

# 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. Once this has been completed, you will be asked to complete three security questions, 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.

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 displays the registration interface for CGWM Investments. The page is titled "cg/Canaccord Genuity Wealth Management" and includes a "Logout" link in the top right corner. The form is divided into four numbered sections:

- Security questions:** This section contains three questions, each with a dropdown menu for the question and a text input field for the answer. The questions are:
  - Security question 1: Favourite colour (dropdown)
  - Security question 2: Name of the road you grew up in (dropdown)
  - Security question 3: Name of your first school (dropdown)
- Enter your new password:** This section contains three password fields:
  - Current password: Must be between 6-45 characters
  - New password: Must contain one or more number(s) (0-9)
  - Confirm new password: Must contain one or more lowercase letter(s) (a-z)
- Contact information:** This section contains a single field for the mobile phone number, with a note: "Mobile phone number (This will only be used for authentication)". The field contains the placeholder "+4477811XXXXX".

A "Continue" button is located at the bottom right of the form.

# 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. The top navigation bar includes the logo and the text "Canaccord Genuity". The user's name "Raashi" and the last login date "25 April 2023" are visible in the top right. A navigation menu is open on the left, with a blue highlight and the number "1" next to the "Hide Menu" option. The menu items are: Home, Holdings, Performance, Transactions, Balances, Documents, Secure messaging, Profile & settings, and Sign Out. The main content area shows a "Portfolios and accounts" section with a table of data. The table has columns for Portfolio, Service, Risk profile, CCY, and Value. The data is grouped by currency (GBP and USD).

Portfolio	Service	Risk profile	CCY	Value
GBP				
Monique Dinning	Advisory PM	5	GBP	1,792,558.38
USD				
Abriel 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 site menu to navigate through the site or you 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 column headings which allows you to group the accounts on the basis of the option selected i.e. 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%

# Holdings

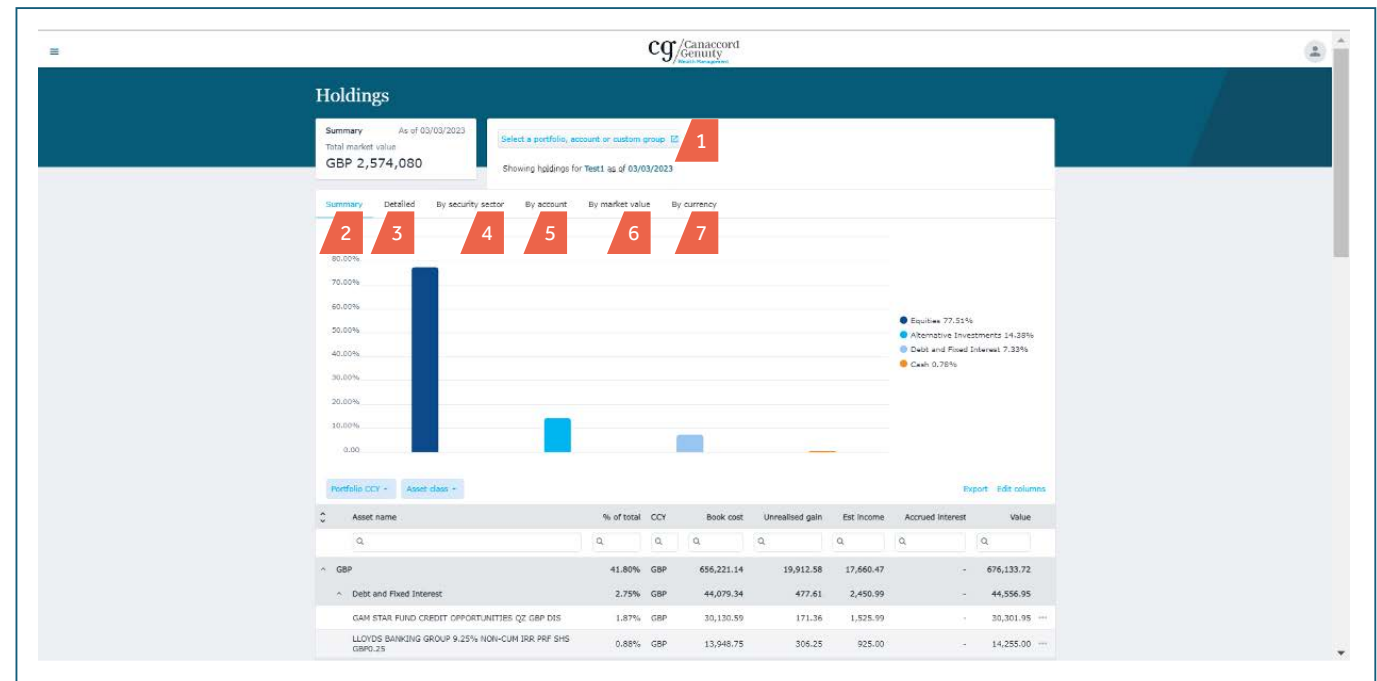
The holdings page can be accessed from the site menu or by clicking on one of the accounts detailed on the 'Accounts' tab on the home page. You can see your holdings broken down in various ways, both graphically and in the table below. You can add or remove columns in the table to your own preferences using the 'edit columns' option as well 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 you wish to view the holdings for.

1

This allows you to view the holdings in different ways.

2-7



# 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.

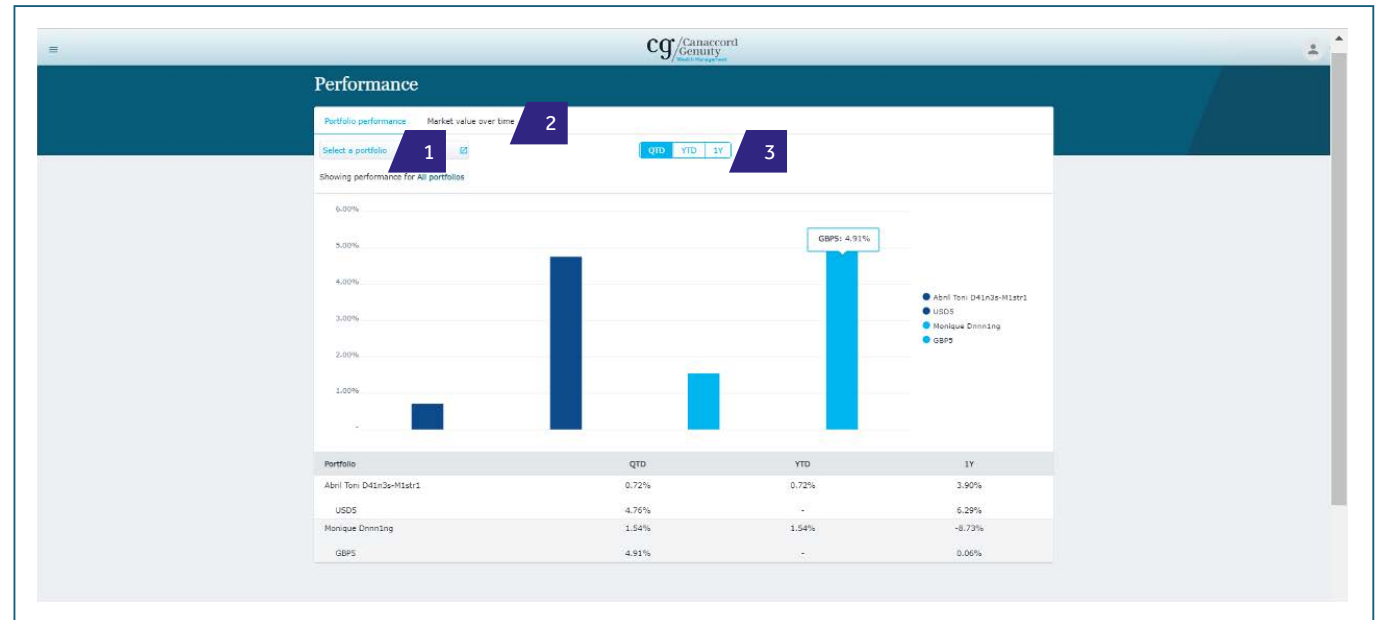
1

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.

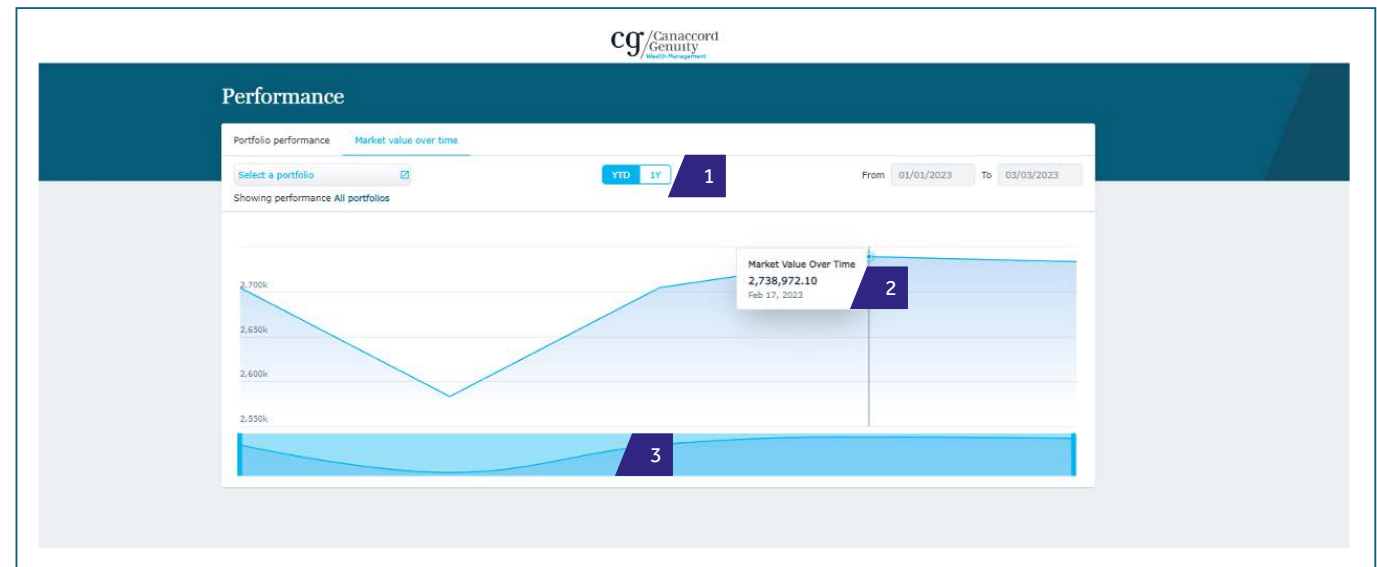
1

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 displays the 'Transactions' page with the following elements:

- 1**: Filter dropdown menu showing 'Select a portfolio, account or custom group', 'All types', and 'Last 3 months'.
- 2**: 'Stock transactions' tab selected.
- 3**: 'Cash transactions' tab.
- 4**: 'Income schedule' tab.
- 5**: Drag-and-drop area with the text 'Drag a column group by that column'.
- 6**: Search input fields for Date, Asset name, Event type, Description, ISIN, Quantity, Currency, Cost/Proceeds, Gain/Loss, and Action center.

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 at the top of the page and activity over varying time periods for the holding or cash account selected 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 stock or cash to view holdings or cash balances and the corresponding activity.

2

You can drag and a 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

The screenshot displays the 'Balances' page in the Canaccord Genuity Wealth Management system. The page is divided into several sections:

- Header:** 'Balances' title and navigation icons.
- Filtering:** A dropdown menu to 'Select an account' (set to 'All') and date range filters (From: 03/02/2023, To: 03/05/2023).
- Summary Table:** A table showing activity across all accounts. Columns include Security Name, Account Name, Quantity, Total Cost, Market Value, Account Short Name, and % of MV.
 

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 Table:** A table showing activity for the selected account (CGWM Sample Client 61198924.1001 Ex Custody XO GBP). Columns include Symbol, Security Description, Trade Date, Settlement Date, Description, Quantity, Book Amount, and Local Balance.
 

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	88,586
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

# 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

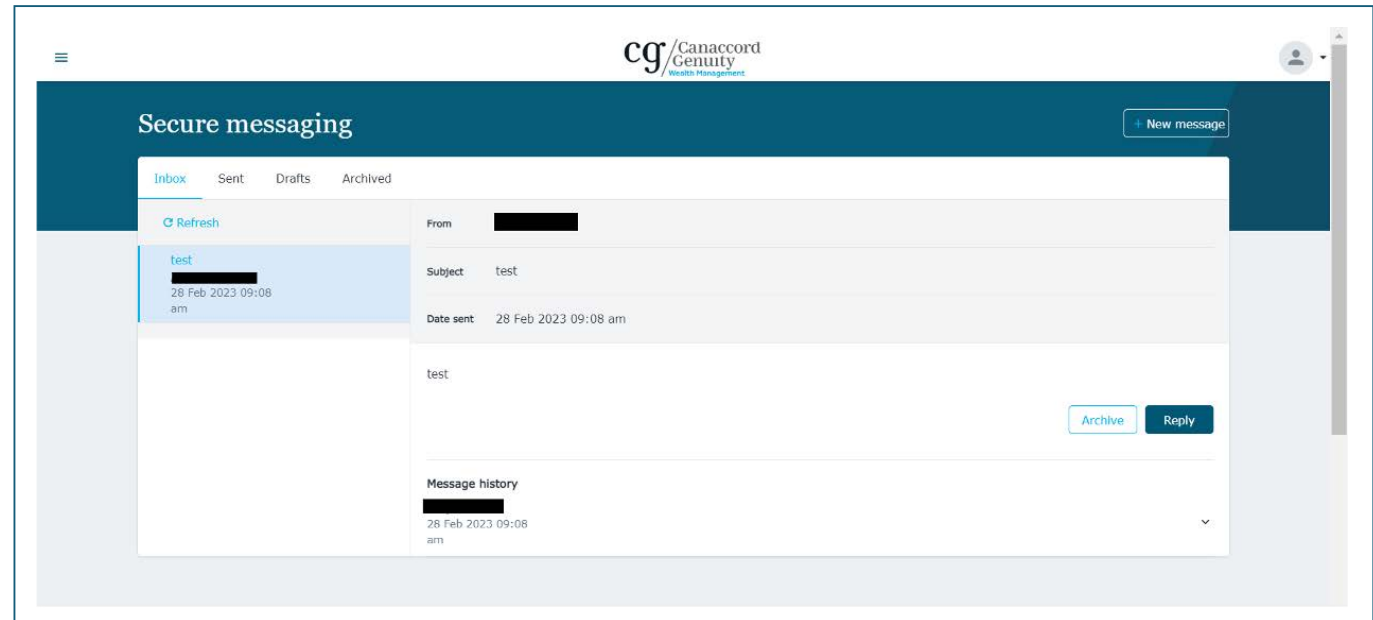
The screenshot shows the 'Documents' page in the Canaccord Genuity portal. The page title is 'Documents' and it includes an 'Upload document' button. The interface is divided into several sections:

- Filter options (1):** A section for filtering documents, including a dropdown for 'All categories', 'From' and 'To' date pickers (format dd/mm/yyyy), and 'Reset' and 'Apply' buttons.
- All documents (2):** A section showing 'All documents uploads' with a 'Download selected' button and a 'Drag a column here to group by that column' area (3).
- Table (4):** A table with columns: Category, Title, Date uploaded, As of date, Portfolio, and Account. A search bar is located above the table. A single document is listed:
 

Category	Title	Date uploaded	As of date	Portfolio	Account
Personal	Sample file 01- edit	06/03/2023	21/04/2023		Mrs. Luci Adeena Gnjr41 41009397.1002 APM GBP

# Documents

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 security questions.

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

- Personal Information:** Includes fields for Username (client-162313) and Full name (RaashiMadeleineSt4nt0n).
- Address details:** Includes fields for 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 PA8).
- Profile photo:** A placeholder for a profile picture with an 'Upload' button.
- Display settings:** Includes a dropdown for Preferred currency (set to GBP) and a dropdown for Theme (set to Auto), with a 'Save changes' button.

The page header features the Canaccord Genuity logo and a user profile icon. The navigation bar at the top of the slide is also visible in the background of the screenshot.

# How can we help?

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

If you'd like to know more about how we can help with your investment and wealth management needs, email us at [marketing@canaccord.com](mailto:marketing@canaccord.com) or call one of the numbers shown below. We'll be delighted to answer your questions and provide more details of our services.

## Crown dependencies

### Guernsey

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

### Isle of Man

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Newcastle upon Tyne NE1 4TD  
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Southampton SO14 3JZ  
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Drive, Worcester WR1 2AB  
T: **+44 1905 953 600**

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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.**

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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.

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