum of money) with a value of '£0' and a subtext 'Aviva Compulsory Purchase Annuity'; and '1 LIABILITY' (Legal responsibilities) with a value of '-£25,000' and a subtext 'Lloyds Banking Group - Personal Mortgage'.

Below the **Balance Sheet** heading, there may be a dropdown that will allow you to view your partner's personal assets if this has been configured by your client relationship manager.

If you cannot view your partner's personal assets and would like to, please contact your consultant to discuss this.

BALANCE SHEET

My Assets ^	
My Assets	£759,803
Mrs Test Client's assets	£197,438

6.1. Assets

The **Assets** tab will detail each of your assets, the total value of each asset and the percentage of each asset you own.

<div> 3 Assets 1 Pension asset 2 Annuities 1 Liability </div>			
MANAGED			
Description Owner(s)	Type Policy number	Total value Valuation date	Value owned % owned
Client (GEM) Test Client Test Client	Bank Account/ Savings Account 00865152	£14,876	£7,438 50%
Test Client	Stocks & Shares ISA WOCA0001 ID	£100,255 Last transaction 2 May 2012 Price updated 7 May 2024	£100,255 100%

NON-MANAGED			
Description Owner(s)	Type Policy number	Total value Valuation date	Value owned % owned
Test Client Test Client	Main Residence	£380,000	£190,000 50%

6.2. Pension Assets

The **Pension assets** tab identifies those assets that are held within your pension scheme(s) and the total value.

<div> 3 Assets 1 Pension asset 2 Annuities 1 Liability </div>			
MANAGED			
Description Type	Policy number Provider	Value Valuation date	
Pershing Trustee Account General Investment Account	WOCA0002 D Pershing UK	£487,109 Last transaction 2 May 2007 Price updated 7 May 2024	

6.3. Annuities

Any annuities purchased will appear in this section detailing the provider, policy number, income amount per annum and valuation.

3 Assets

1 Pension asset

2 Annuities

1 Liability

MANAGED

Description	Type	Policy number	Capital amount	Value owned
Owner(s)	Provider	Income amount (pa)	Valuation date	% owned
Aviva Compulsory Purchase Annuity	Compulsory Purchase Life Annuity	33110222	£0	£0
Test Client	Aviva	£5,694		100%
	Company Scheme		£0	£0
Test Client		£0		100%

6.4. Liabilities

Your liabilities are documented by your consultant when they complete your fact find. These are static points of data collected by us and are not on a live feed; therefore, the value will only change when you update us on your financial circumstances.

3 Assets

1 Pension asset

2 Annuities

1 Liability

MANAGED

Description	Type	Interest rate (pa)	Outstanding balance	Value owned
Owner(s)	Provider	Policy number	Valuation date	% owned
Lloyds Banking Group - Personal Mortgage	Additional Property Mortgage	3.25%	£50,000	£25,000
Test Client	Lloyds	LL - TE064498		50%
Test Client				

7. Linked Portfolios & Accounts

Total Wealth provides functionality to link your account with your partner's assets or any assets you may hold in another trust.

To have a partner's or another trust's assets linked to your account please speak to your client relationship manager who will be able to update this for you.

Where you do have additional accounts linked such as a pension scheme / trust record, the pension / trust record (tile) will show all assets within that trust and does not account for any ownership splits.

If you wish to see your own share of the holdings in a multi-member pension scheme, please view the pension assets using the Pensions filter in the Balance Sheet tab, ensuring you have only your name selected on the drop down.

8. Valuation Basis

Prices displayed are as at close of business on the previous working day or the most recently available price and are provided by Morningstar or sourced by Mattioli Woods. Investment holdings are provided by product providers.