

# Canaccord Genuity Wealth Management client portal

User guide

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# Logging in for the first time

If you have received an email from us with a temporary password and a link inviting you to register, you will need to follow the link provided and log in with your username and temporary password. You will need to go through multi-factor authentication (MFA) and answer a security question. When completing the MFA process, you have the option to 'remember/enrol this device'. This allows you to login from the same device for the next 90 days without having to complete the MFA process. Once this has been completed, you will be asked to complete three security questions (security questions are only required as part of the MFA process), set a new password and enter a contact number for MFA purposes. If you haven't received an email from us, you will need to contact us for a username.

Our mobile app, CGWM Investments, is also available from the Apple and Google stores.

The screenshot shows the registration page for CGWM Investments. The page has a dark blue header with the logo 'cg/Canaccord Genuity Wealth Management' and a 'Logout' link. The main content area is white and contains three sections: 'Security questions', 'Enter your new password', and 'Contact information'. The 'Security questions' section has three questions: 'Favourite colour', 'Name of the road you grew up in', and 'Name of your first school', each with a dropdown menu and an answer field. The 'Enter your new password' section has three password fields: 'Current password', 'New password', and 'Confirm new password', each with a strength indicator. The 'Contact information' section has a 'Mobile phone number' field with a placeholder '+4477811XXXXX'. A 'Continue' button is at the bottom right.

cg/Canaccord Genuity Wealth Management Logout

Security questions

Security question 1  
Favourite colour

Answer

Security question 2  
Name of the road you grew up in

Answer

Security question 3  
Name of your first school

Answer

Enter your new password

Current password Must be between 6-45 characters

New password Must contain one or more number(s) (0-9)  
Must contain one or more lowercase letter(s) (a-z)

Confirm new password Must contain one or more uppercase letter(s) (A-Z)

Contact information

Mobile phone number (This will only be used for authentication)  
+4477811XXXXX

Continue

# Logging in for the first time

Please select your security questions and then type your answers in the text boxes below.

1

Please add the temporary password provided in the email.

2

Please input your new password and then confirm your new password in the second box.

3

Please add your mobile number here, dropping the first zero, e.g +44 77XXXXXXX.

4

The screenshot shows the Canaccord Genuity account creation interface. The page is titled "Security questions" and "Enter your new password". It includes a "Contact information" section for mobile number entry. The page is annotated with numbered callouts (1-4) corresponding to the instructions on the left.

**Security questions section:**

- Security question 1: Favourite colour (dropdown menu)
- Answer: [Text input field]
- Security question 2: Name of the road you grew up in (dropdown menu)
- Answer: [Text input field]
- Security question 3: Name of your first school (dropdown menu)
- Answer: [Text input field]

**Enter your new password section:**

- Current password: [Text input field] (Must be between 6-45 characters)
- New password: [Text input field] (Must contain one or more number(s) (0-9))
- Confirm new password: [Text input field] (Must contain one or more lowercase letter(s) (a-z))
- Confirm new password: [Text input field] (Must contain one or more uppercase letter(s) (A-Z))

**Contact information section:**

- Mobile phone number (This will only be used for authentication): [Text input field] (Example: +4477811XXXX)

A "Continue" button is located at the bottom right of the form. A "Logout" link is visible in the top right corner of the page.

# Navigation

In the top left hand corner is the site menu, selecting this will allow you to navigate to the different sections of the site.

1

The screenshot displays the Canaccord Genuity user interface. At the top left, a navigation menu is open, showing options: Home, Holdings, Performance, Transactions, Balances, Documents, Secure messaging, Profile & settings, and Sign Out. The 'Performance' option is highlighted. The main content area shows a dashboard for 'Raashi' with a 'Last login: 25 April 2023' indicator. Below the navigation menu, there is a 'Portfolios and accounts' section with a table of portfolios. The table has columns for Portfolio, Service, Risk profile, CCY, and Value. The table contains two rows of data:

Portfolio	Service	Risk profile	CCY	Value
Monique Dinning	Advisory PM	5	GBP	1,792,558.38
Abril Toni D41n3s-Mistr1	Advisory PM	5	USD	941,264.23

# Home page

Once you have successfully logged in, you will be directed to the home page. From here you can use the menu to navigate through the site. You also have the following options:

The 'Portfolios' tab shows your accounts at an account group or reporting level. For example, if you have two accounts and they are reported together, this is referred to as an account group and these are listed here.

1

The 'Accounts' tab shows your accounts at an individual level which make up each of the account groups.

2

The 'Custom groups' tab allows you to create your own account groups to view and navigate the portal e.g. all discretionary accounts.

3

The 'Edit columns' option allows you to edit the columns you can see in the table. You can also drag and drop a column heading into the space above the headings, which allows you to group accounts based on the option selected, for example, by service type. This feature is repeated throughout the site.

4

Summary As of 03/03/2023  
Total market value  
GBP 2,574,080

Canaccord news

04/04/2023  
**Webinar: how could banking sector concerns and UK pension changes affect you?**  
"Volatility is breeding opportunity"  
The recent collapse of several banks, and upcoming changes to U...

Portfolios and accounts Manage custom groups >

Portfolios **1** Accounts **2** Custom groups **3** **4** Export Edit columns

Drag a column here to group by that column

Portfolio	Portfolio CCY	Service	Risk profile	CCY	Value
<a href="#">Monique Dnnn1ng</a>	GBP	Advisory PM	5	GBP	1,792,558.38
<a href="#">Abril Toni D41n3s-M1str1</a>	USD	Advisory PM	5	USD	941,264.23

Asset allocation View holdings >

80.00%  
70.00%



# Custom group

Selecting 'Manage your custom groups' allows you to manage existing or create new custom groups.

1

To create a new custom group, select '+ New custom group'.

2

You will then be asked to give the new custom group a name and you can add a description of what the group is. You should then select the 'Create group' button.

3

Once the group has been created, you can select the accounts you would like to include in it.

4

The screenshot illustrates the 'Manage your custom groups' interface. At the top, a navigation bar contains various menu items. Below it, a 'Welcome, Emma' banner shows the user's name and last login. The main content area is titled 'Manage your custom groups' and includes a '+ New custom group' button. A dialog box titled 'Create a new custom group' is open, showing input fields for 'Custom group name' and 'Custom group description', both containing the text 'Models'. Below this, an 'Add accounts to group' dialog box is open, displaying a table of accounts with checkboxes for selection. The table has columns for 'Account name' and 'Account short name'. The accounts listed are:

Account name	Account short name
<input checked="" type="checkbox"/> GBP CGWM RISK: MODEL #7 DIRECT EQUITY	1232925
<input type="checkbox"/> CGWM Sample Client 61198924.1001 Ex Custody XO GBP	1206238
<input checked="" type="checkbox"/> GBP CGWM RISK: MODEL #6 DIRECT EQUITY	253901
<input type="checkbox"/> CGWM Sample Client 61198924.1005 Ex Custody DPM GBP	4384279
<input type="checkbox"/> CGWM Sample Client 61198924.1007 Ex Custody ASB GBP	4384414

# Holdings

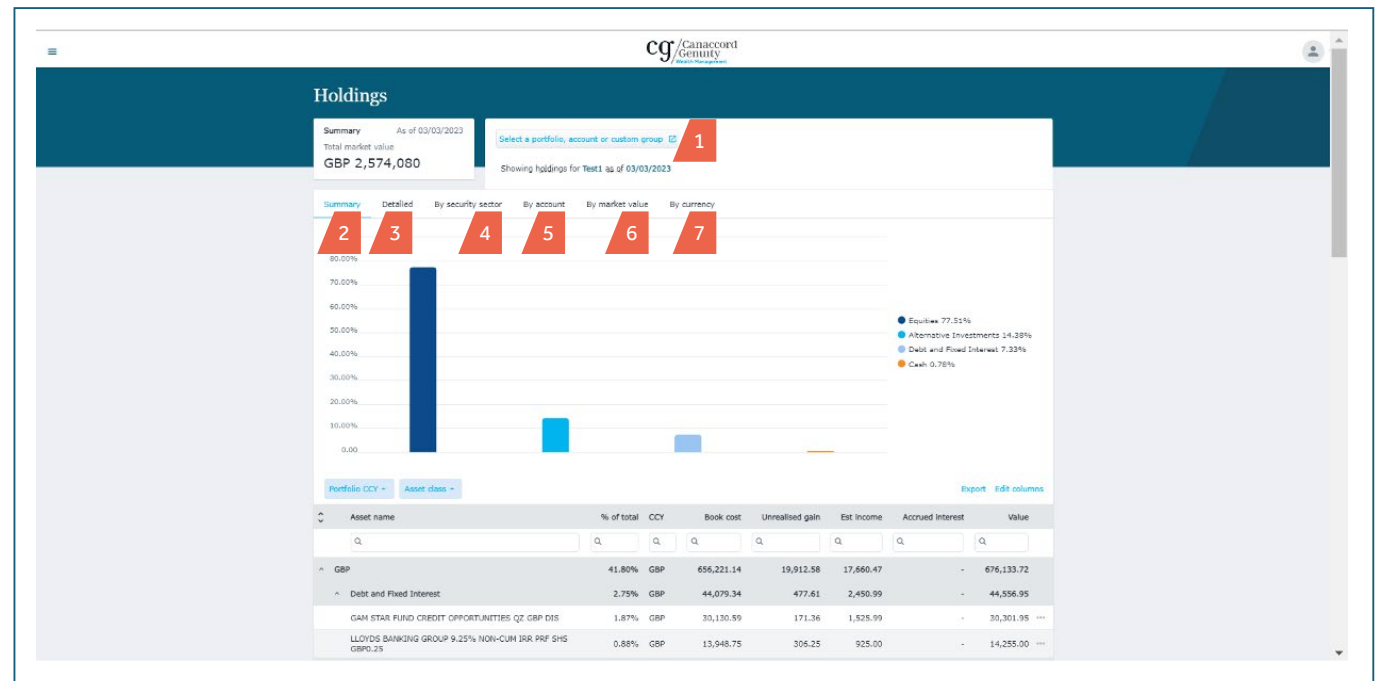
The 'Holdings' page can be accessed from the site menu or by clicking on one of the accounts detailed on the 'Accounts' tab on the home page. You can see your holdings broken down in various ways, both graphically and in the table below. You can add or remove columns in the table to your own preferences using the 'edit columns' button, or by dragging the columns up, to group by different options. Search options are available for each of the columns.

This allows you to choose the portfolio, account or custom group and date you wish to view the holdings for.

1

This allows you to view the holdings in different ways.

2-7



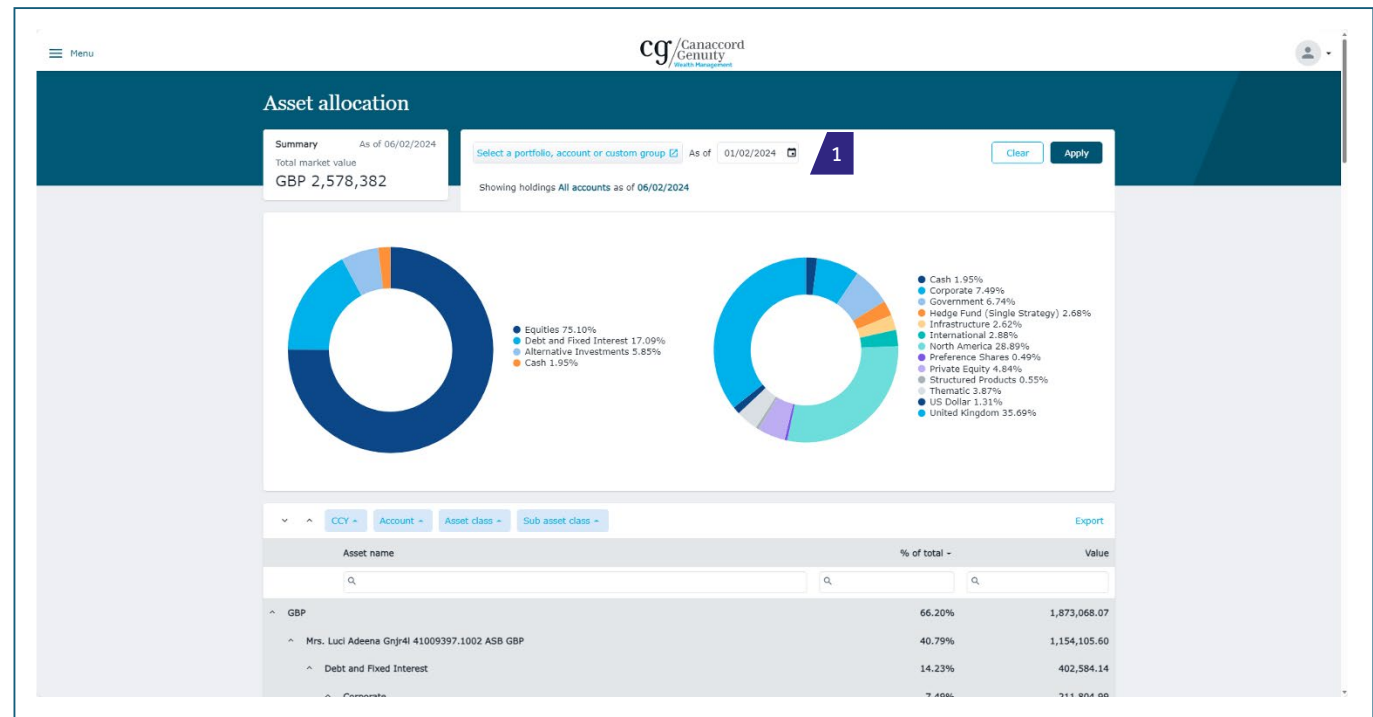


# Asset allocation

The 'Asset allocation' page can be accessed from the site menu. The page provides a dual-level summary of where assets are invested, both graphically and in a manipulatable table. You can add or remove columns in the table to your own preferences using the 'edit columns' button, or by dragging columns above the header row to create filters to group by different options. Search options are available for each of the columns.

This allows you to choose the portfolio, account or custom group and date you wish to view the holdings for.

1



# Performance

The 'Performance' page allows you to review the performance of your portfolios over set time periods, you can also view the market value over time.

You can select the portfolio you wish to review performance for.

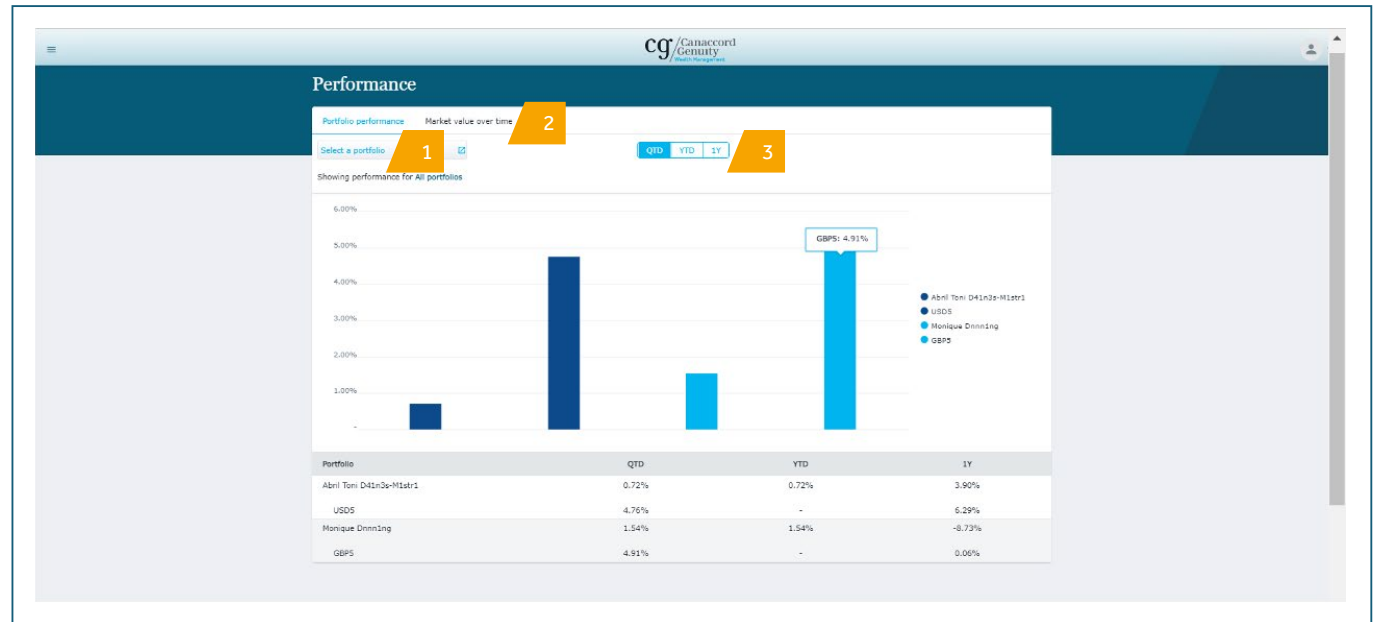
1

Shows market value over time.

2

Reports performance over different time periods.

3



# Performance: market value over time

This allows you to view the market value over different time periods.

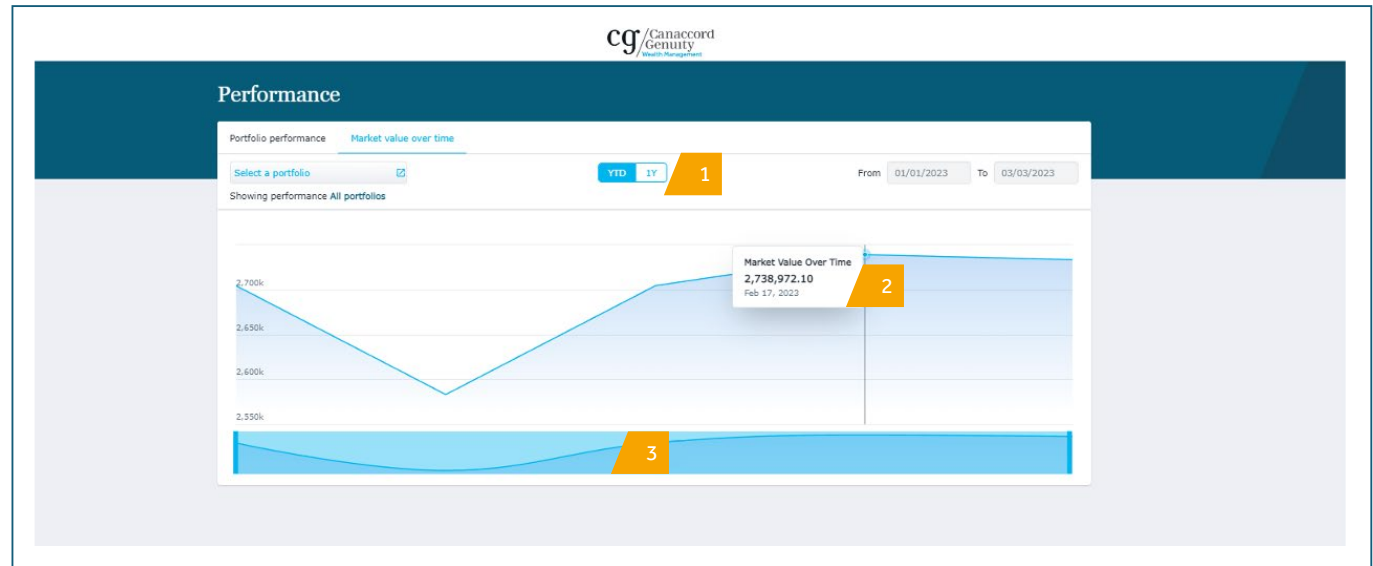
1

By hovering over a point in the graph you can see the total market value of your portfolio for that day.

2

The blue bar at the bottom allows you to select/adjust time periods selected.

3



# Transactions

The 'Transactions' page allows you to view your transactions by portfolio, account or custom group and over varying time periods. In the table you can search, filter and amend the columns as you can on the holdings page.

This allows you to choose the portfolio, account or custom group you wish to view transactions for, the type of transaction and the time period. You need to click apply to show the transactions you have selected.

Select to show stock transactions.

Select to show cash transactions.

Shows all income received.

You can drag and drop a column into this space to group accounts by the column selected.

Search using these fields.

The screenshot shows the 'Transactions' page in the Canaccord Genuity system. The page features a dark blue header with the company logo and a navigation menu. Below the header, the 'Transactions' section is displayed. At the top of this section is a filter bar with the following elements: a dropdown menu for 'Select a portfolio, account or custom group', a dropdown for 'All types', a dropdown for 'Last 3 months', and two date pickers for 'from' and 'to'. Below the filter bar are three tabs: 'Stock transactions', 'Cash transactions', and 'Income schedule'. Below the tabs is a drag-and-drop area for grouping columns. The table below has columns for Date, Asset name, Event type, Description, ISIN, Quantity, Currency, Cost/Proceeds, Gain/Loss, and Action center. The table contains two rows of transactions for 'BH MACRO LTD ORD NPV USD' on '07/02/2023'.

Date	Asset name	Event type	Description	ISIN	Quantity	Currency	Cost/Proceeds	Gain/Loss	Action center
07/02/2023	BH MACRO LTD ORD NPV USD	Split	Split BH MACRO LTD ORD NPV USD	GG00B1NPGV15	-2,000.00	USD	-	-	
07/02/2023	BH MACRO LTD ORD NPV USD	Split	Split BH MACRO LTD ORD NPV USD	GG00B1NPGV15	20,000.00	USD	-	-	

# Balances

The 'Balances' page allows you to view current holdings and balances (located at the top of the page), and activity over varying time periods for the holding or cash account selected (located at the bottom of the page). The same group, search and filtering functions are available as on the other pages.

This allows you to choose the portfolio, account or custom group you wish to view.

1

Select a stock or cash to view it's holdings or cash balances and the corresponding activity.

2

You can drag and drop a column heading into the gap above to group accounts by that title, e.g. asset name.

3

You can search using these fields.

4

**Balances**

1 Select an account From 03/02/2023 To 03/05/2023 Apply Clear

Showing activity across All Accounts

2 Cash Securities All

3 Drag a column here to group by that column Export Edit columns

Security Name	Account Name	Quantity	Total Cost	Market Value	Account Short Name	% of MV
Nil Interest Dealing GBP	CGWM Sample Client 61198924.1001 Ex Custody XO GBP	269,410.360	269,410.36	269,410.36	1206238	67.94%
Nil Interest Dealing USD	CGWM Sample Client 61198924.1001 Ex Custody XO GBP	9,350.000	7,449.31	7,449.31	1206238	1.88%
Nil Interest Income GBP	CGWM Sample Client 61198924.1001 Ex Custody XO GBP	93,466.500	93,466.50	93,466.50	1206238	23.57%
Nil Interest Dealing GBP	CGWM Select Portfolio Service 61198924.1002 Ex Custody XO GBP	1,019.860	1,019.86	1,019.86	1392960	0.26%
Nil Interest Income GBP	CGWM Select Portfolio Service 61198924.1002 Ex Custody XO GBP	25,220.160	25,220.16	25,220.16	1392960	6.36%

Activity for CGWM Sample Client 61198924.1001 Ex Custody XO GBP ()

4 Drag a column here to group by that column Export Edit columns

Symbol	Security Description	Trade Date	Settlement Date	Description	Quantity	Book Amount	Local Balance
1635279-20054			05/03/2023	Closing Balance			93,467
1635279-20054	GBP	04/25/2023	04/25/2023	Dividend cash: 15000 - JPMORGAN EMER MKTS INVEST TRUST ORD GBP0.025	15,000.000	87	93,467
1635279-20054	GBP	04/20/2023	04/20/2023	Dividend cash CANACCORD GENUITY BOND FUND A GBP DIS	8,000.000	4,794	93,380
1635279-20054	GBP	04/19/2023	04/19/2023	Dividend cash CANACCORD GENUITY CAUTIOUS FUND A GBP DIS	10,000.000	79	88,506
1635279-20054	GBP	03/29/2023	03/29/2023	Dividend cash: 2500 - ISHARES CORE FTSE100 UCITS ETF GBP DIS	2,500.000	107	88,506
			02/03/2023	Opening Balance			88,399

# Account top up

The 'Account top up' page can be accessed from the menu. This page enables you to make payments via open banking/mobile app.

If you have an Android device, please note you might need to perform the following:

- Update the mobile device's operating system to the latest version
- Ensure the latest version of the banking app is installed
- Ensure 'open web pages in the app' is set to 'no' in the settings
- Ensure 'open app links in browser' is set to 'no' in internet settings - useful features
- Reset your cache and cookies for your browser.

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## Account top up

**How does it work?**

- \* Step 1 - Select the account you want to top up and enter the amount you wish to transfer.
- \* Step 2 - Please follow the instructions on screen from our provider Plaid. You will be taken directly to your bank account to finalise the transfer payment.
- \* Step 3 - The money will be applied to your account at Canaccord and made visible through the portal on the next business day.

**Please note:**

- \* This feature is only available for payments made in GBP from a UK bank account. Banks located outside the UK (including the Channel Islands and Isle of Man) do not have connectivity to this service.
- \* Your bank will apply limits, for additional information please [click here](#).
- \* [Click here](#) for Account top up section in the user guide.

**Payment**

Select an account to top up \*

Select an Account

Amount\* Currency

GBP

Submit

# Documents

The 'Documents' page allows you to view documents uploaded by Canaccord Genuity Wealth Management (CGWM), such as valuations and contract notes. It will also allow you to upload any documents you wish to store on the site.

This allows you to choose the portfolio, account or custom group, document category and date range you wish to view documents for.

1

Click here to view all documents uploaded to the portal by CGWM or by you.

2

Drag and a drop a column heading into the gap above to group documents by that title.

3

You can search using these fields.

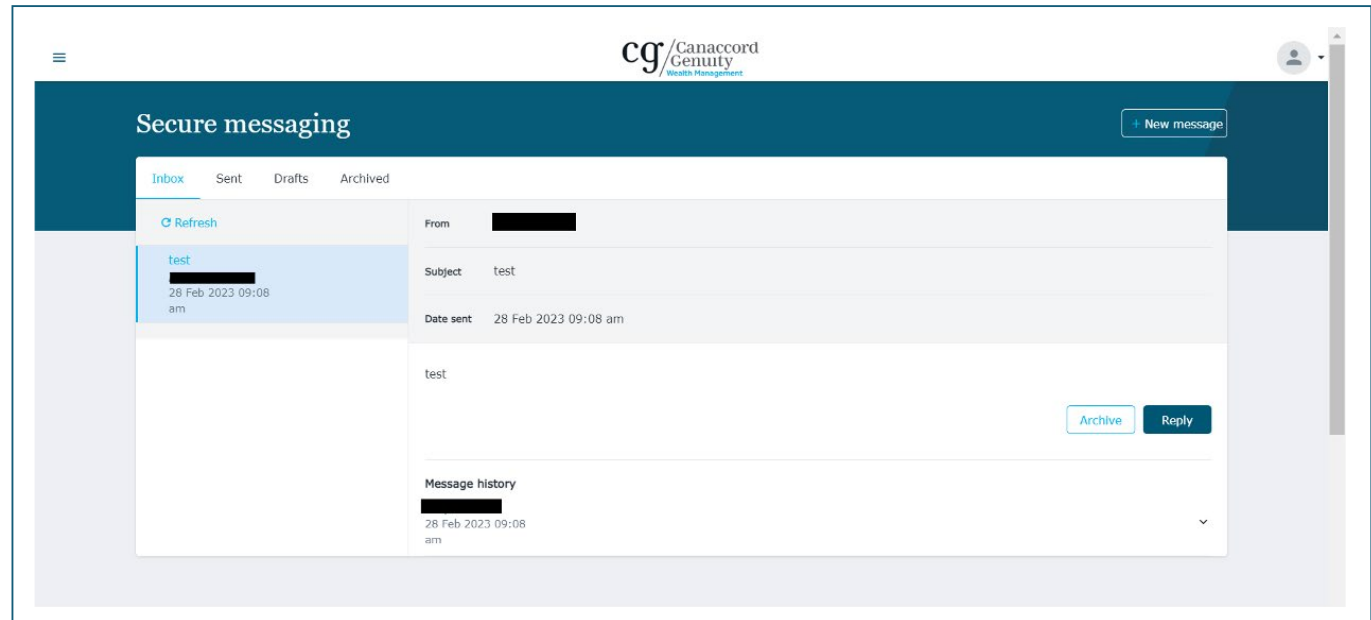
4

Category	Title	Date uploaded	As of date	Portfolio	Account
Personal	Sample file 01- edit	06/03/2023	21/04/2023		Mrs. Luci Adeena Gnjr4l 41009397.1002 APM GBP



# Secure messaging

From this page you can send and receive secure messages to/from your Account Executive and review old messages.



# Profile & settings

You can view your address, contact information, change your preferred currency (for display purposes only, as the actual reference currency of your portfolios will not change), view screens in light or dark themes, update your password and amend your security questions.

The screenshot shows the 'Profile & settings' page for a user. The page is divided into several sections:

- Personal Information:** Username (client-162313) and Full name (RaashiMadeleineSt4nt0n).
- Address details:** Address line 1 (Flat 10), Address line 2 (59 South Park Grange), Address line 3 (Gillingham), Address line 4 (Ayrshire), Country (United Kingdom), and Post code/zip code (G164 PAB).
- Profile photo:** A placeholder for a profile photo with an 'Upload' button.
- Display settings:** Preferred currency (GBP) and Theme (Auto), with a 'Save changes' button.

The page header includes the Canaccord Genuity logo and a user profile icon. The navigation bar at the top of the page is visible, showing various menu items.

# How can we help?

**Need help? Get in touch:** E: [cgwmonline@canaccord.com](mailto:cgwmonline@canaccord.com) T: 0330 390 0850

## Crown dependencies

### Guernsey

Trafalgar Court, Admiral Park, St Peter Port,  
Guernsey GY1 2JA T: **+44 1481 733900**

### Isle of Man

55 Athol Street, Douglas, Isle of Man IM1 4NL  
T: **+44 1624 690100**

### Jersey

37 The Esplanade, St Helier, Jersey JE4 0XQ  
T: **+44 1534 708090**

## UK

**Birmingham** 7th Floor, 4 Temple  
Row, Birmingham B2 5HG  
T: **+44 121 230 1910**

**Blackpool** Talisman House,  
Boardmans Way, Blackpool  
FY4 5FY T: **+44 1253 621 575**

**Edinburgh** 40 Princes Street,  
Edinburgh EH2 2BY  
T: **+44 131 380 9500**

**Guildford** Tempus Court, Onslow  
Street, Guildford GU1 4SS  
T: **+44 1483 961 100**

**Lancaster** 2 Waterview,  
White Cross Industrial Estate,  
South Road, Lancaster LA1 4XS  
T: **+44 1524 541 560**

**Llandudno** Anson House, 1 Cae'r  
Llynen, Llandudno Junction,  
Conwy LL31 9LS  
T: **+44 1492 558 359**

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EC2V 7QR T: **+44 20 7523 4500**

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Suite 33, 11 Waterloo Square,  
Newcastle upon Tyne NE1 4TD  
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**Norwich** 13-15 St Georges Street,  
Norwich, Norfolk NR3 1AB  
T: **+44 1603 567 120**

**Southampton** Ocean Village  
Innovation Centre, Ocean Way,  
Southampton SO14 3JZ  
T: **+44 23 8212 4170**

**Worcester** Slip House, Princes  
Drive, Worcester WR1 2AB  
T: **+44 1905 953 600**

**York** 23 High Petergate, York  
YO1 7HS T: **+44 1904 232 780**

## Important Information

**Investment involves risk. The value of investments and the income from them can go down as well as up and investors may not get back the amount originally invested. Past performance is not a reliable indicator of future performance.**

Canaccord Genuity Wealth Management does not make any warranties, expressed or implied, that the products, securities or services mentioned are available in your jurisdiction. Accordingly, if it is prohibited to advertise or make the products, securities or services available in your jurisdiction, or to you (by reason of nationality, residence or otherwise) then such products, securities or services are not directed at you.

Canaccord Genuity Investment Funds plc (CGIF) is an umbrella fund with segregated liability between sub-funds. CGIF is incorporated with limited liability as an open-ended umbrella investment company with variable capital under the laws of Ireland with registered number 367917 and authorised under the European Communities (Undertakings for Collective Investment in Transferable Securities) Regulations, 2011.

The registered office of CGIF is 3 Dublin Landings, North Wall Quay, IFSC, Dublin 1, Republic of Ireland. CGIF is regulated by the Central Bank of Ireland. In the UK, CGIF is a recognised collective investment scheme for the purposes of Section 264 of the UK Financial Services and Markets Act, 2000. In Guernsey, CGIF is recognised under Section 29(1) of the Protection of Investors (Bailiwick of Guernsey) Law, 1987 and the Investor Protection (Designated Countries and Territories) Regulations 1989 and 1992. In Jersey, CGIF is recognized under the Control of Borrowing (Jersey) Order 1958 and the Collective Investment Funds (Jersey) Law 1988. In Singapore, a number of CGIF sub-funds are classified as Restricted Foreign Schemes by the Monetary Authority of Singapore under paragraph 2(3) of the Sixth Schedule to the Securities and Futures (Offers of Investments) (Collective Investment Schemes) Regulations 2009. In the Isle of Man, CGIF is recognised under Paragraph 1 of Schedule 4 to the Collective Investment Schemes Act 2008. The Isle of Man Financial Services Authority does not vouch for the correctness of any statements or opinions expressed with regard to CGIF.

Canaccord Genuity Wealth Management (CGWM) is a trading name of Canaccord Genuity Wealth Limited (CGWL), CG Wealth Planning Limited (CGWPL) and Canaccord Genuity Wealth (International) Limited (CGWIL). They are all subsidiaries of Canaccord Genuity Group Inc.

CGWL and CGWPL are authorised and regulated by the Financial Conduct Authority (registered numbers 194927 and 594155), have their registered office at 88 Wood Street, London, EC2V 7QR and are registered in England & Wales no. 03739694 and 08284862.

Adam & Co is a trading name of Canaccord Genuity Wealth Limited (CGWL) in Scotland.

CGWIL is licensed and regulated by the Guernsey Financial Services Commission, the Isle of Man Financial Services Authority and the Jersey Financial Services Commission. CGWIL is registered in Guernsey no. 22761 and has its registered office at Trafalgar Court, Admiral Park, St. Peter Port, Guernsey, GY1 2JA.

CGWL and CGWIL are members of the London Stock Exchange.

CGGI is incorporated under the law of the Province of British Columbia with incorporation number BC0787108. The registered address is 1000-840 Howe Street, Vancouver, B.C., Canada V6Z 2M1. It is listed on the Toronto Stock Exchange under the symbol 'CF'. The products and services offered by CGWM in the UK may differ from those offered by other Canaccord Genuity Group Inc. offices.