MUFG Corporate Markets Investor Centre (UK)

User Guide

2025.1.1

MUFG Corporate Markets
A division of MUFG Pension & Market Services

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Frequently Asked Questions (FAQs)

Who is MUFG Corporate Markets?

MUFG Corporate Markets is part of MUFG Pension and Market Services which is a subsidiary of MUFG, the world's fifth largest private bank with 1,800 offices in over 50 countries.

We partner with both boutique funds and some of the largest asset managers in the world to digitise and streamline operations, reduce risk, and enhance efficiency.

What is Investor Centre?

Investor Centre is a simple, convenient, and secure way to administer investments and employee portfolios online. MUFG Corporate Markets is committed to providing the best possible experience for our clients' investors to self-serve their needs and are continually expanding the breadth of our online services.

Who is Investor Centre for?

Investor Centre is designed for issuers to enable enhanced engagement with their employees and shareholders. The Investor Centre is also designed for investors and employees to manage and monitor their investments and financial goals on the web or via the app.

You can add your holding(s), access holding details, review unlisted holding balances, explore transaction history, and invite third-party users.

Additionally, you can view statements, payment history, tax records, and price history, along with payment instructions, communication preferences, address, and tax details.

It allows employees to securely manage and monitor their employee holdings in real-time, and access a range of information including invites, grants, vests, maturities and much more.

What is an IVC?

IVC (Investor Code)

An investor code (sometimes known as a shareholder reference number) is an 11-digit number usually beginning with 0. You can locate this on any share certificates, invitations or statements issued by us.

Important note - your IVC identifies you as the owner of your securities and should be stored securely.

Is the platform secure?

Investor Centre uses Multi-Factor Authentication, which is a multi-step account login process that requires users to enter more information than just a password to ensure the tightest security.

What is Multi-Factor Authentication?

Multi-Factor Authentication, or MFA, is a security measure that requires users to provide two or more types of authentication factors to verify their identity. These factors can include something the user knows (like a password or PIN), something the user has (like a mobile device or smart card), and/or something the user is (like a fingerprint or facial recognition).

The primary benefit of MFA is that it provides additional security layers that decrease the risk of investor identities and data becoming compromised. At the same time, ensuring our online platforms remain accessible for all our users is a priority for MUFG Corporate Markets.

When logging in, you'll need to provide more than just your username and password. You'll be required to authenticate using Okta Verify, Google Authenticator, or your phone.

Registering for a portfolio?

Investors are required to register for a portfolio to be able to update their holding details and access all investor centre functionality.

The benefits for registering a portfolio are:

- Fast & secure sign in process through MFA
- View and update all holdings together in one place
- Update communication elections including email address
- Vote on resolutions put to an AGM
- Submit a question for an AGM

What details do I need to register?

When registering, you must enter your details exactly as they appear on your government-issued ID. This includes:

- First name
- Middle name (optional)
- Surname

Additionally, you'll need an email address – preferably your personal email – to use as your username.

How do I know if I have already registered?

If you try to register a new account and your email address or username is already in use, we will let you know.

If you already have a Portfolio account but have forgotten your password, you can reset it by clicking on "Forgot password?" from the Portfolio account sign on screen.

If you continue to face issues or require further help, go to the 'Contact Us' page on our site and start a chat via our Investor Centre Webchat Service.

What is my next step if I'm already using the Investor Centre?

If you are already use the Investor Centre, simply log in to your existing account, on the main dashboard, select 'Add Holding'.

Once the valid Holding is found, you will be asked to verify your identity via a verification code sent to the mobile number or email address linked to your holding.

What should I do if I forget my username or password?

If you've forgotten your password, click "Forgot password?" on the Portfolio account sign-in screen. Enter your email address and click Next. Your username will be your email address that you used to register for the Investor Centre account.

You'll receive an email with a verification link to reset your password. Follow the instructions in the email to set a new one. If you don't see the email in your inbox, check your spam or junk folder.

If you still need help, visit our Contact Us page and start a chat via our Investor Centre webchat service.

What devices can I use to access this site?

We've designed this service to work well on most common desktop, laptop and mobile devices, although it's impossible to cater for all.

How do I change my Multi-Factor Authentication Method?

If you have a new device (mobile phone, tablet) but still have access to your old one, you can reset your Multi-Factor Authentication method yourself online. To do this, log in to Investor Centre with your existing device and select Manage Multi-Factor Authentication from the Settings menu within Investor Centre once you have logged in. From here you can reset your Multi-Factor Authentication method and enrol a new device.

If you have a new device (mobile phone, tablet) but do not have access to your old one (where you had already set up Multi-Factor Authentication), please contact us so that we can help you, contact details below.

What if I have a security concern?

We take steps to let you know of critical changes to your account. In this case, you may receive emails confirming the changes made to your account.

If you are the one who made these changes, you can simply ignore these emails. If you have received an email but do not recognise this activity or have a security concern, please contact us as soon as possible, contact details below.

Please note: If you receive a phone call, SMS, or email from anyone asking you for your one-time CODE, make sure to never give this out! MUFG Corporate Markets will never contact you to ask for this.

Can I buy or sell shares on the Investor Centre?

You cannot buy or sell shares directly on the MUFG Corporate Markets Investor Centre. However, you can trade shares through a high street bank or stockbroker.

Alternatively, if you meet the eligibility criteria, you may use the MUFG Corporate Markets Trustees (UK) Limited (MUFG CM) Share Dealing Service. This service is available to private individuals who:

- Reside in the UK, Channel Islands, or the Isle of Man (or other jurisdictions at MUFG CM's discretion).
- Hold shares in a company for which MUFG Corporate Markets provides share registration services or a nominee programme administered by MUFG Corporate Markets Trustees (UK) Limited.

How do I check the value of my holdings?

Click on 'Holdings' at the top of the screen and then select Portfolio. The value of your individual holdings will be displayed combined with the total value of your overall portfolio.

What if I can't find a company in the list?

If your company is not available to view this may be because MUFG Corporate Markets are not the registrars, If MUFG Corporate Markets are the registrars and you are unable to find your company, please send us an enquiry form or chat to our agent via the Webchat service through Contact Us.

How often is the share price updated?

The share prices displayed are delayed by at least 15 minutes. This means that if the share price is 'as at 11.30' the price will be at least from 11.15, however the information could be from earlier than this. You should not therefore rely on this as being the actual price you would get if you sold your shares.

Can I update my address online?

First, make sure that you are a registered user of Investor Centre, and you have logged into the platform. Click on your profile icon in the top right corner and select "Address Details." Enter your updated address and choose whether to apply the change to all your holdings or select specific holdings within your portfolio. Finally, click "Confirm" to save your changes.

Can I update my electronic direct credit instruction online?

Click on **"Payments"** at the top of the screen, then select "Payment Instructions." If you have multiple holdings, you can choose to apply the change across all of them.

Adding your bank details will not override any existing DRIP or SCRIP election. If you want to opt out of these schemes, you will need to remove your election separately.

Can I update my DRIP instructions online?

You can update your DRIP instructions by selecting Dividend Reinvestment from the Payments menu.

How do I lodge a vote?

On the Voting page, click “Voting” from the menu bar. You can also download the Notice of Meeting under Notice of Meeting column. Some companies do not allow online voting therefore you will be sent a paper proxy card if the ability to vote is not available.

How do I submit a question for the meeting?

On the **Voting** page, click on “Ask Question” under the Action column.

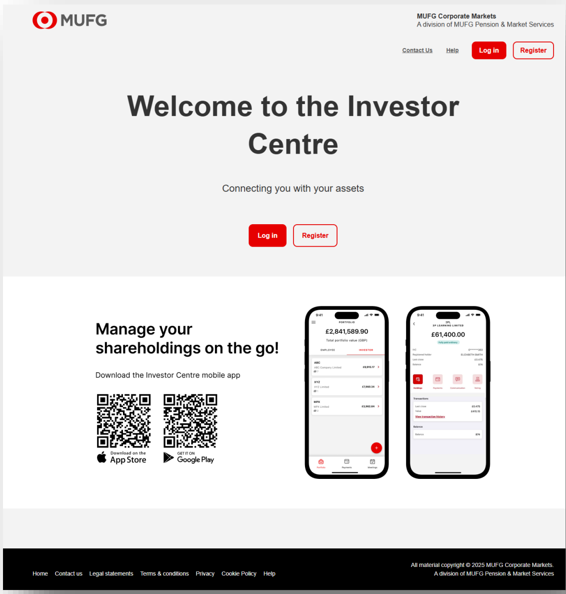
Issuer	IVC	Meeting Name	Security Code	Voting Deadline Date	Status	Action
GLE7	0*******494	Global Enterprises - TEST Meeting - Annual General Meeting	G7OS	28/12/2025	Lodged	Vote Ask Question
GLE7	0*******957	Global Enterprises - TEST Meeting - Annual General Meeting	G7OS	28/12/2025	No Instruction	Vote Ask Question

Register a Portfolio

Verify Email address

Start the Registration

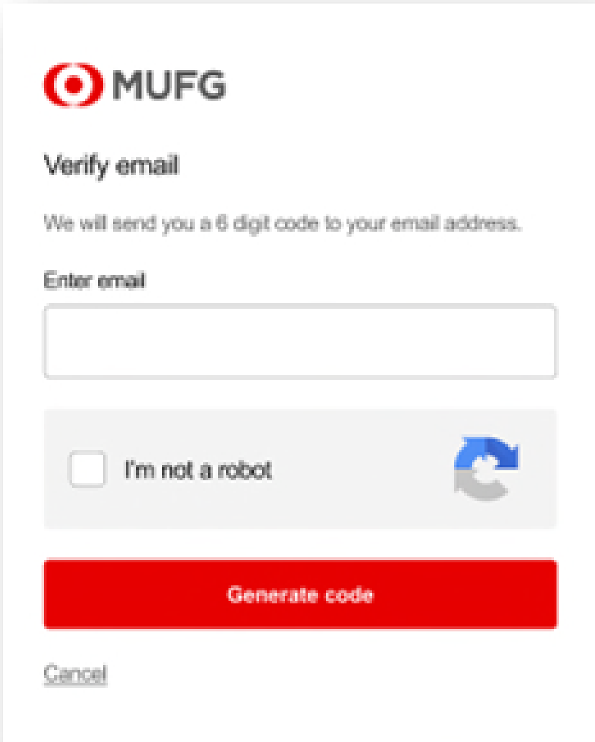
To start the registration process, **click** ‘Register’ on the ‘Welcome to the Investor Centre’ tile and follow the instructions



Enter a valid email address.

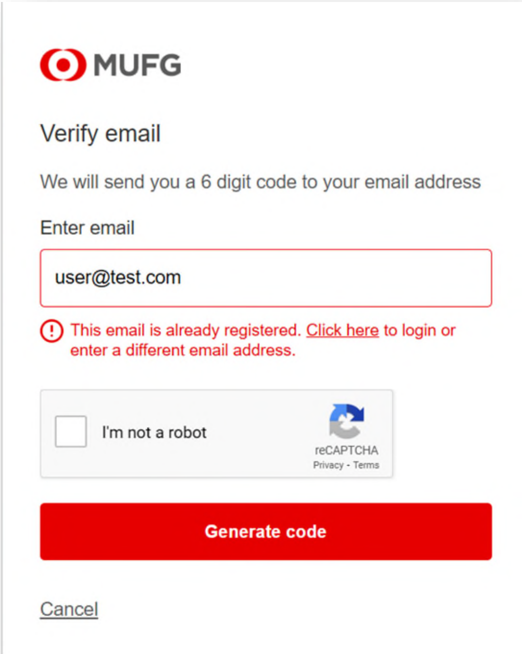
Select the ‘I’m not a robot’ ReCAPTCHA checkbox.

Press ‘Generate code’ – this will send a verification PIN to your email address



Email already registered

If the email is already registered, you will be prompted to login to your existing portfolio account or change the registration email.



Enter email verification CODE

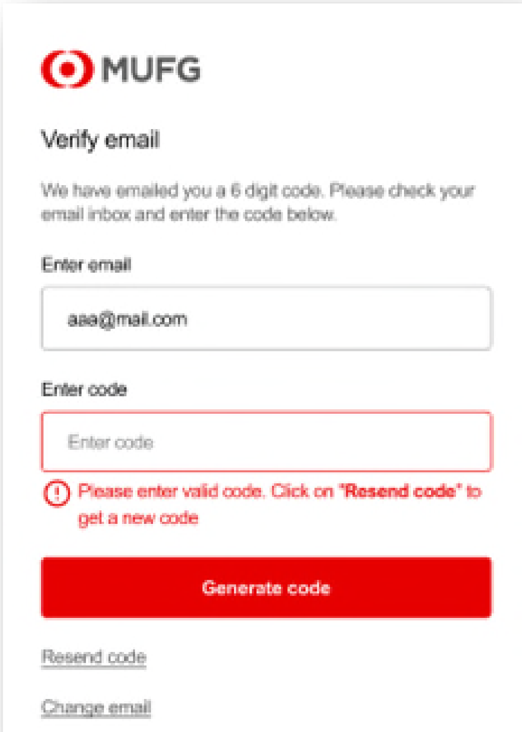
Check your email inbox for the verification code.

Enter the 6-digit verification code and press 'Verify'.

Hint: try and copy and paste from the email to avoid typos.

Tip: you may need to check your spam and junk folders if you do not see the email in your inbox.

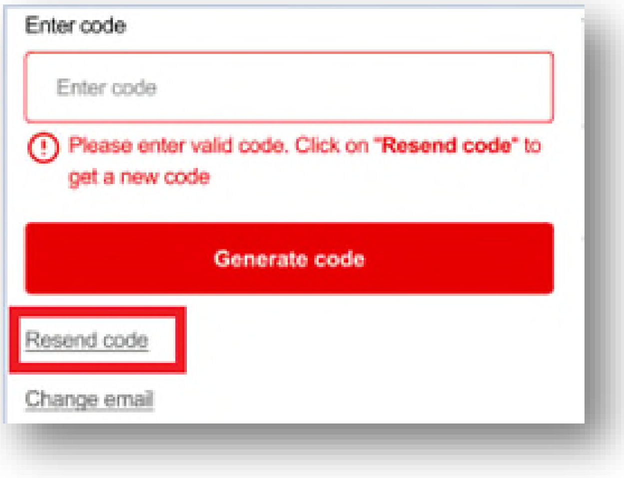
The sender of the email should be 'Investor Centre' with subject *'Email code confirmation message'*



Verification CODE expiration

There is an expiration time of 5 minutes for the code. If the code expires, you should be able to press ‘resend’ which will generate another email with a different code.

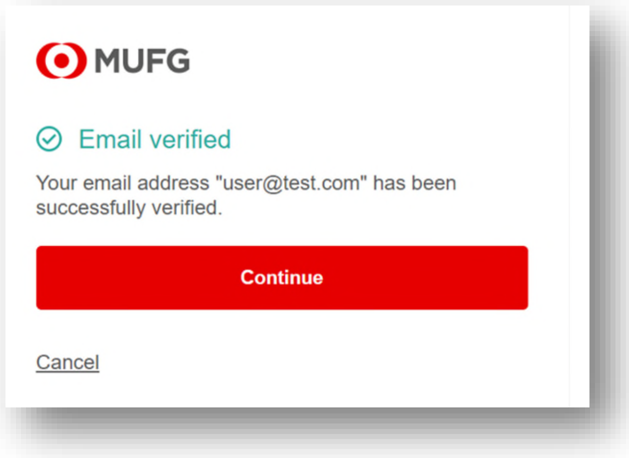
Note: the 5-minute timing is standard and cannot be extended.



Successful

Once the code has been entered successfully, a success message is presented.

Press Continue



Register Personal Details

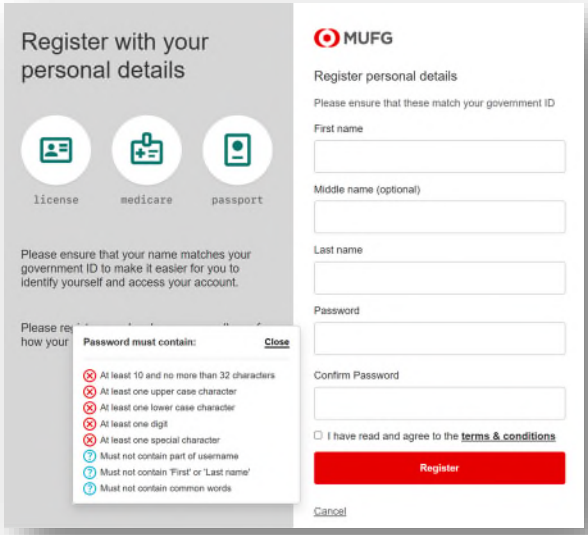
Register personal details

Enter your details as your name appears on your government ID, type your:

- First name
- Middle name (this is optional)
- Surname
- Password

Check the box to agree to the T&Cs

Click ‘Register’



Password requirements:

- At least 10 character(s)
- At least 1 number(s)
- At least 1 symbol(s)
- At least 1 lowercase letter(s)
- At least 1 uppercase letter (s)
- Does not contain part of email
- Does not contain part of email address
- Does not contain ‘First name’
- Does not contain ‘Last name’

Note: If you receive an error on the next page stating the portfolio cannot be created it is most likely due to the password not meeting the site requirements.

Upon entering the password as per the site requirements, there will be a guide marking off each password requirement as they are met.

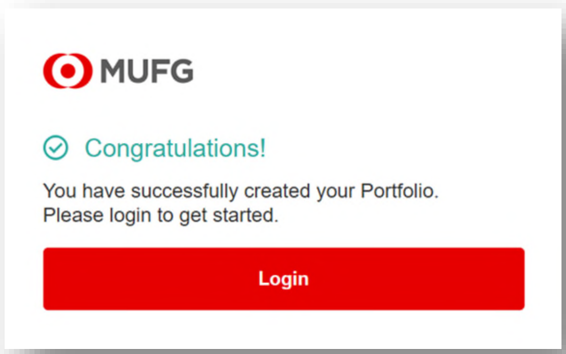
The password cannot contain a sequence of numbers/characters or familiar words.

When changing a password, it cannot be one of the last 4 passwords.

Registration successful message

Once the Register button is clicked, a success message will appear, and you will be redirected to login to the portfolio for the first time where you can set up MFA or login to start adding holdings to your portfolio.

Click *Login*



Registration unsuccessful error

If you receive an error, you may need to restart the registration again.

Contact us if you continue to face the same issue as your account may have been previously created and deleted.

The most common issue tends to be the password not meeting the requirements.

Log in for the first time

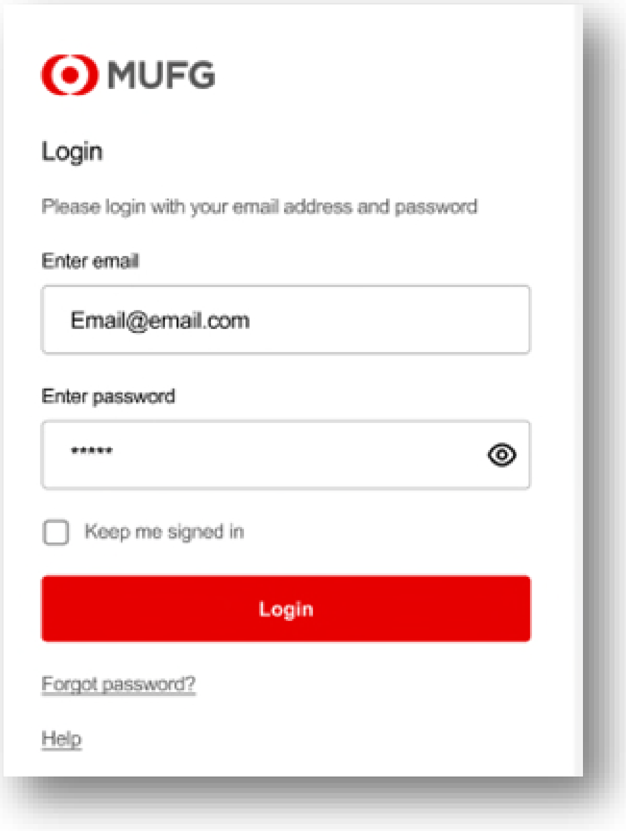
You will now need to login for the first time

Type *in your email address*

Type *in your newly created password*

Click *Login*

Once you press Login, you will be prompted to set up Multi-Factor Authentication.



Multi-Factor Authentication

What is Multi-Factor Authentication?

Multi-Factor Authentication, or MFA, is a security measure that requires users to provide one or more types of authentication factors to verify their identity. These factors can include something you know (like a password or PIN), something you have (like a mobile device), and/or something you are (like a fingerprint or facial recognition).

The primary benefit of MFA is that it provides additional security layers that decrease the risk of investor identities and data becoming compromised. At the same time, ensuring our online platforms remain accessible for all our users is a priority for MUFG Corporate Markets.

When you log in you will need to enter more than just the username and password and will be required to authenticate yourself via Okta verify or Google Authenticator (multi-factor).

The Benefits of MFA

MFA is important because it adds an extra layer of security to the authentication process, making it more difficult for unauthorised individuals to access sensitive information or conduct fraudulent transactions. In other words, MFA helps to protect your account and personal data from cyber criminals.

Setting Up MFA

Only one MFA option is required, however you may choose to enrol in multiple if you wish.

You can choose from Okta Verify (Recommended), Google Authenticator, or Phone by selecting the setup button under your preferred MFA method.

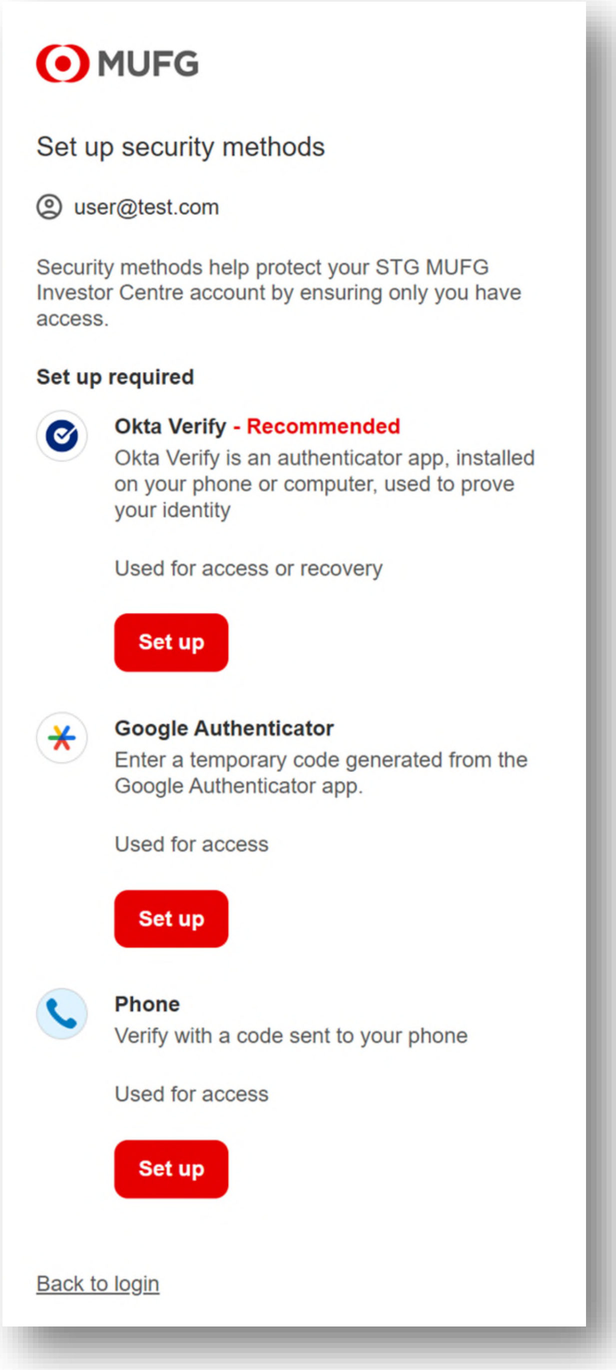
**Please be advised that you will have to download the Okta Verify or Google Authenticator mobile application if you decide to select either of these as your MFA option (links provided below).*

MFA – log in for the first time

When you login for the first time, you will be asked to enrol into Multi-Factor Authentication.

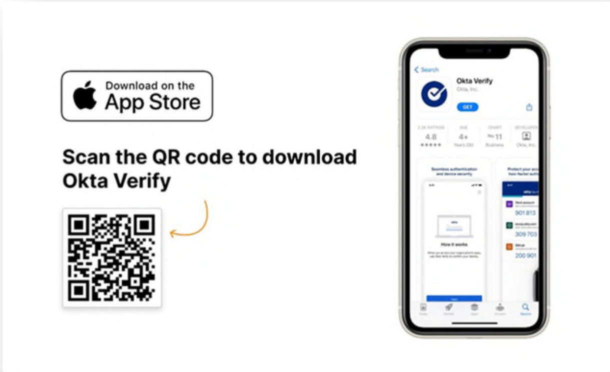
You can choose from either the Okta Verify or Google Authenticator apps, or Phone MFA by selecting the setup button under your preferred MFA method.

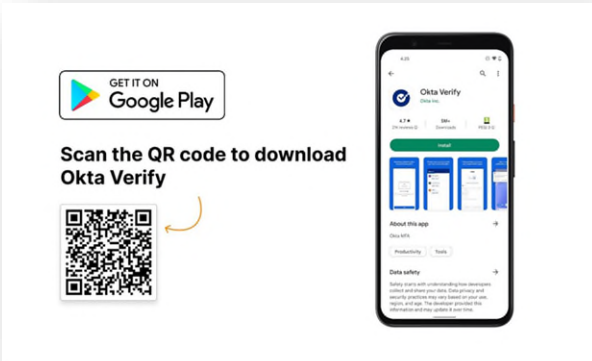
Only one MFA option is required, however you may choose to enrol in multiple if you wish.



Okta Verify instructions

Download the Okta authentication app from the links below





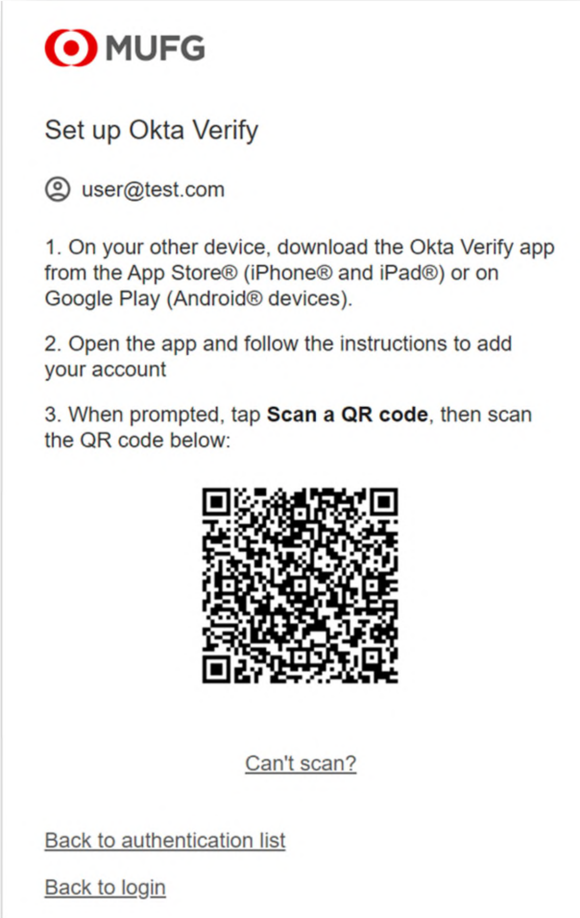
How to set up Okta Verify

After you have selected Okta verify from the MFA options, you will need to use your mobile and download the Okta verify app from the App store for Apple iPhone or the Google Play store for Android devices if you don't have the app already.

Open the app and press + Organisation and scan the QR code using the camera on the device.

Once you have scanned the QR code with your mobile device, this will add the account to your okta app.

You may then be asked to set up another MFA method, simply press 'set up later' and you will be logged into your portfolio so you can start adding holdings.

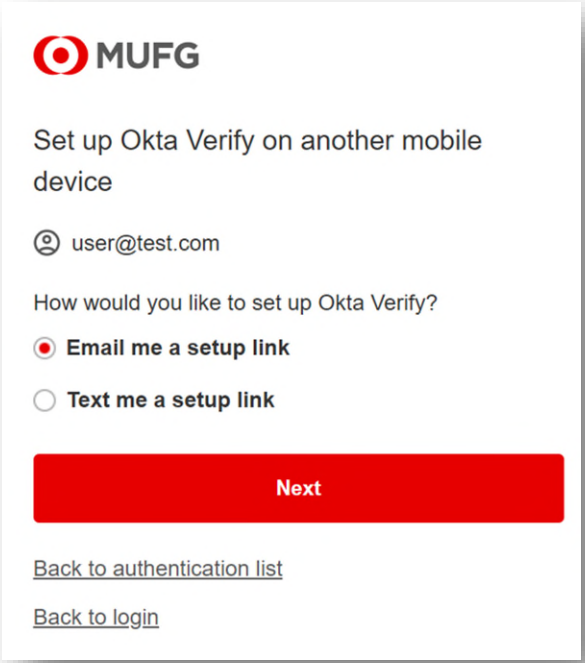


QR Code

If you are unable to scan the QR code

Press the 'Can't scan?' link under the QR code for a URL to be sent by email or text

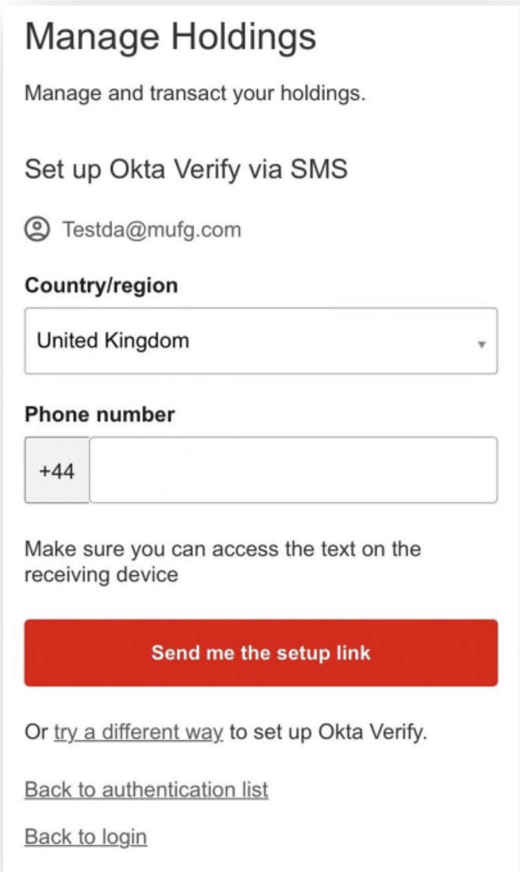
Select your preferred option to receive a URL by SMS to your mobile phone or an email to your nominated email address.



SMS Link

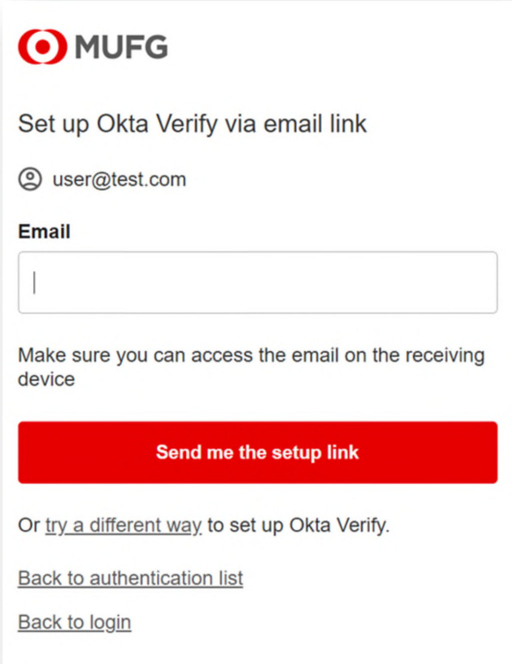
Select the country and enter the mobile number which the URL will be sent to.

For a United Kingdom mobile number, +44 will pre-populate. Enter your mobile number with or without the leading zero.



Email Link

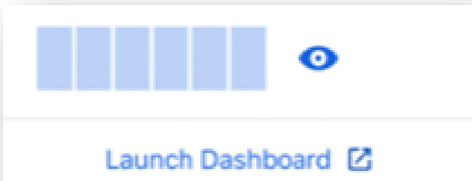
Enter the email address you want the okta URL to be sent to.



I cannot see the code in the okta verify app.

If you have biometric ID enabled in Okta the code will be hidden by default.

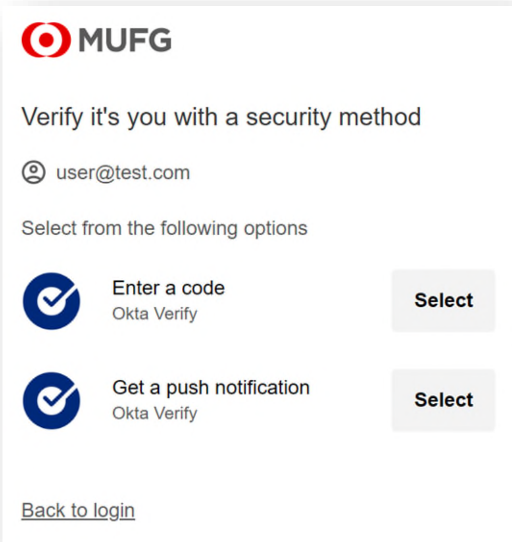
Pressing the eyeball will enable your biometric ID verification which will show the code.

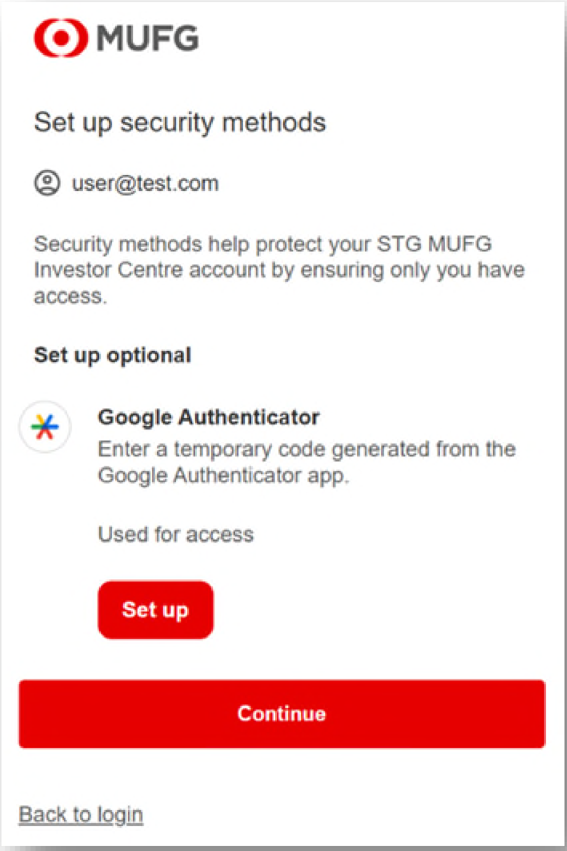


Selecting okta code or push notifications

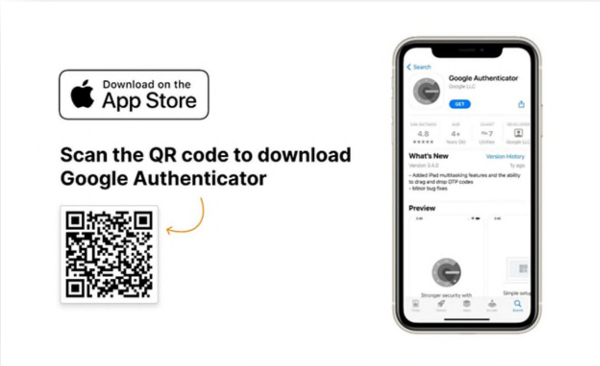
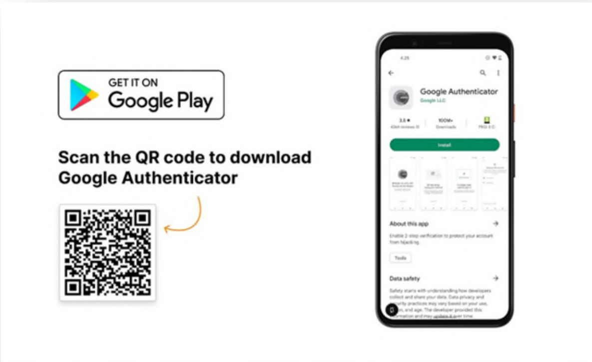
Once the QR code has been scanned or URL followed via text or email, then the Okta Verify app will provide an account added success message. Press Done on the Okta verify app.

You can now choose whether to receive a push notification or to enter a code via Okta app each time you login.



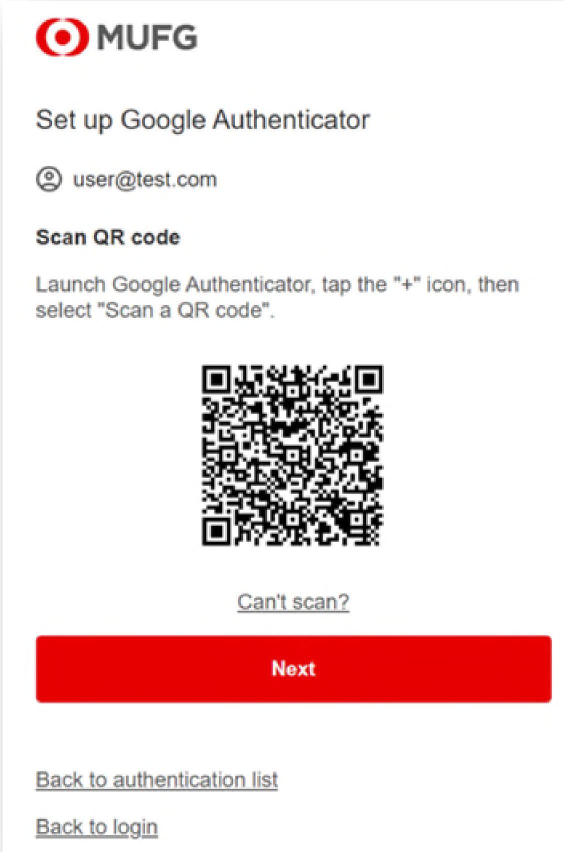
Okta setup successfully Once verified, you may receive a prompt to set up an additional MFA method (which is optional). To skip press '**Continue**' You should now be logged into your portfolio and can start adding holdings.	

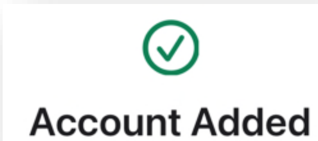
Google Authenticator instructions

Download the Google authentication app from Apple App Store or Google Play.	

How to set up Google Authenticator

Select the set up button under Google Authenticator to add Google Authenticator as the MFA method by scanning the QR code using your mobile device.





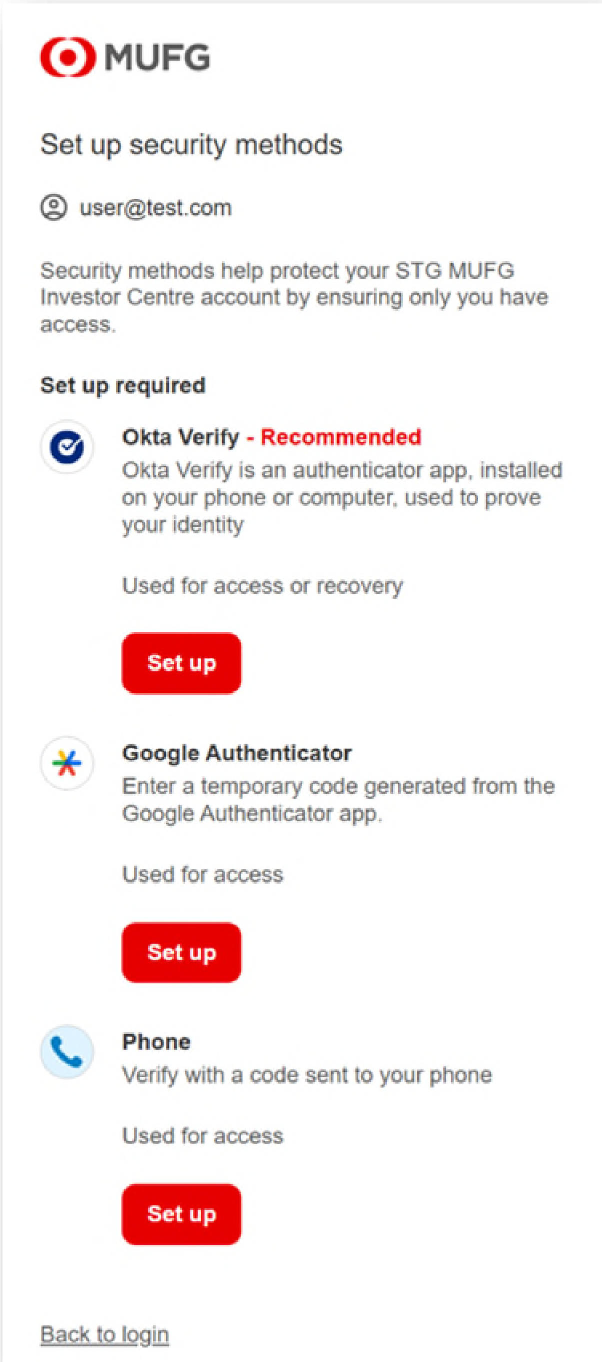
SMS and Voice Calling Authentication

You may choose Phone MFA if you do not have a compatible device to download either the Okta Verify or Google Authenticator apps.

How to set up SMS/Voice calling authentication

Step 1) Login to the portfolio using the email address and password.

Step 2) Press set up under ‘Phone’



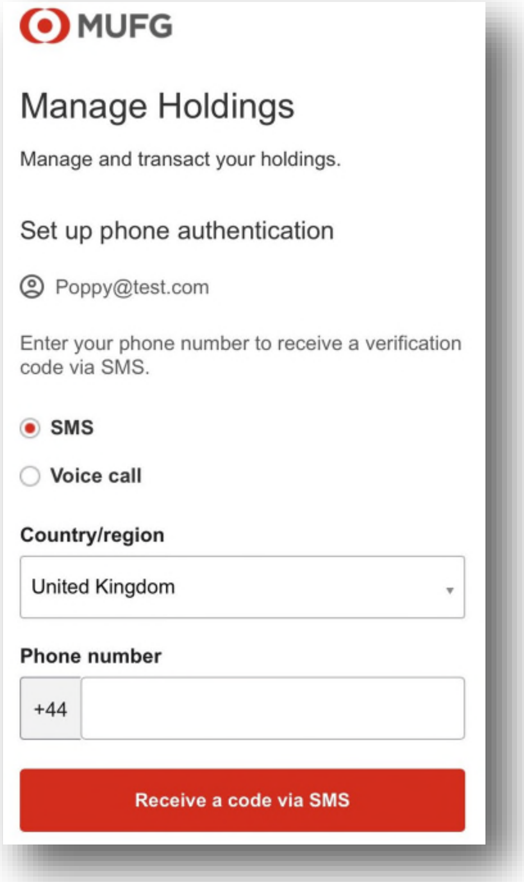
Step 3) Choose either SMS or Voice call

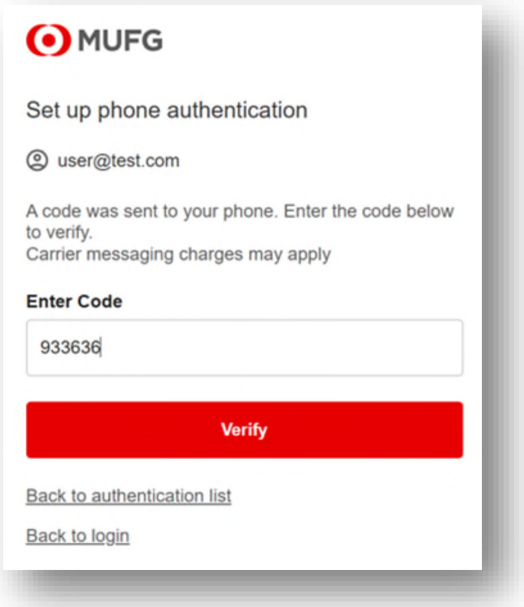
SMS

Enter the mobile number to receive the text message and press ‘Receive a code via SMS’

An SMS will be sent with Sender ‘PIN’ containing a 6-digit code. Enter the 6-digit code and press ‘Verify’. They also have an option to re-send the SMS.

Press ‘Set up later’ to proceed to the portfolio





Voice Call

Enter a land line (or mobile) into the phone field.

Select 'Receive a code via voice call'

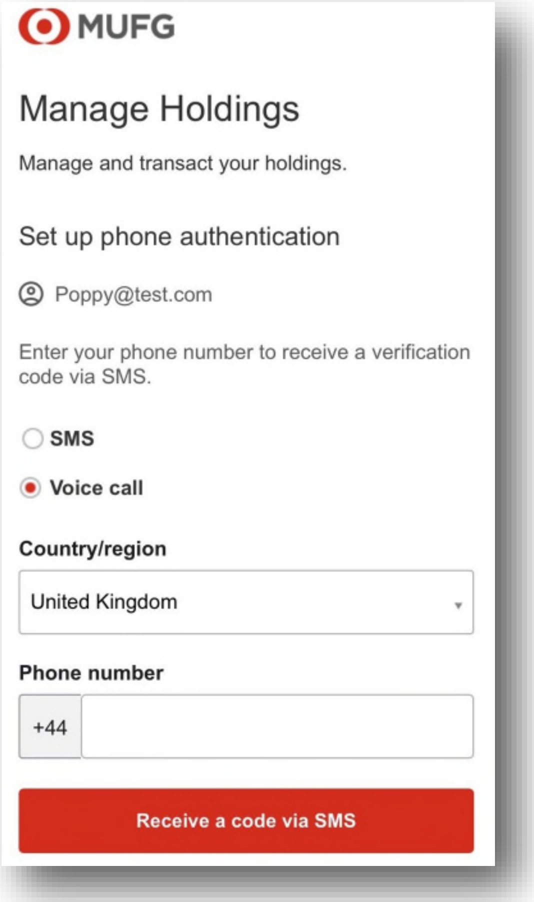
You will receive a phone call with a recorded message playing their 5-digit code:

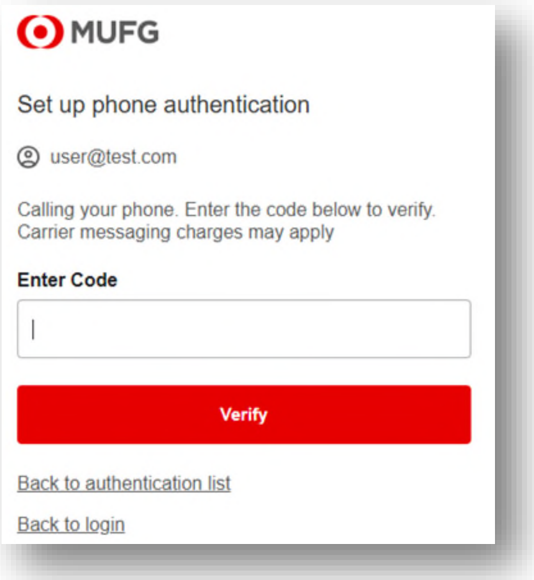
"Hello, thank you for using our verification system. Your code is XXXX. Once again, your code is XXXX.

Enter the 5-digit code and press verify

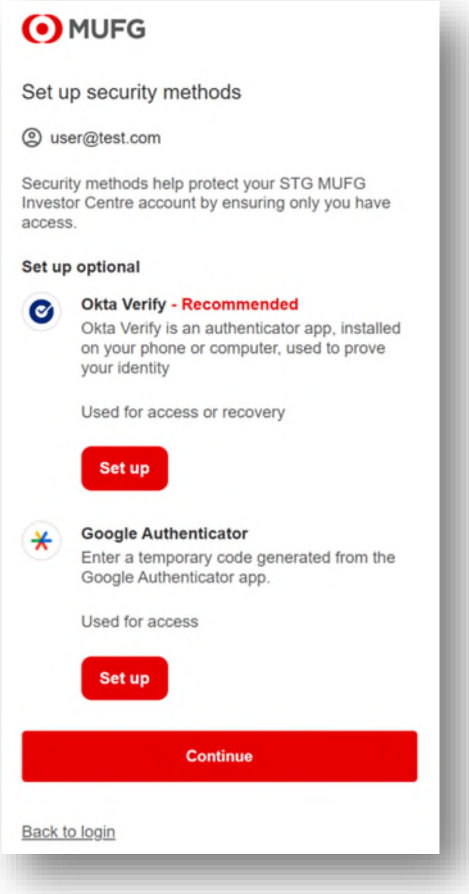
Select 'Set up later' to proceed to the portfolio

***Note**: carrier charges may apply if they have international roaming on. However, there should not be a charge if they are receiving the call/receiving the SMS in the United Kingdom from a United Kingdom telco.*

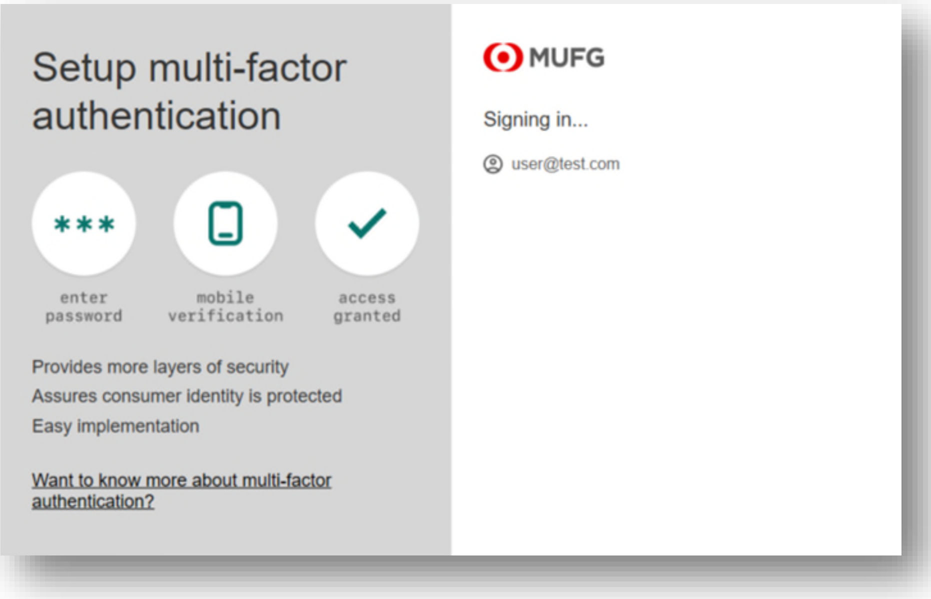




Step 4) Press Continue to proceed to the portfolio.



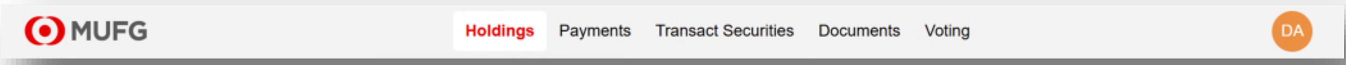
You will now be logged into your Portfolio



Portfolio Homepage Overview

Investor Centre Menus

The streamlined header provides shortcuts to all the functions within the Investor Centre.

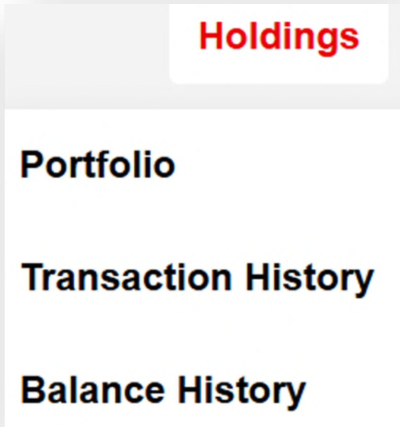


Holdings Menu

The Portfolio page provides you with an overview of the validated holdings. On this page, you can add and remove holdings from your account using the 'Manage Portfolio' and 'Add Holding' links.

Transaction History displays transactional movements for each holding during a specified date range.

Balance History is a table of the total balance of the assets at the selected date.

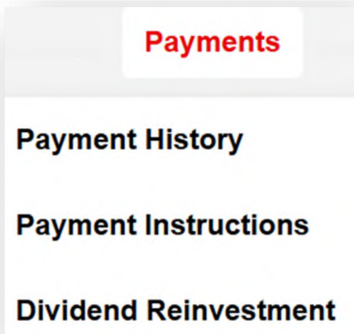


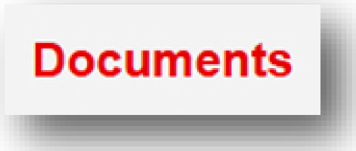
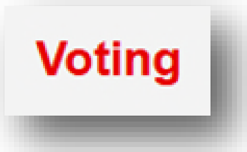
Payments Menu

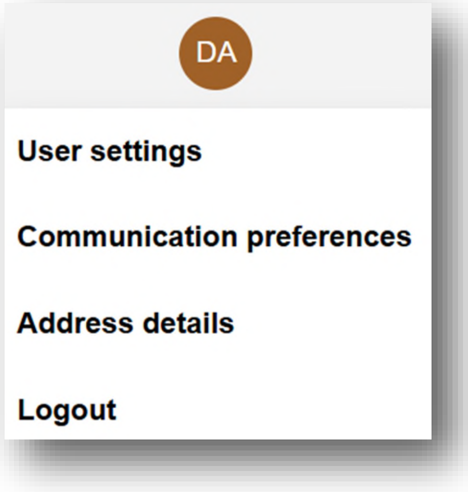
Payment History displays payments made to an account by an issuer, including the amount and payment method.

Payment Instructions facilitates the update of payment instructions for cash payments. Some issuers may allow payment in different currencies.

Dividend Reinvestment (DRIP's) dividends are reinvested in the issuer in securities in accordance with the rules of the plan. On this page, you can view and update these instructions for any active plans.



Transact Securities The Share Dealing link on this page takes you to the MUFG Corporate Markets secure share dealing page. If you meet the eligibility criteria, you can trade through MUFG Corporate Markets Trustees (UK) Limited (MUFG CM) Dealing service [Share Dealing](#). MUFG CM's dealing service is available to private individual resident in the UK, Channel Islands and the Isle of Man (or any other jurisdiction at MUFG CM's discretion) who hold shares in a company for which MUFG Corporate Markets provides share registration services, or a nominee program administered by MUFG Corporate Markets Trustees (UK) Limited. Please follow instructions on this page.	
Documents This table gives access to your documents, allowing you to easily select the type of document, issuer, and timeframe for convenient review of the required financial records.	
Voting This page allows you to view and manage your voting for upcoming meetings and ask questions.	
User Icon User Settings provides access to manage your login email address, update, or change your password, registration for security codes, update your MFA details, delete your portfolio. Communication preferences enable you to select how you would like to receive communications for your holdings.	

Address details allow you to update your registered address for issuer sponsored holdings and Employee Plans.	

Portfolio Overview

Add Holding

Once your registration and MFA set up is complete, it is time to add holdings to your portfolio.

Note: After 5 unsuccessful attempts to add a holding, it will be locked. To regain acess, you must [contact us](#) for assistance.

Add Holding

Issuer Name – start typing the name of the issuer and it will appear in the dropdown menu – select the issuer.

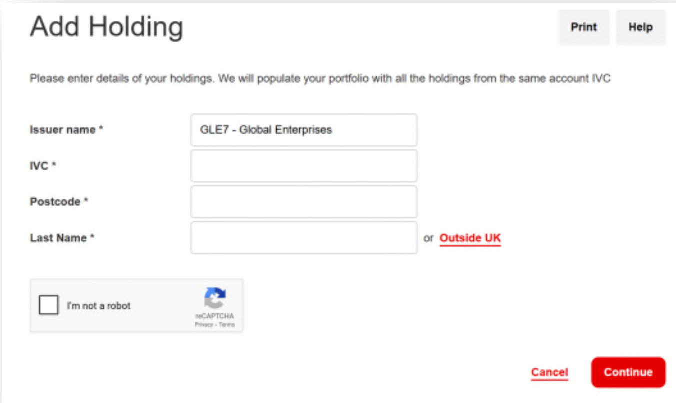
IVC – enter your IVC - investor code (sometimes known as a shareholder reference number) an 11-digit number usually beginning with 0. You can locate this on any share certificates, invitations or statements issued by us.

Postcode – enter the postcode associated with your holding.

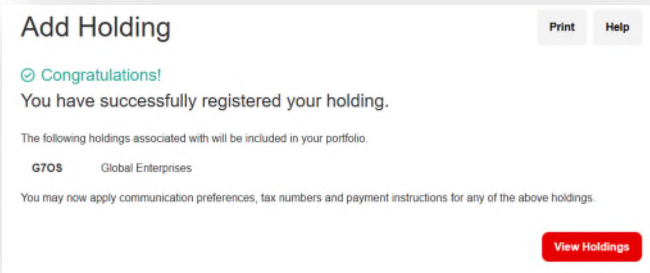
Last Name – enter your last name.

Note – all details must match the details associated with shareholding.

Click “I’m not a robot” then hit “Continue”

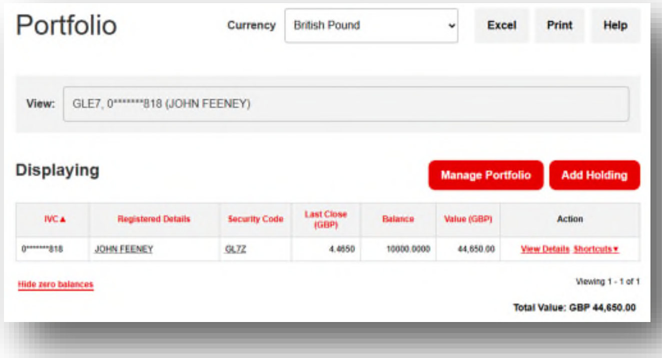


Your holding has been added



Your holding will now display in your portfolio.

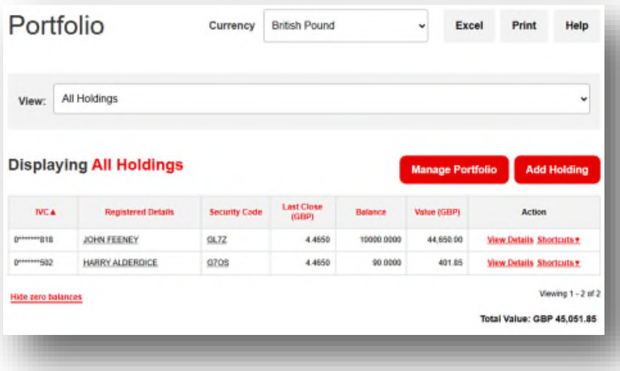
Repeat the 'Add Holding' process for as many issuers you have.



Portfolio Views

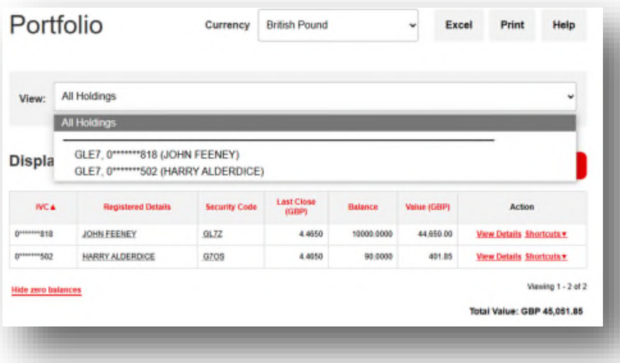
View All Holdings in Your Portfolio

You can view all holdings in your portfolio by selecting 'All Holdings'.

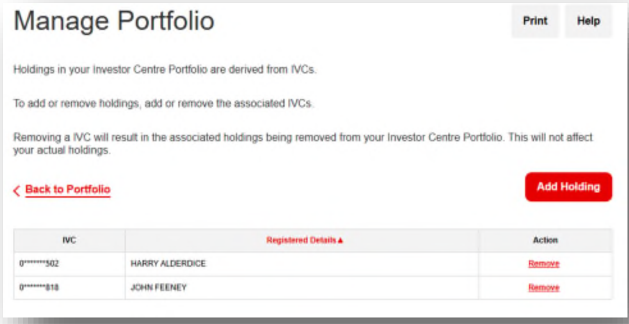


Select Holding to View in Your Portfolio

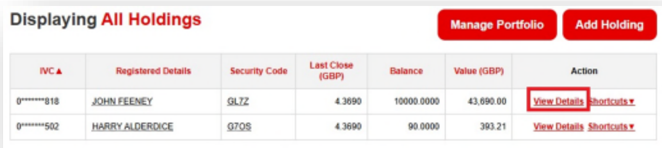
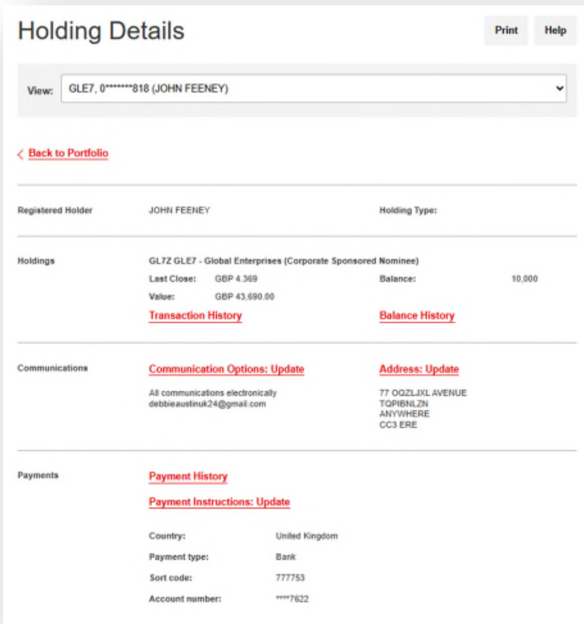
You can select a holding you want to view by selecting it from the 'View' dropdown menu.



Manage Portfolio

Select Manage Portfolio On this page you can remove holdings from your portfolio. To remove a holding, select 'Remove' in the Action column. To add a holding, select 'Add Holding'	

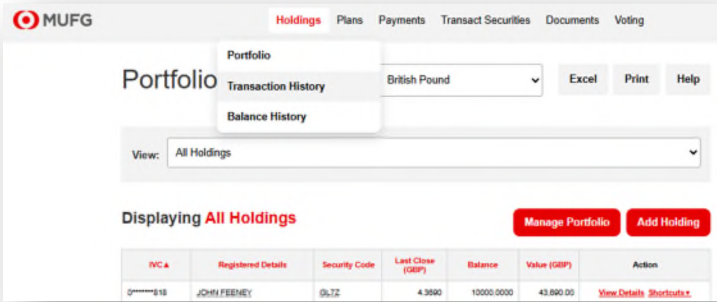
Holding Details

To view details for each holding Click on 'View Details' in the Action column.	
You will see all details for this holding.	

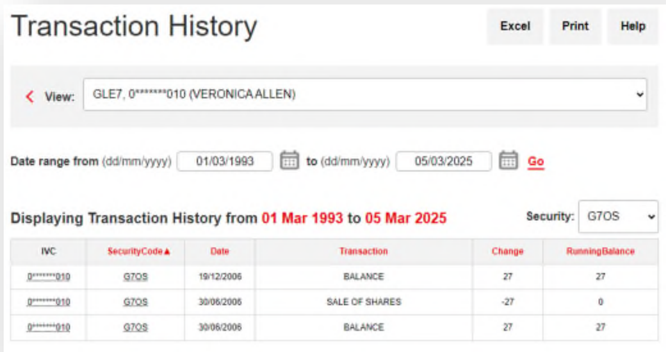
Holdings

Transaction History

To access Transaction History, select Holdings in the top Menu and click on ‘Transaction History’.



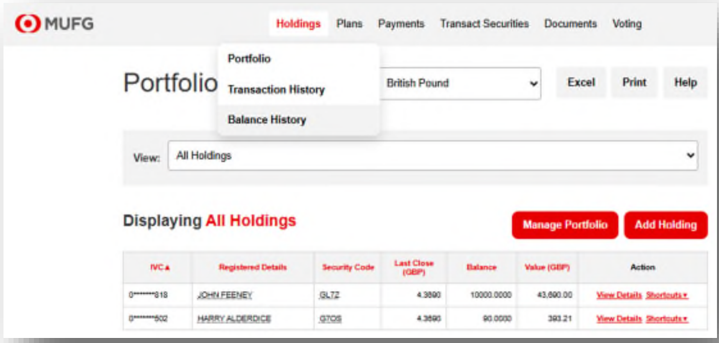
The Transaction History displays transactional movements for each holding during a specified date range.



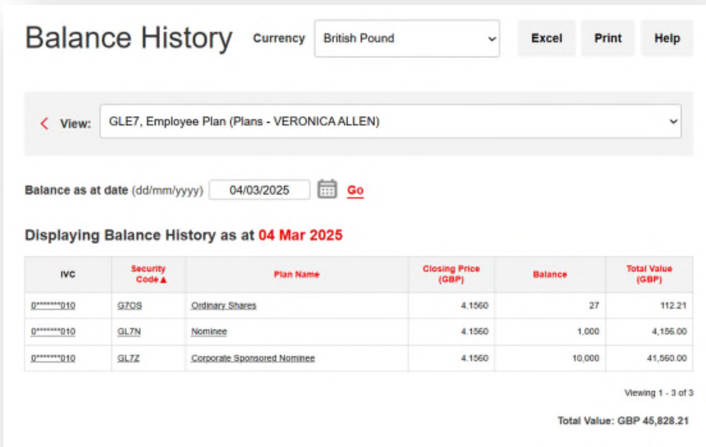
You can view the details of each transaction by clicking ‘View details’ in the ‘Action’ column.

Balance History

To access Balance History, select Holdings in the top Menu and click on ‘Balance History’.



This table documents the total balance of the assets at the selected date. The table includes IVC, security code and plan name, closing price, balance and total value in British Pounds.



Specify Date

You can change the date at which the balance is shown by clicking on the calendar icon and selecting the desired date then clicking 'Go'.

Security Code

This is the abbreviation of the security description.

Closing Price

Closing Prices are displayed for listed, and plan assets.

Balance

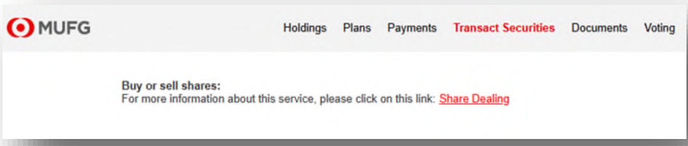
This represents the total number of securities that are available to be sold or transferred at the specified date.

Total Value (GBP)

This represents the total number of securities held at the specified date.

Transact Securities

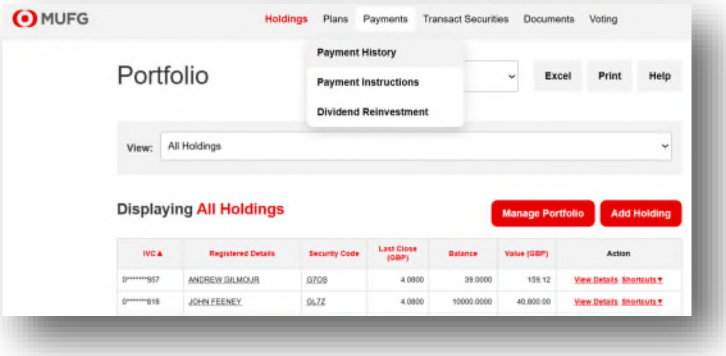
Transact Securities

To access Transact Securities, select 'Transact Securities' in the top Menu, If you meet the eligibility criteria, you can trade through MUFG Corporate Markets Trustees (UK) Limited (MUFG CM) Dealing service Share Dealing. MUFG CM's dealing service is available to private individual resident in the UK, Channel Islands and the Isle of Man (or any other jurisdiction at MUFG CM's discretion) who hold shares in a company for which MUFG Corporate Markets provides share registration services, or a nominee program administered by MUFG Corporate Markets Trustees (UK) Limited. Click on Share Dealing and you will be taken to a separate site. Please follow the instructions on this site.	

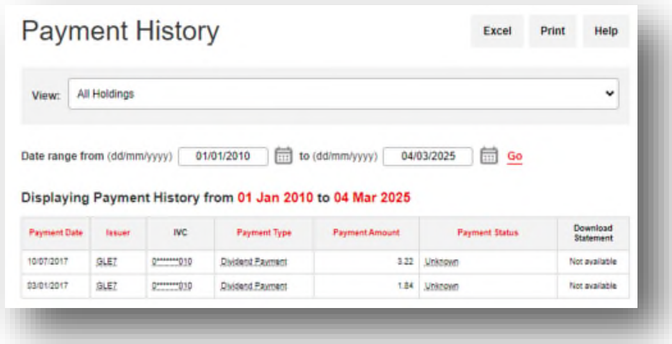
Payments

Payment History

To access Payment History, select 'Payments' in the top Menu and click on 'Payment History'.



This table displays payments made to an account by an issuer, including the amount and payment method. This page also allows you to download and save payment statements by clicking on the icon in the column 'download statement'. Please note that this may not be available for all issuers.



Specify Date Range

You can vary the date range which is used in the table. The default date range is set at two years but if you click on the calendar icon you can select the date range you desire. Once you have done this click 'Go'.

Payment Date

The payment date is the date that the specific payment was distributed to investors by the issuer.

Payment Type

Payment type indicates the reason or category for a payment.

Payment Amount

Total amount paid.

Payment Status

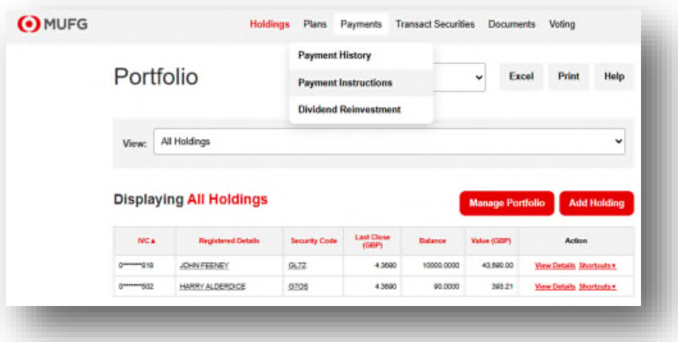
This comprises of the payment method and the status of the payment.

Download Statement

A downloadable payment statement detailing specifics of the payment. You can download and save the document by clicking on the icon in the column 'download statement'.

Payment Instructions (Bank details)

To access Payment Instructions, select ‘Payments’ in the top Menu and click on ‘Payment Instructions’.

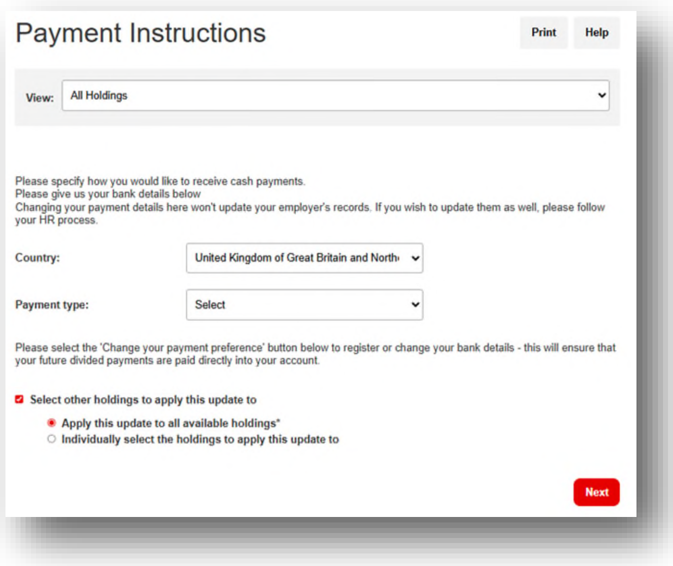


Type in your new payment instructions in the fields provided.

You can apply new payment instruction to other available holdings.

You can apply the instructions to all available holdings or select individual holdings under their portfolio to apply the instructions.

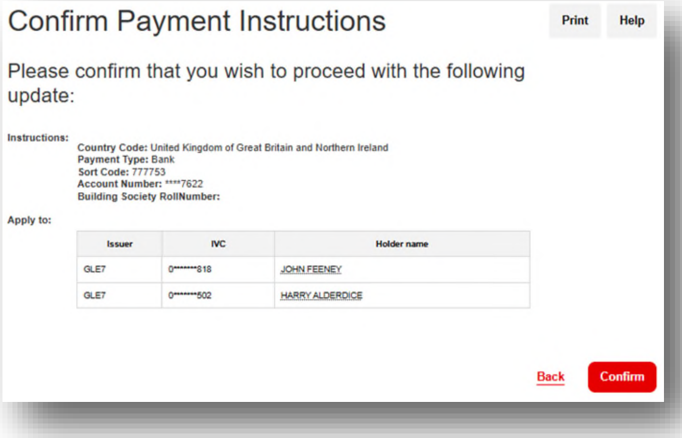
Click Next

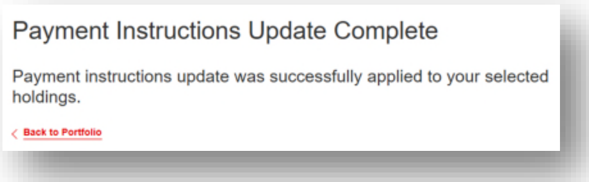


You will get the confirmation screen

Click Confirm

You can return to the portfolio from here.



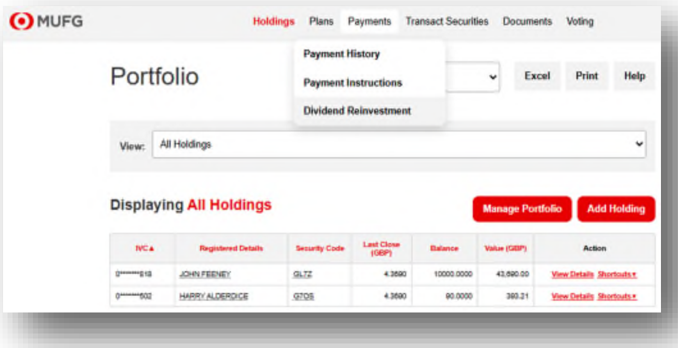


Dividend Reinvestment

To access Dividend Reinvestment, please select ‘Payments’ in the top Menu and click on ‘Dividend Reinvestment’.

Once the portfolio has been registered you can update your DRP instructions by selecting Reinvestment Plans from the Payments & Tax menu.

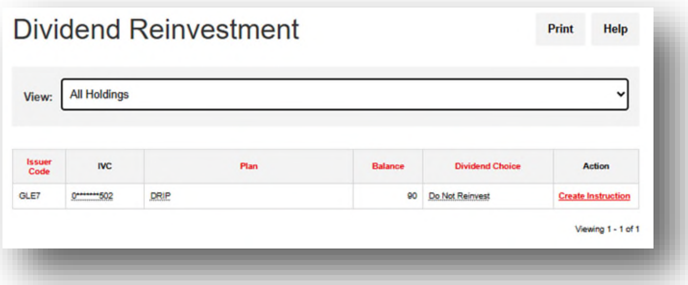
Click Next



Dividend Reinvestment Plans (DRIP’s) are a style of payment instruction where instead of receiving cash payments, dividends are reinvested in the issuer in securities in accordance with the rules of the plan.

On this page you can view and update these instructions for any active plans.

Important: If you have a DRIP in place, it will take priority over any cash payment instructions you may have on record for your holding.



Should the DRIP plan be suspended, your entitlement will be paid in accordance with the nominated cash payment instruction that you may have on record.

Plan

The name of a current dividend reinvestment plan.

Dividend Choice – the current reinvestment choice for this plan

Action

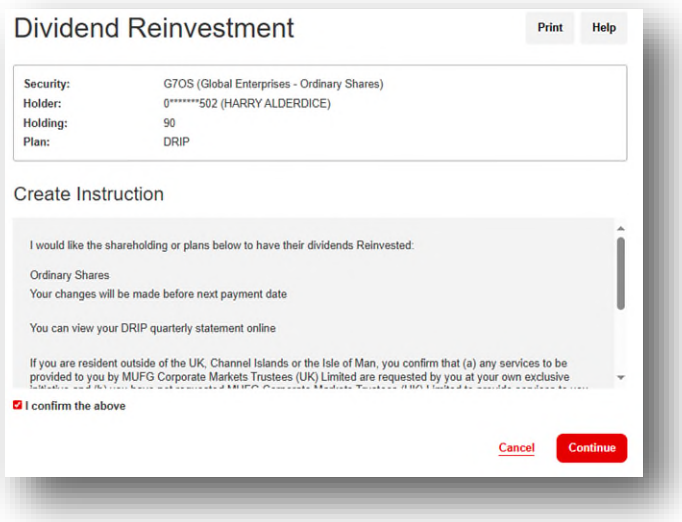
Create Instruction* - the process of creating a new reinvestment plan participation instruction

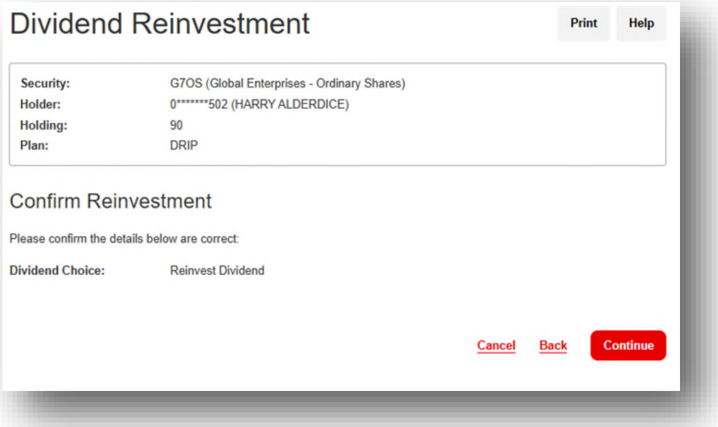
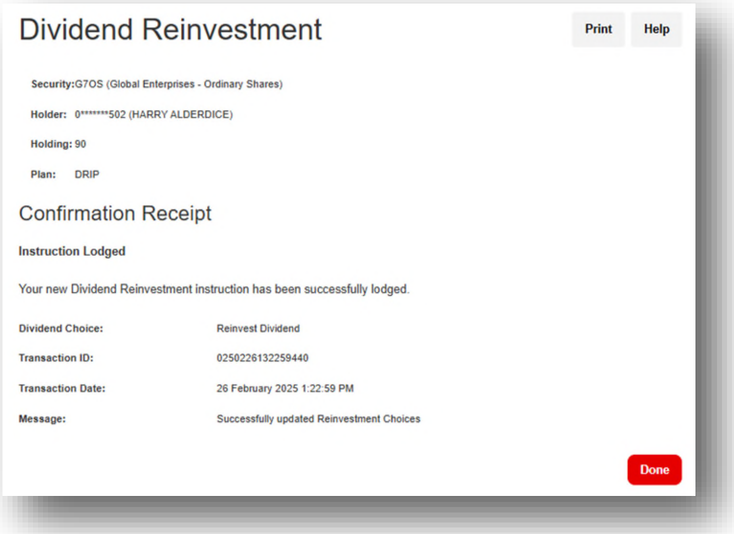
***Click** 'Create Instruction' to continue*

Participation

Review plan details and select 'I confirm the above'.

***Click** Continue to confirm*



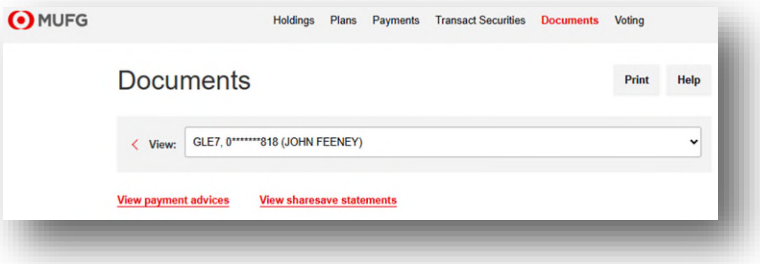
Confirm Participation Review your selection. ***Click** Continue to confirm*	
The final screen is the confirmation screen	

Documents

View Documents

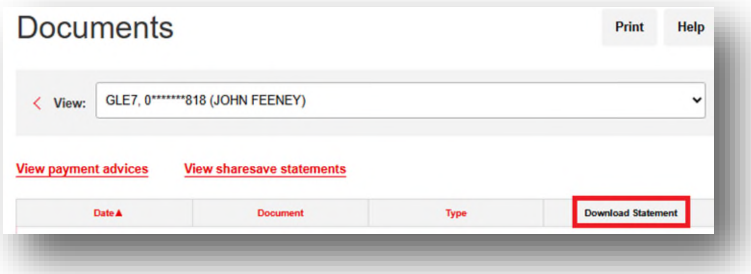
Documents

To access ‘Documents’, select the main menu option ‘Documents’.



This table gives access to your statements, allowing you to easily select the type of document, issuer, and period for convenient review of the required financial records.

You can download and save the document by clicking on the icon in the column 'download statement'.

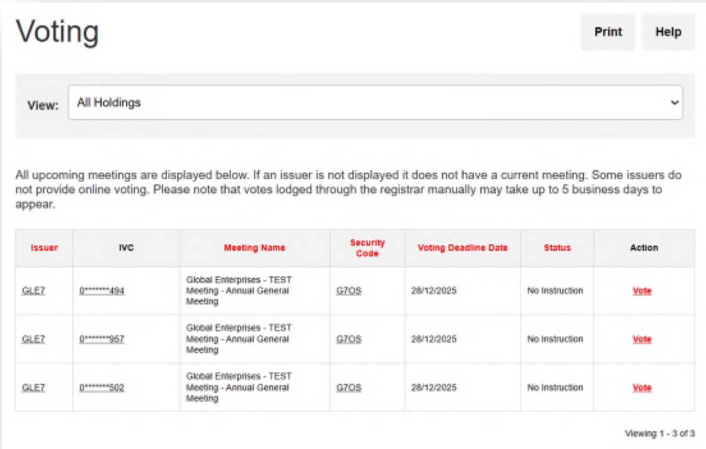


Voting

Voting

To access ‘Voting’, select the main menu option ‘Voting’.

This page allows you to view and manage your voting for upcoming meetings.



Voting Deadline Date

Voting deadline date is the final date by which you can submit your proxy preferences for the upcoming meeting.

Status

Status refers to your proxy submission and whether it has been lodged or not.

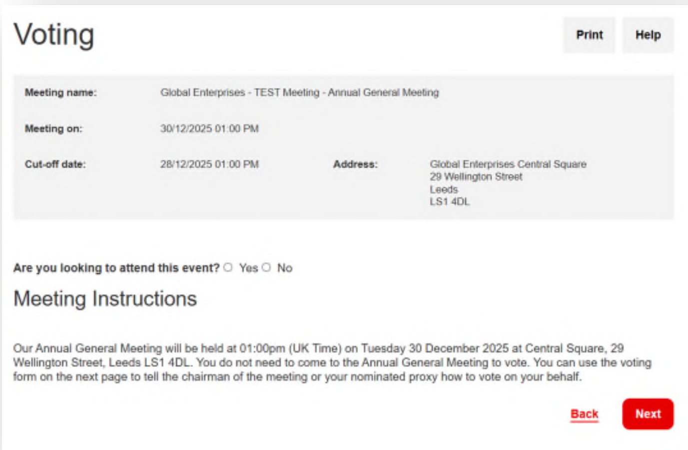
Action

From the Action column, Select ’Vote’

Are you looking to attend this event?

If you are going to attend the meeting on the day, select ‘Yes’.

If you don’t intend to go, select ‘No’.



Meeting Instructions

Details of where and when the meeting will be held.

Select Next

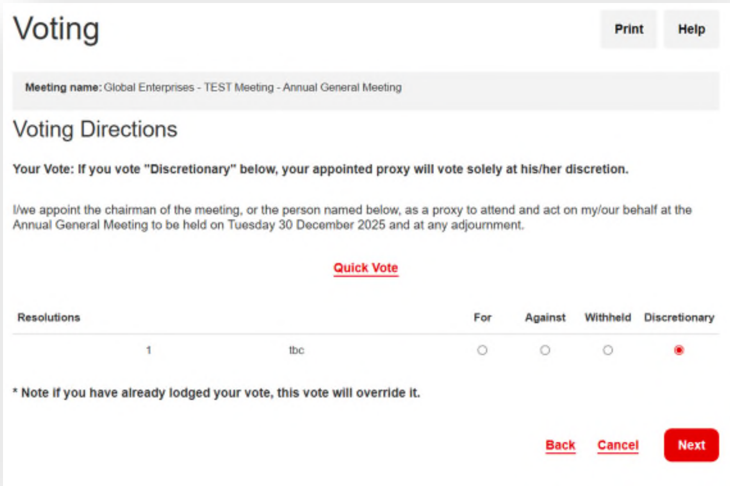
Select your vote

Select your voting direction for each resolution.

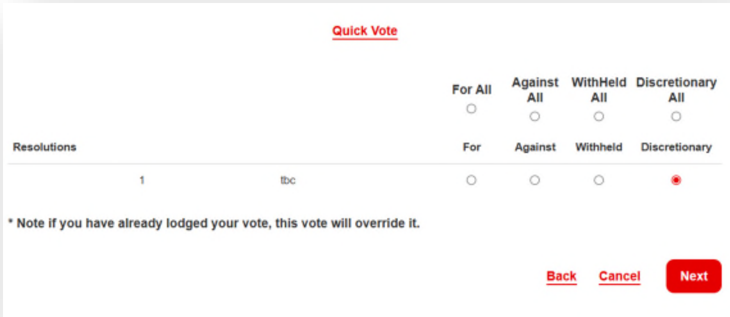
Quick Vote

If there are a few resolutions and you would like to vote the same direction for all of them, select 'Quick Vote'. You can then select the voting option.

Select Next.



Quick Vote



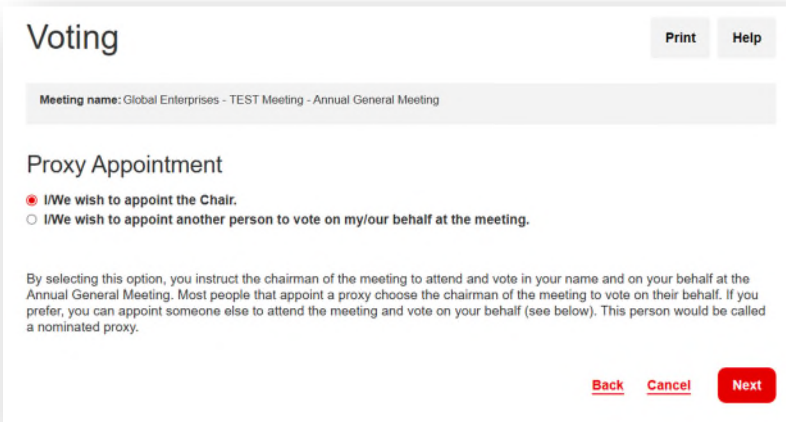
Proxy appointment

(Shareholders can assign their voting rights to another party, called a proxy

The proxy can cast votes on behalf of the shareholder at the meeting)

You can appoint the Chair of the meeting or someone else to vote on your behalf. To do this click 'I/We wish to appoint another person to vote on my/our behalf at the meeting.'

Enter the first and last name of the person you would like to appoint.



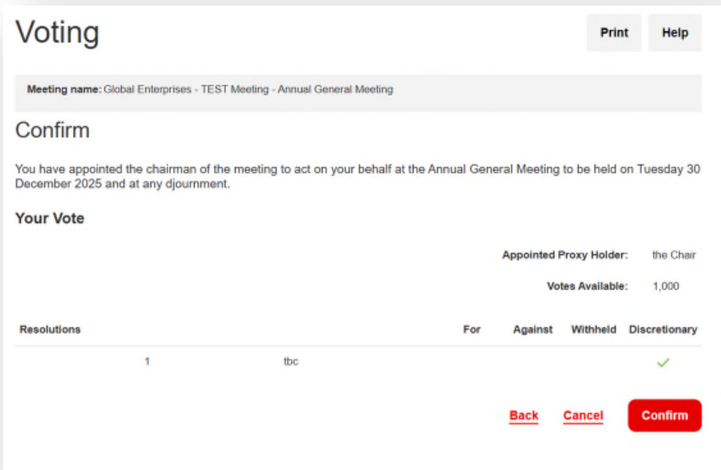
Select Next

Appoint someone other than the Chair

Finally, you will reach to confirmation screen showing a summary of your votes.

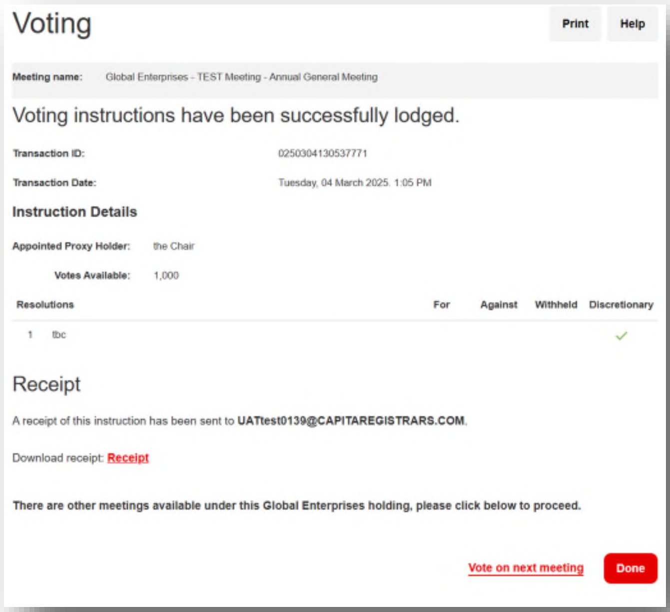
Review you votes before submitting.

Select Confirm to submit your vote



Your voting receipt – you can download this by clicking on ‘Receipt’. It will also be emailed to the email address on record for your holding.

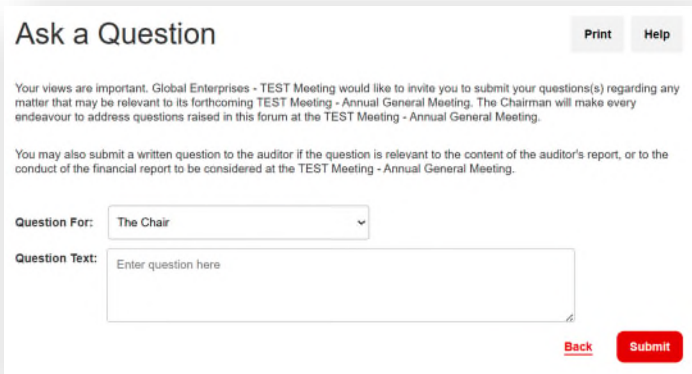
Select Done



Select “Ask Questions”, if you wish to submit a question at the AGM for the board to read and answer.

This page permits the user to submit questions and topics to be addressed at the issuers upcoming AGM.

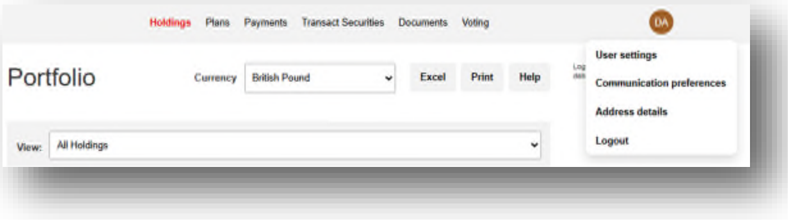
Select who the question is for and enter in the details of your question.



User Icon

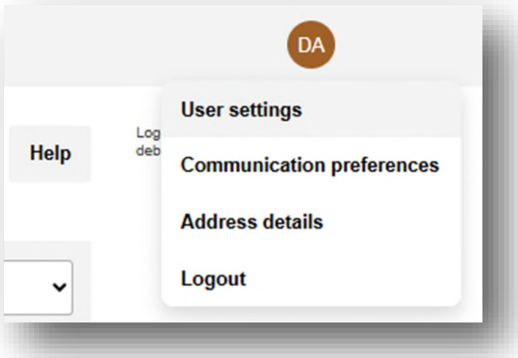
Settings access

Hover over the User Icon to see the shortcuts to the most common settings.



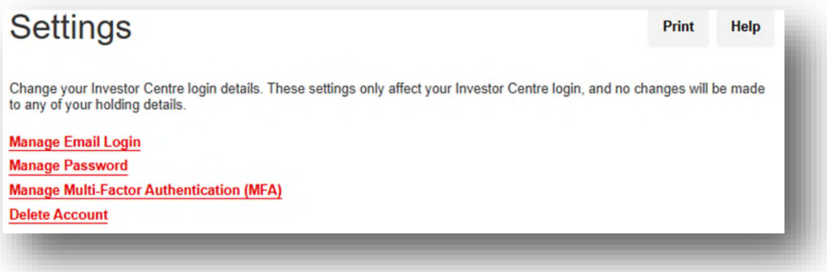
User Settings

To access ‘User Settings’, hover over the user icon and select ‘User Settings’



From Settings you can manage and update the following:

- Manage Email Login
- Manage Password
- Manage Multi-Factor Authentication (MFA)
- Delete Account

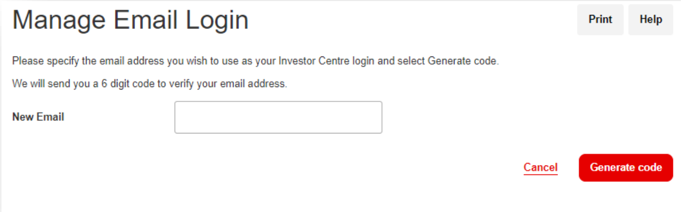


Manage Email Login

Please specify the email address you wish to use as your Investor

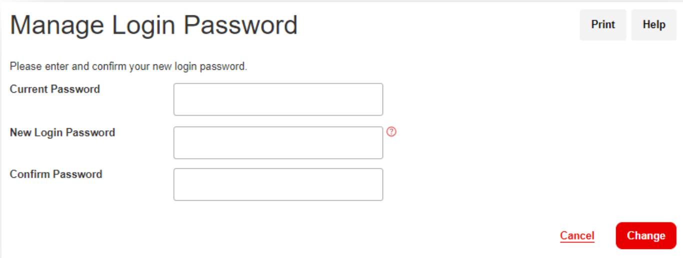
Centre login and select Generate code.

We will send you a 6-digit code to verify your email address.



Manage Password

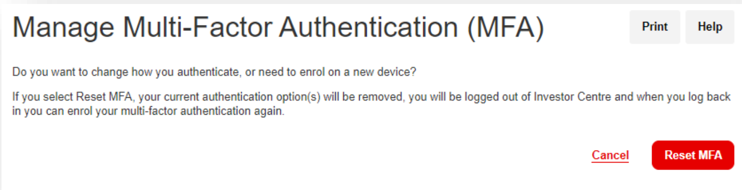
Please enter and confirm your new login password.



Manage Multi-Factor Authentication (MFA)

If you select Reset MFA, your current authentication option(s) will be removed.

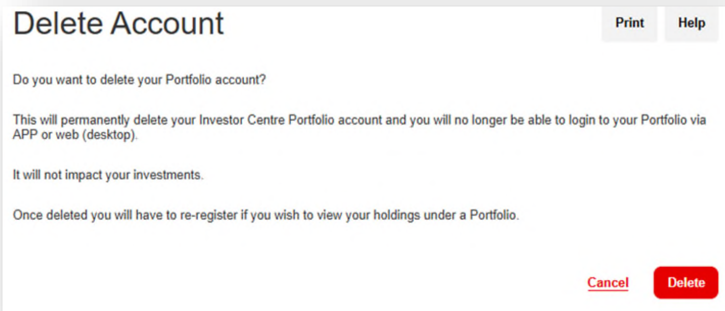
You will be logged out of Investor Centre and when you log back in you can enrol your Multi-Factor Authentication again.



Delete Account

It is important to note that if you have active Investor Centre accounts in different countries/regions, this action will only affect this Investor Centre Portfolio account. You will have to log in to the different regions you hold accounts in to completely delete your account.

To ensure you can reregister with the same credentials at a later stage, it is important to delete any other Investor Centre accounts as directed above. Deleting your



Investor Centre account will not impact your investments.

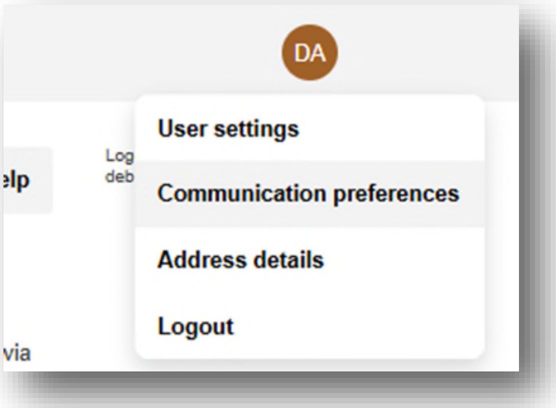
Communication Preferences

To access ‘Communication Preferences’, hover over the user icon and select ‘Communication Preferences’

There are certain restrictions to updating communication preferences for unlisted managed fund holdings.

You cannot update:

- If you are not the primary owner for the holding.
- If your fund manager has disabled online updates.



By default, the display will show ‘All Holdings” Communication preferences.

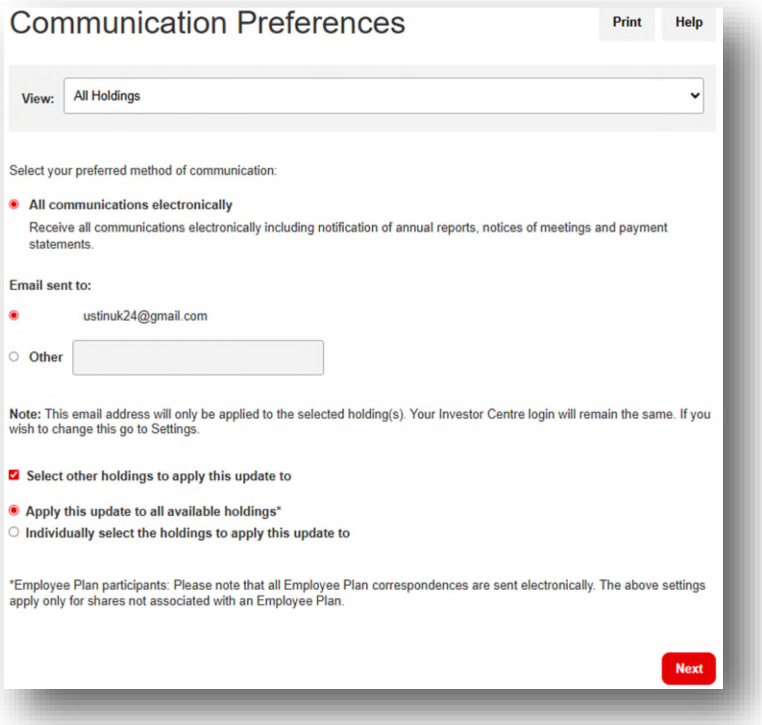
You can make changes here or select a specific Holding to make changes from the View drop down menu.

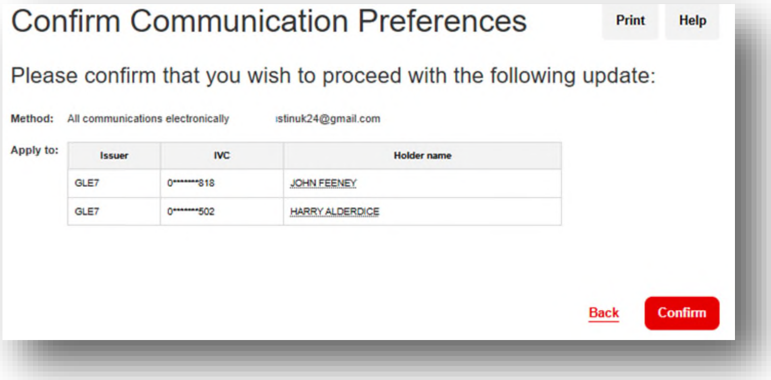
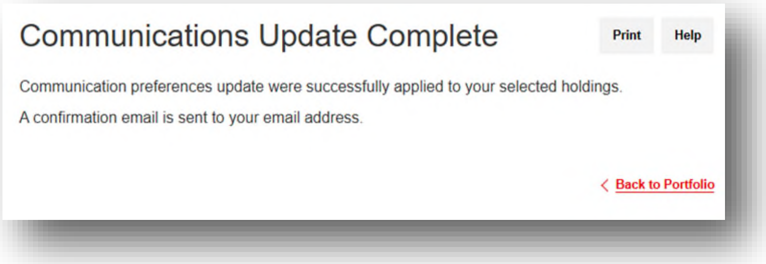
Your option is to have all communications sent to you electronically. You can use the email already registered to your portfolio or type in another email to get these communications sent to.

Select if you would like to apply this update to all holdings in your portfolio or select individual holdings to apply it to.

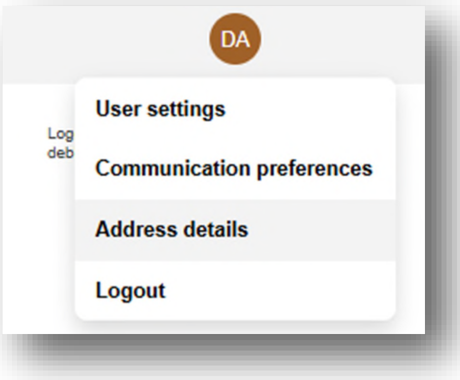
Once you have made your selection click on ’Next’

Note. This will only change your communication preference for any communication related to your Holding from the Investor Centre.

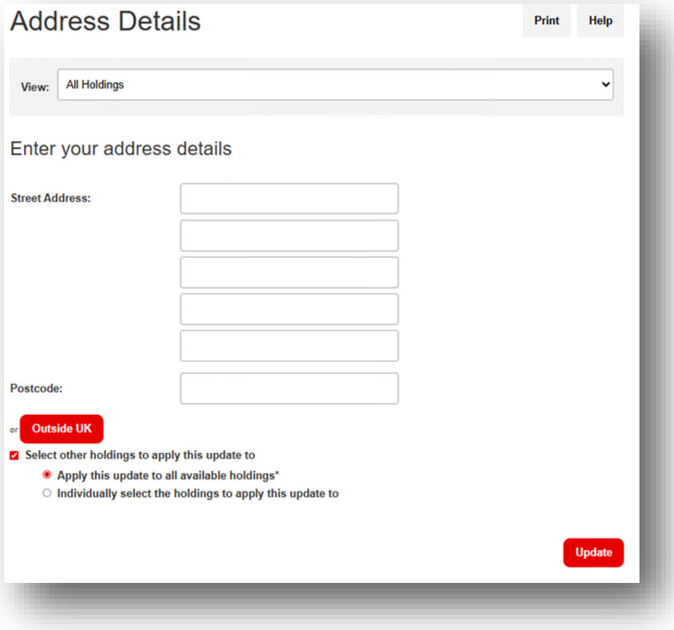


Confirm your communication preferences. Select 'Confirm'	
Communications Update Complete	

Address Details

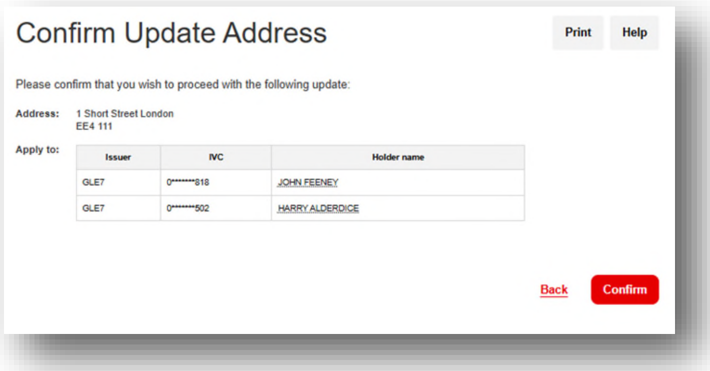
To access 'Address Details', hover over the user icon and select 'Address Details'	
Enter your address details. Select if you would like to apply this update to all available holdings or individually select the holdings,	

Select ‘Update’



Confirm address update.

Select ‘Confirm’



Your address has been updated.