James Hambro & Partners

PORTAL USER GUIDE

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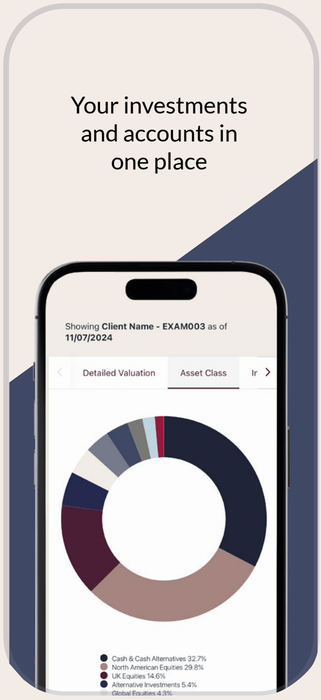
Welcome to the new way to stay in touch with your James Hambro & Partners account

Our online portal and app make it easy to keep track of what's happening with your money and stay in touch with your team at JH&P.

USING THE PORTAL YOU'LL BE ABLE TO

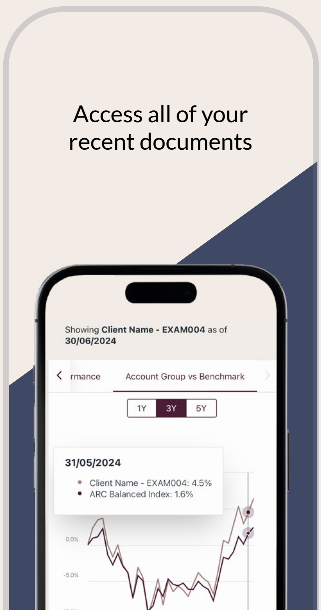
- Check how much your investments are worth
- Get a breakdown of how your money is invested
- Read and download your quarterly valuations, contract notes and tax booklets
- Quickly get in touch with your JH&P team
- Get the latest news and investment views from JH&P

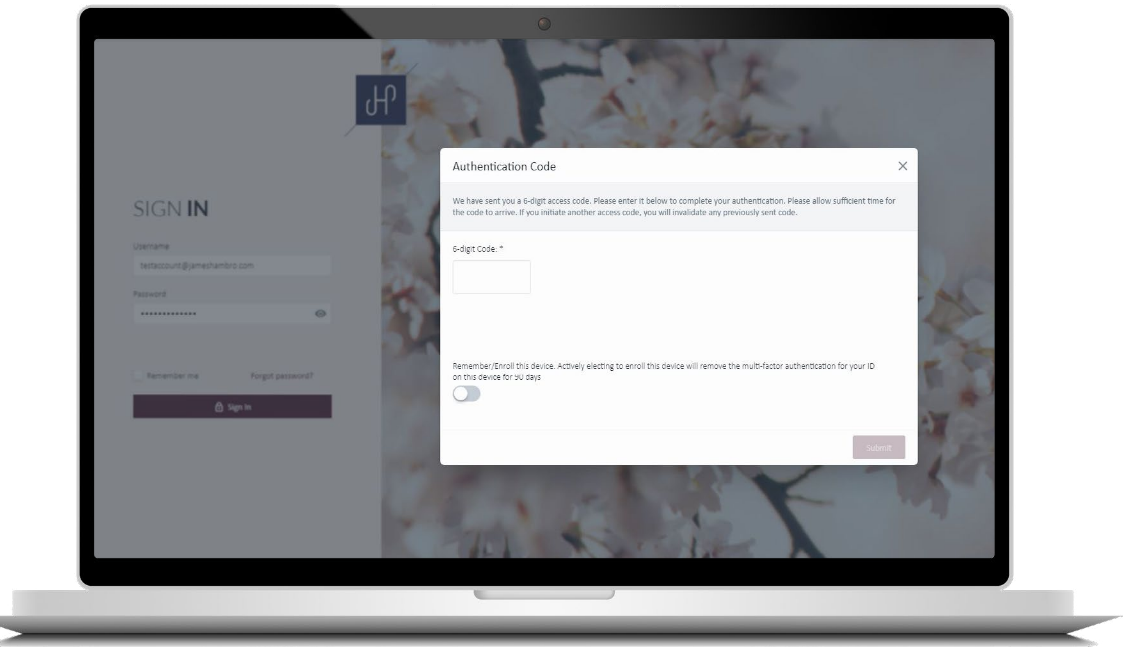


ONLINE AT

MyJHPortal.jameshambro.com

As an app on your Apple or Android device – go to your app store and search for 'James Hambro'





LOGGING IN FOR THE FIRST TIME

You'll be sent a link to set up your account. We will also provide a log in name (in the normal course of business this is your email address) and a temporary password.

LOGGING IN AS AN EXISTING USER

If you are an existing user and have previously logged into the portal, then your credentials will remain the same and you can login as usual, with your current password and security question.

1

ENTER YOUR CREDENTIALS

Enter the username and temporary password that you have been provided into the log on screen.

2

MULTI-FACTOR AUTHENTICATION (MFA)

MFA makes sure your account is secure by requiring you to enter a code sent by text to your phone or by email when you log in from an unrecognised device. The contact details used feed through from our database.

You can enrol the device, so it will be recognised when you log in. This means you won't have to enter a code or answer your security question when you use this device to log in for 90 days.

3

NEW PASSWORD AND SECURITY QUESTION

You'll need to set up a new password when you log on for the first time. Your password must be at least 10 characters long. Enter your 'Current Password' which is the password provided by JH&P.

Remember that passwords are case-sensitive. If you use a capital letter you will need to use it every time you log on.

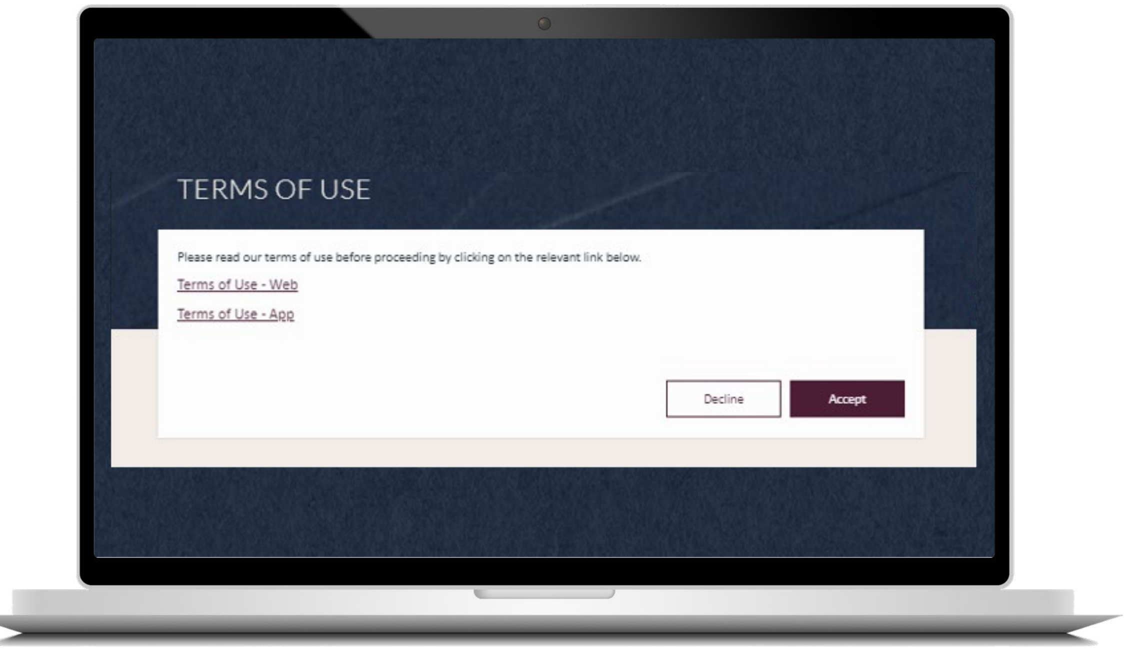
You'll also set up security questions.

4

TERMS AND CONDITIONS

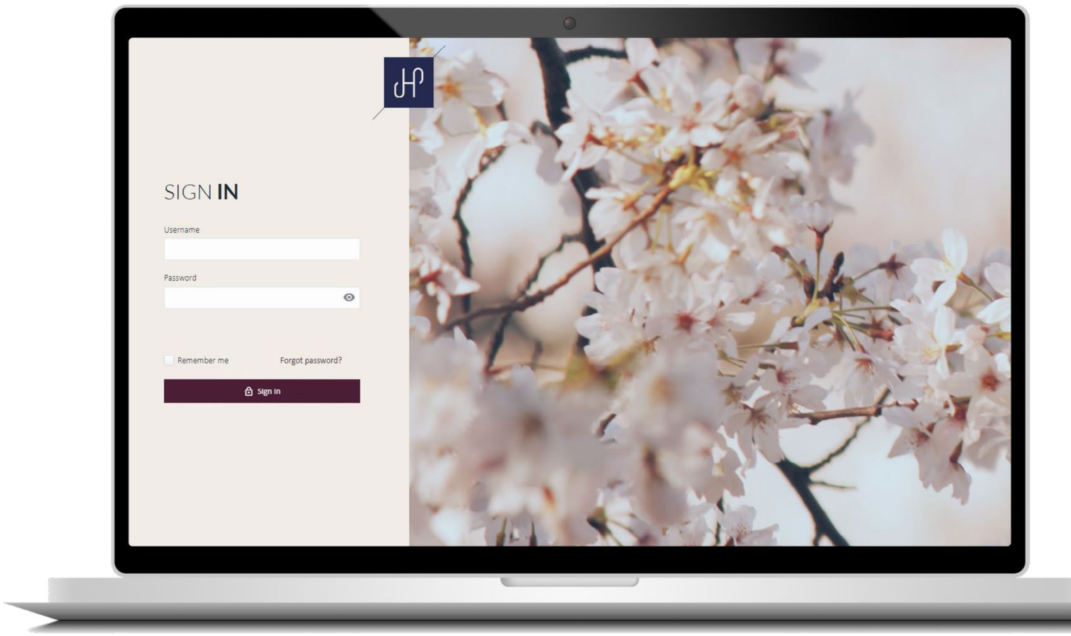
Next, we will ask that you confirm you've reviewed and accepted the terms and conditions.

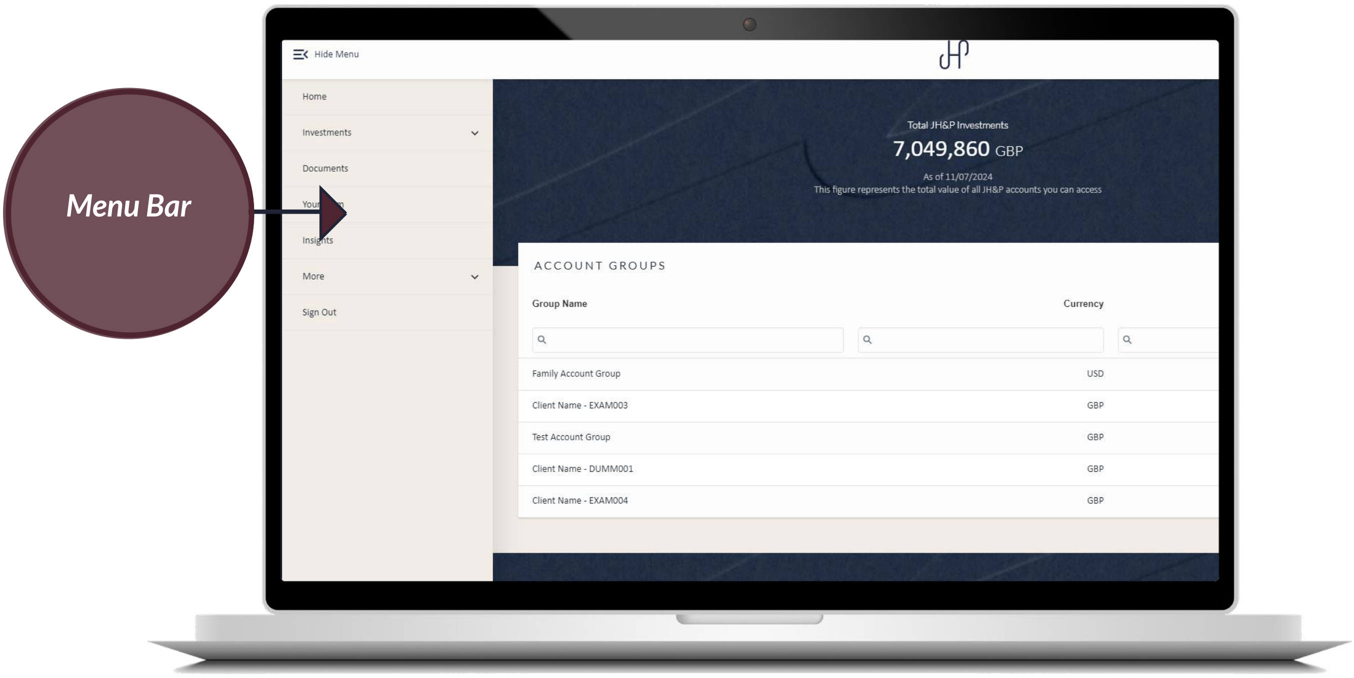
HOME



You're now ready to start using your James Hambro & Partners Portal!

USING THE PORTAL





THE HOME PAGE

NAVIGATION

To navigate through to each page of the portal, please use the menu bar on the left.

TOTAL JH&P INVESTMENTS

This figure represents the total value of all JH&P accounts you can access.

ACCOUNT GROUPS

Information on the value of your portfolios at account group level.

INSIGHTS

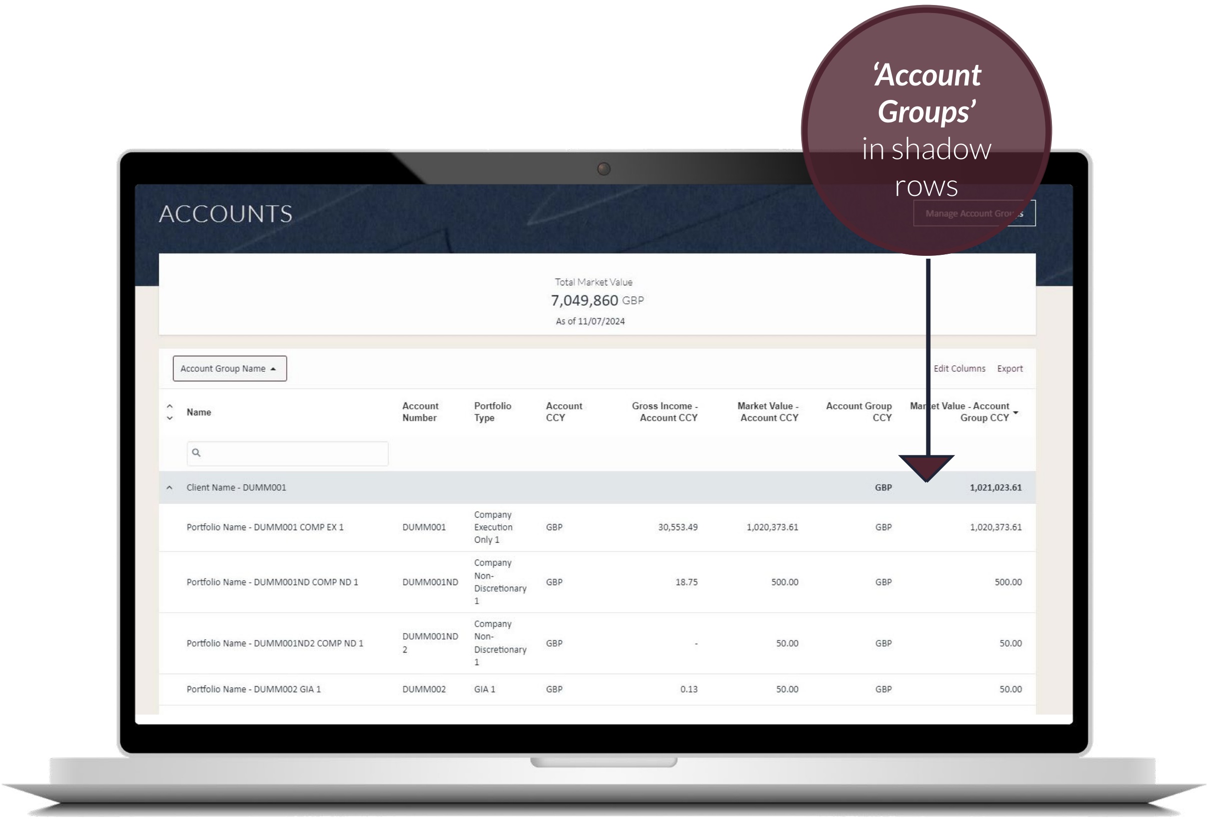
The latest updates and investment views from JH&P's expert team.

YOUR TEAM

Your team – the people looking after you at JH&P, including email and phone numbers so you can get in touch quickly.

RECENT UPLOADS

Copies of your most recently uploaded documents including quarterly valuations, contract notes with Tax Booklets and any other important documents.



ACCOUNTS

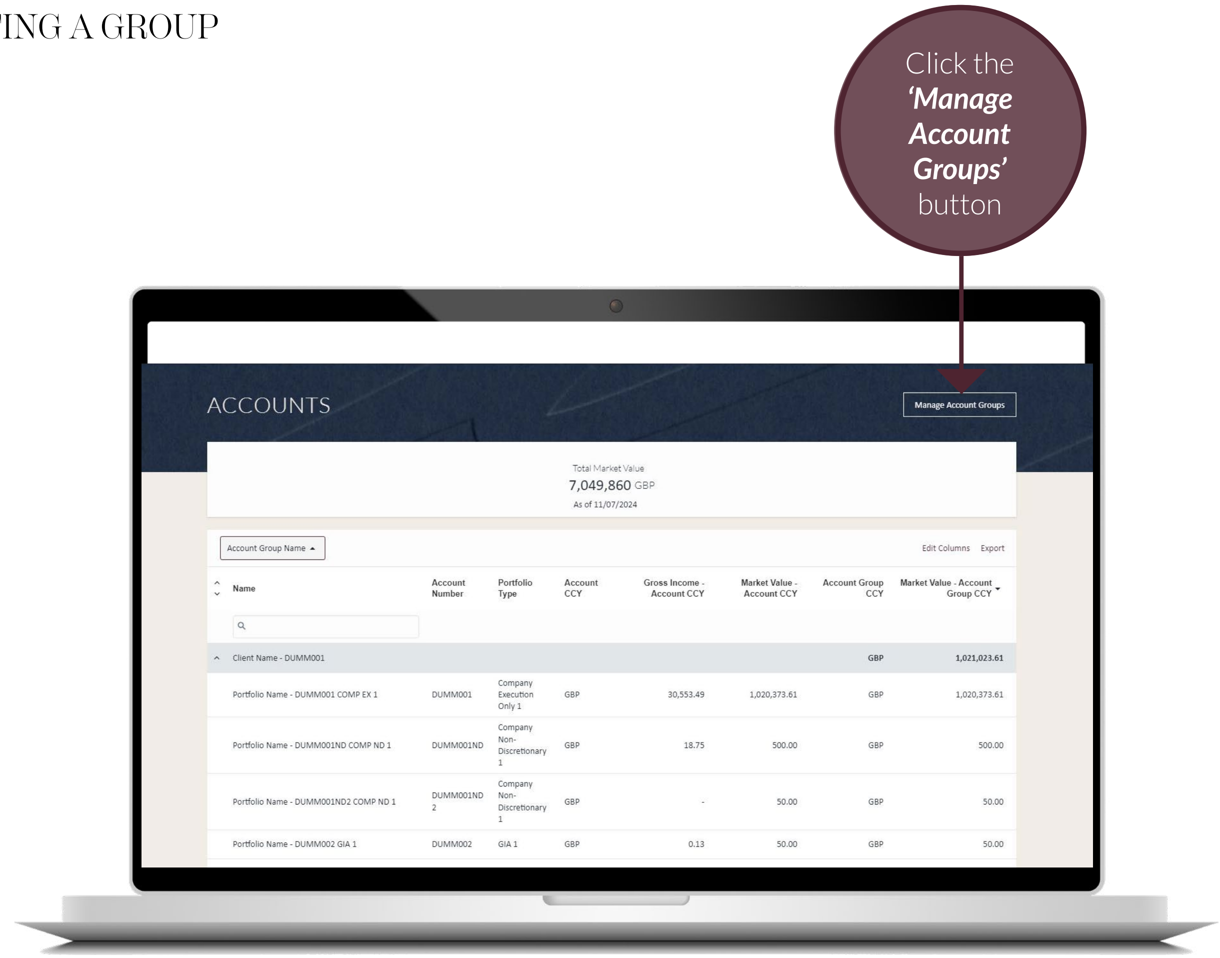
This view will show you your account groups and the accounts associated with them. The shaded rows represent your account groups, and the underlying accounts can be found beneath.

Each group can be expanded or minimised using the arrows.

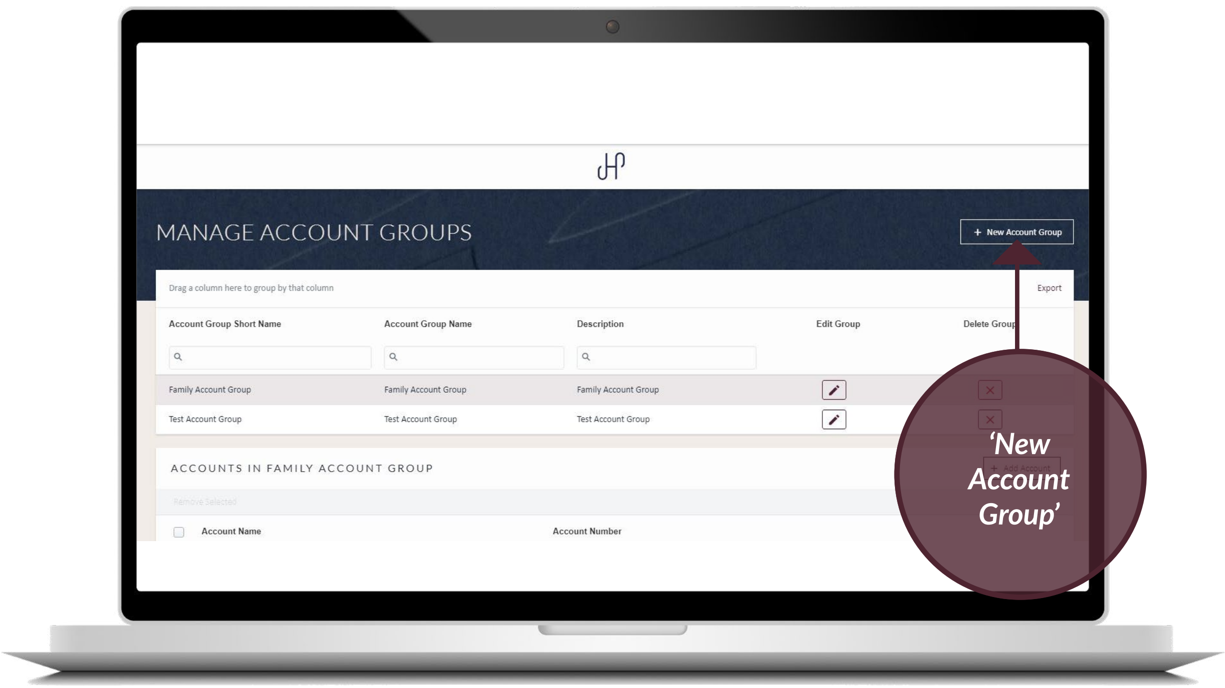
A group brings together several related accounts under one heading. For example, you might want to create separate groups for your personal and your business investments, or for different members of your family.

Each account is an individual investment portfolio. You can have several different accounts covering different strategies, or assets depending on how you choose to organise your investments.

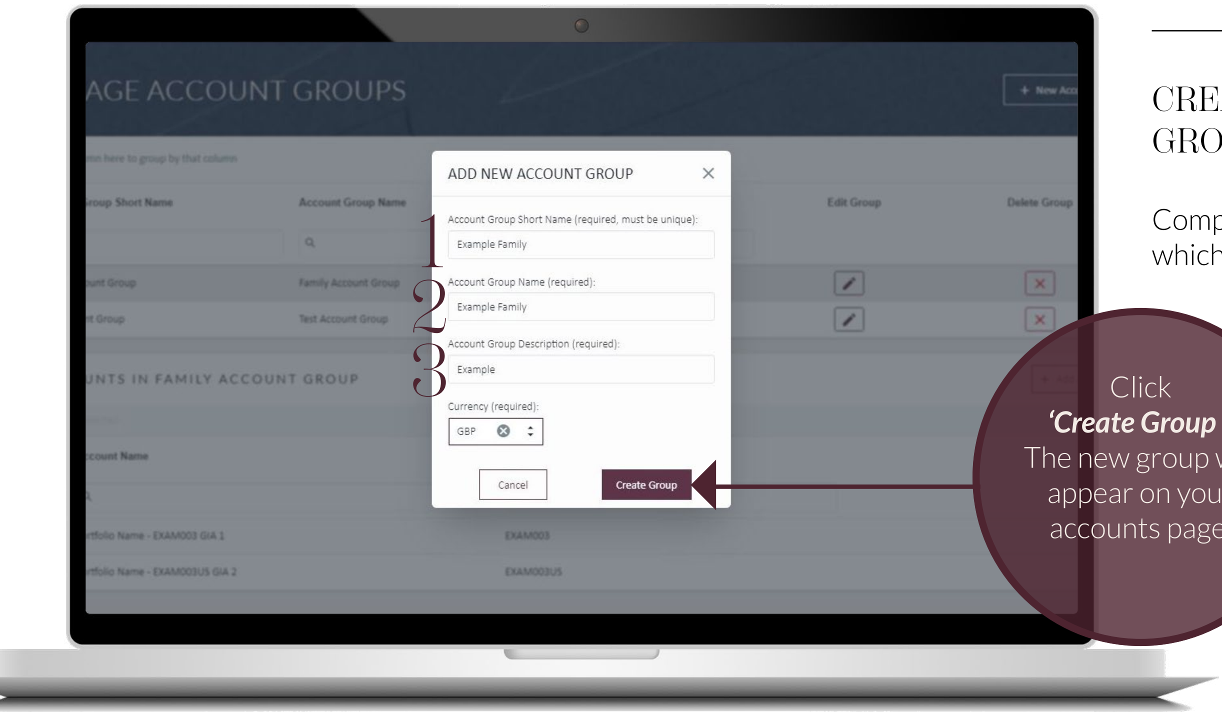
CREATING A GROUP



You can now create groups on the portal website as well as the portal app.



This will take you to the ***'Manage Account Groups'*** screen. Click the ***'New Account Group'*** button.



CREATING A GROUP (CONT)

Complete the form which appears.

Click ***'Create Group'.*** The new group will appear on your accounts page.

1 ACCOUNT GROUP SHORT NAME

A short name for your group.

2 ACCOUNT GROUP NAME

This name will be displayed on your account page.

3 ACCOUNT GROUP DESCRIPTION

A short description of the group to help you remember what is covered.

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ADDING AN ACCOUNT TO A GROUP

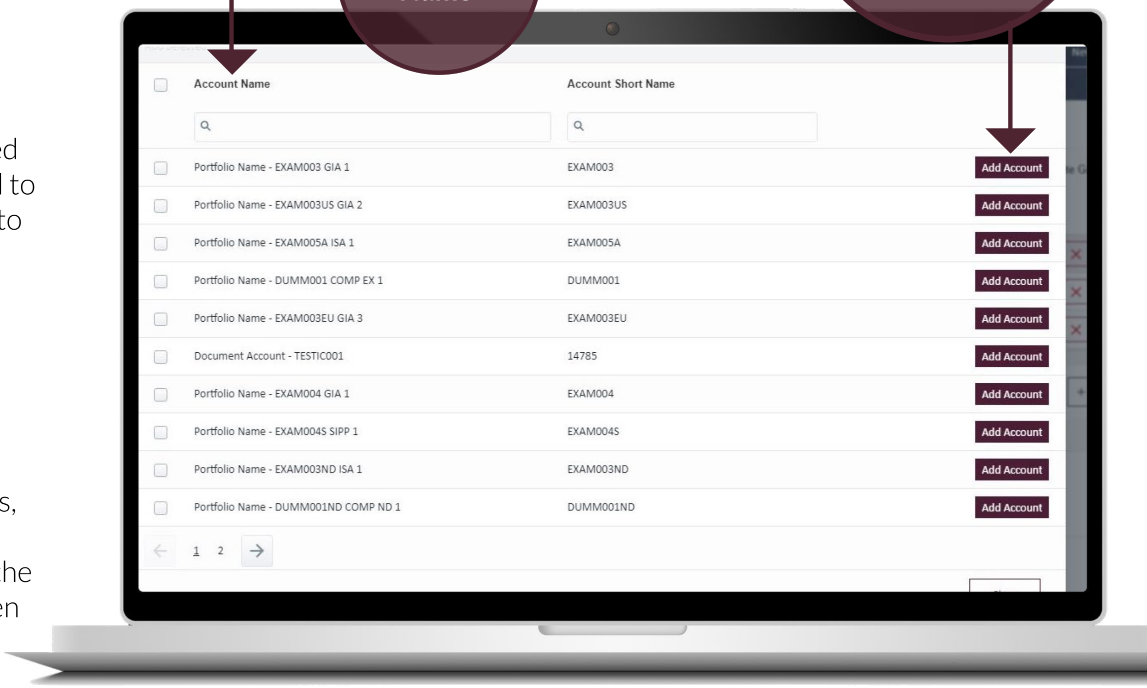
Once you have initially created a group, you will be prompted to select the accounts you wish to include.

Click ***'Add Account'*** next to those that you want to be included and 'Close' once complete.

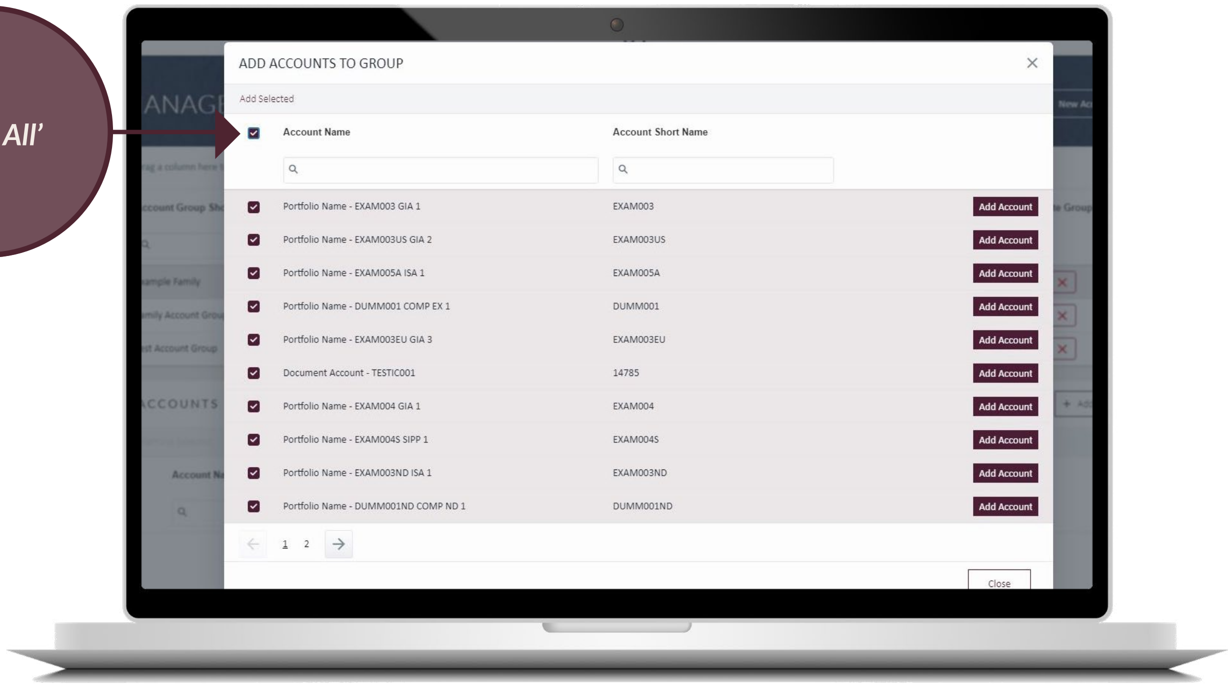
If you want to add all accounts, you can do this at once by selecting the first tick box to the left of ***'Account Name'*** and then ***'Add Selected'*** above.

'Account Name'

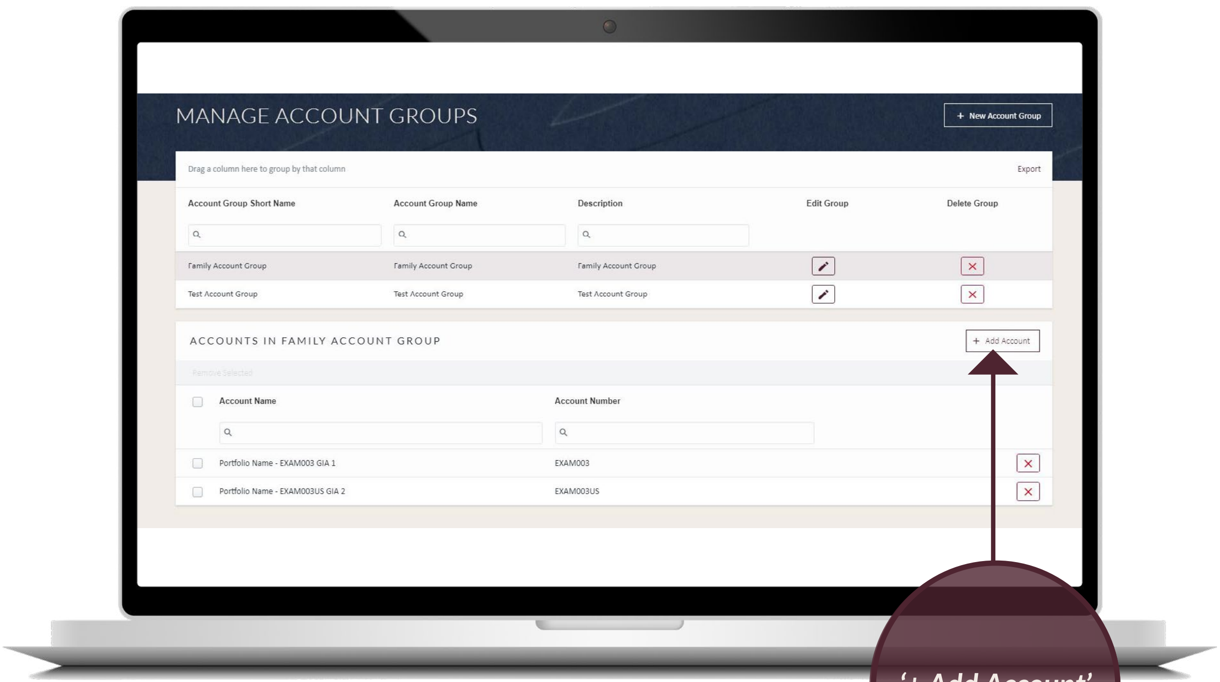
'Add Account'



'Select All'



If you would like to add an account to an existing group that you have previously created, select the relevant group on the Manage Account Groups Page and click the ***'+ Add Account'*** button.



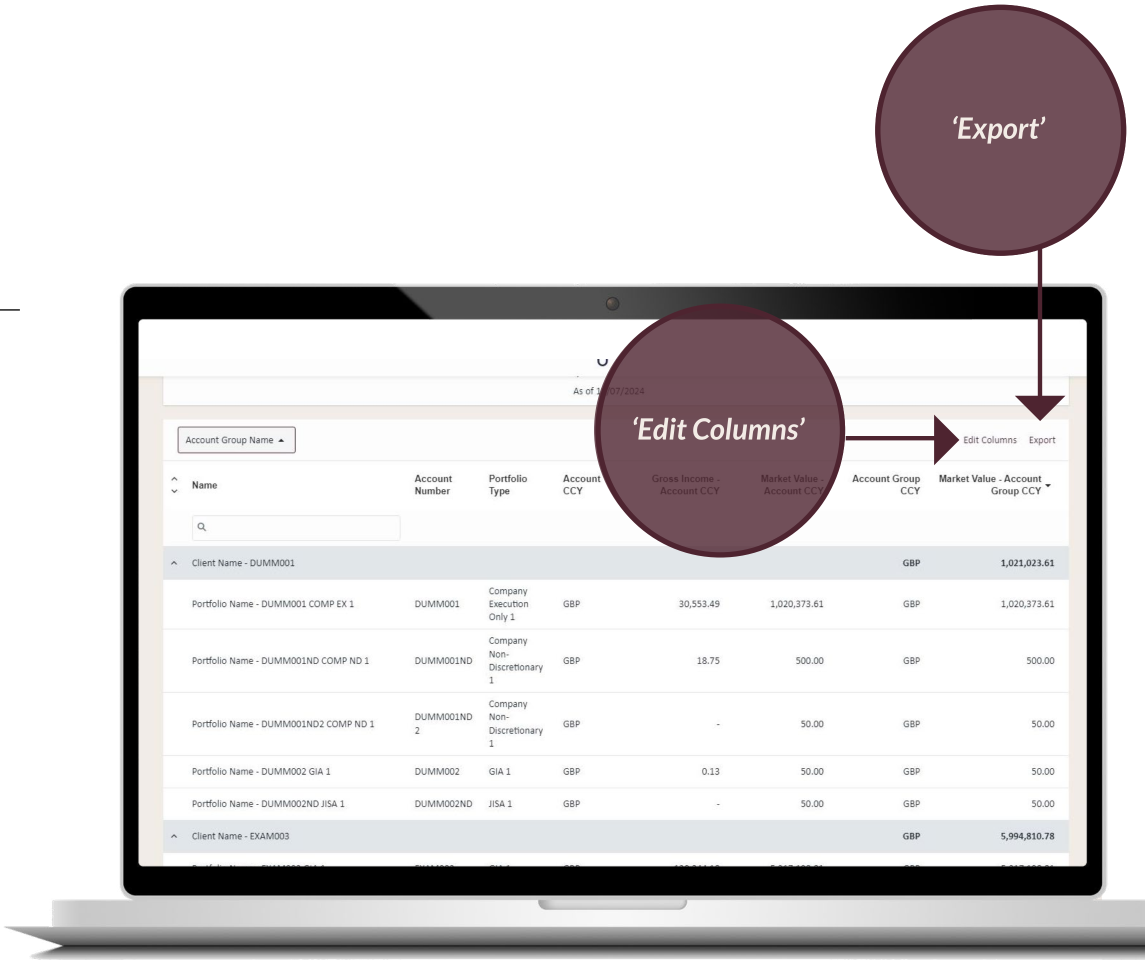
'+ Add Account'

HOME

CUSTOMISING AND EXPORTING DATA

You have the ability to customise views throughout the portal where the ‘Edit Columns’ button is visible.

Data tables can also be exported into a spreadsheet via the ‘Export’ button. Please note that you can only export data from the web-based version of the portal.



1 Across the portal, additional data fields can be added within the Edit Columns button. To view this data, tick the fields you wish to see and click Save. *Please note, depending on your screen size and resolution, if the number of fields exceed the size of the table, they will move into an ellipsis. Click on the three dots to view more.*

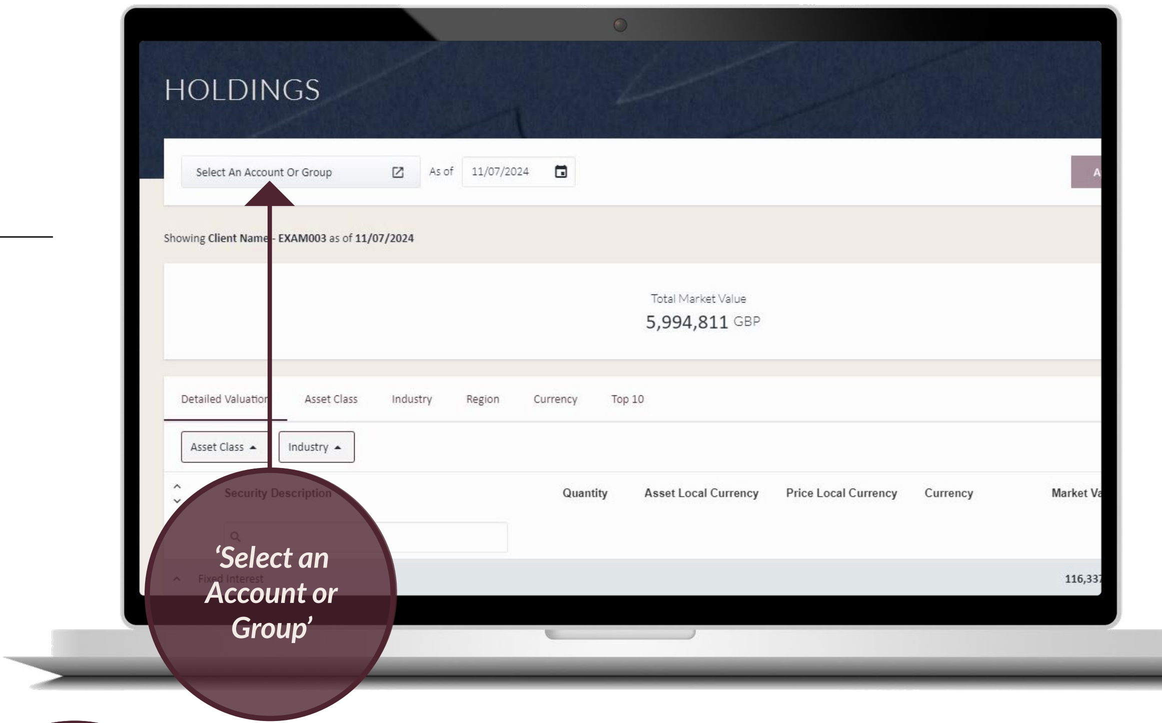
2 As well as adding data fields, you can also remove them by unticking the relevant items within Edit Columns and clicking Save.

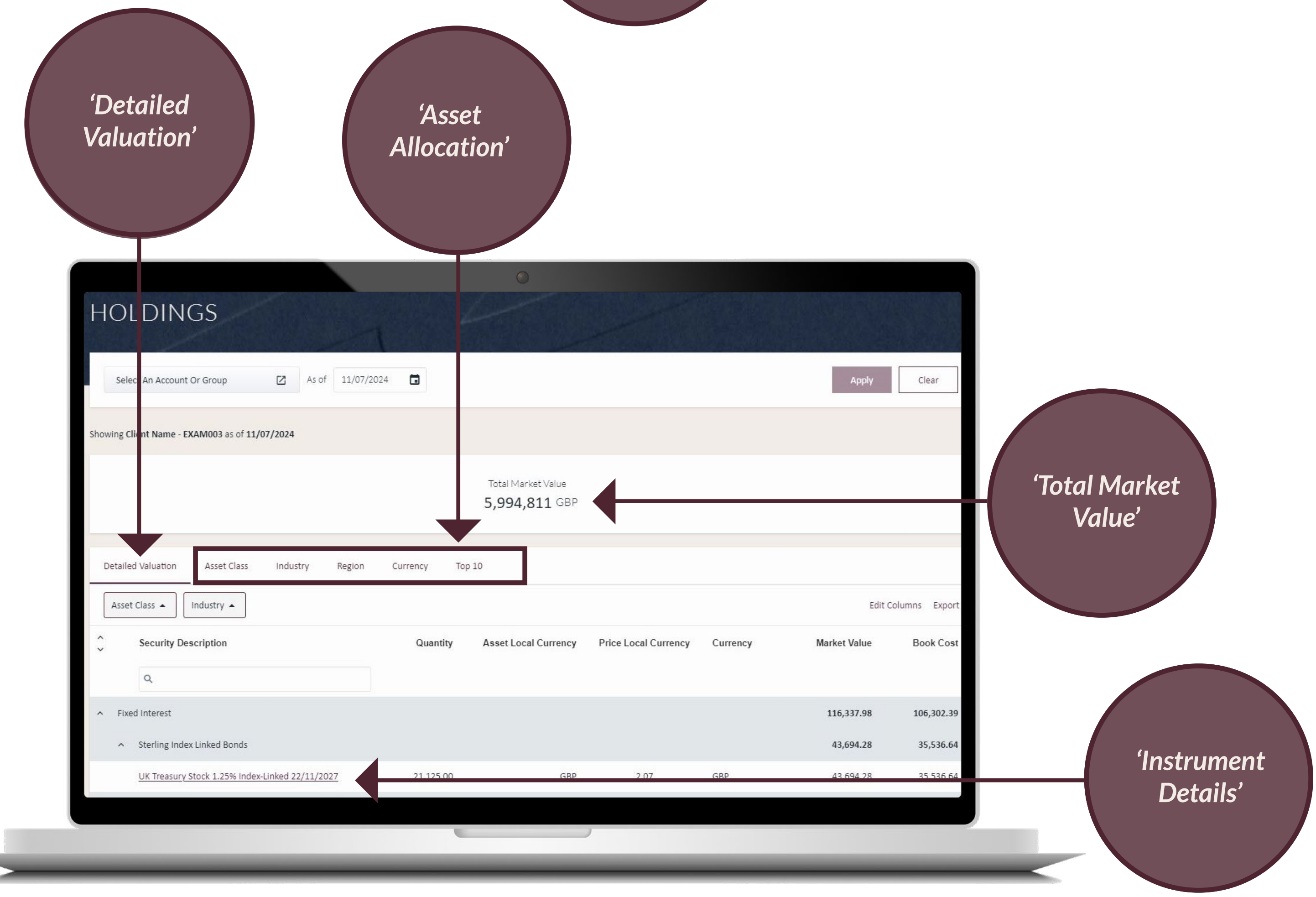
3 A short description of the group to help you remember what is covered.

4 To download and export data, click the ‘Export’ button. Depending on your settings or browser this will automatically open in Microsoft Excel or save to your Downloads folder as an xlsx file.

HOLDINGS

By default, the page will display your account group with the highest Market Value. To view holdings held in a different account or account group, please use the account selector.





DETAILED VALUATION

Most recent valuation of the underlying securities.

ASSET ALLOCATION

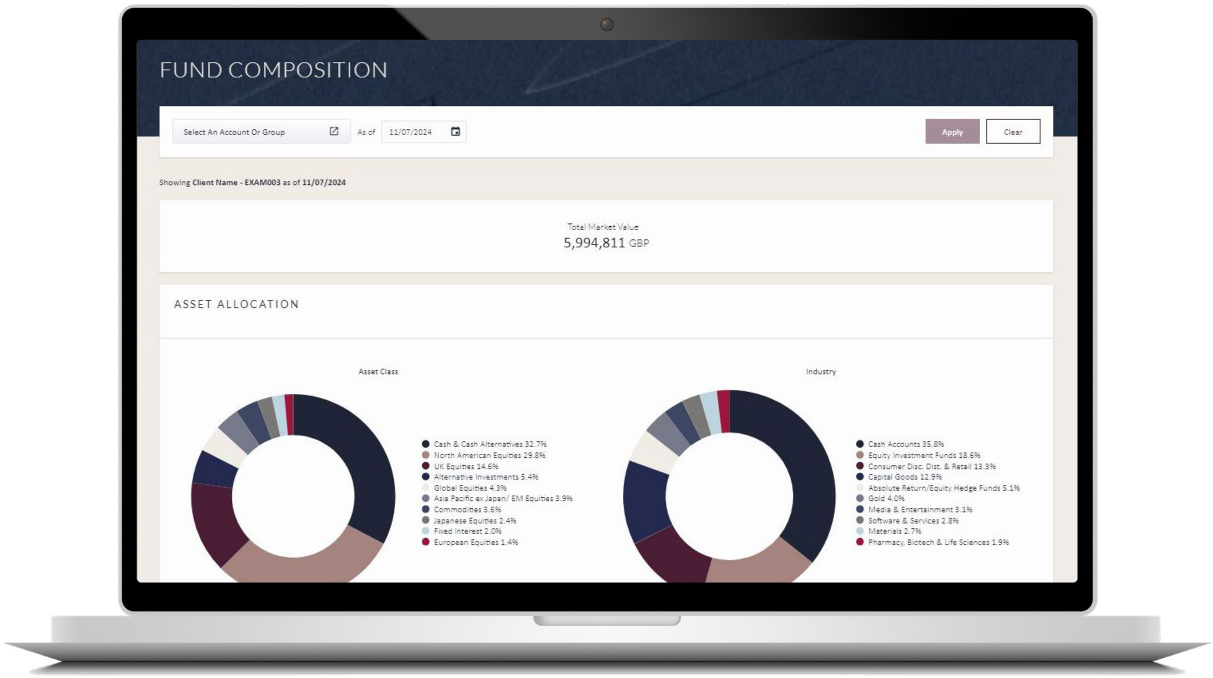
A breakdown of the different asset types by Asset Class, Industry, Region, Currency and Top 10.

TOTAL MARKET VALUE BANNER

The total value of the account or group selected. The currency in which this is displayed will be determined by the Preferred currency set within your Profile & Settings page.

INSTRUMENT DETAILS

The price movement over time for a specific holding. Click on the security description hyperlinks to view.



FUND COMPOSITION

If you have an account which is invested in one of the James Hambro harrier funds, this area of the portal allows you to see a full breakdown of the assets held within the fund, alongside any additional securities that you may hold independently.

TOTAL MARKET VALUE BANNER

The total value of the account or account group selected. *The currency in which this is displayed will be determined by the Preferred currency set within your Profile & Settings page.*

ASSET ALLOCATION

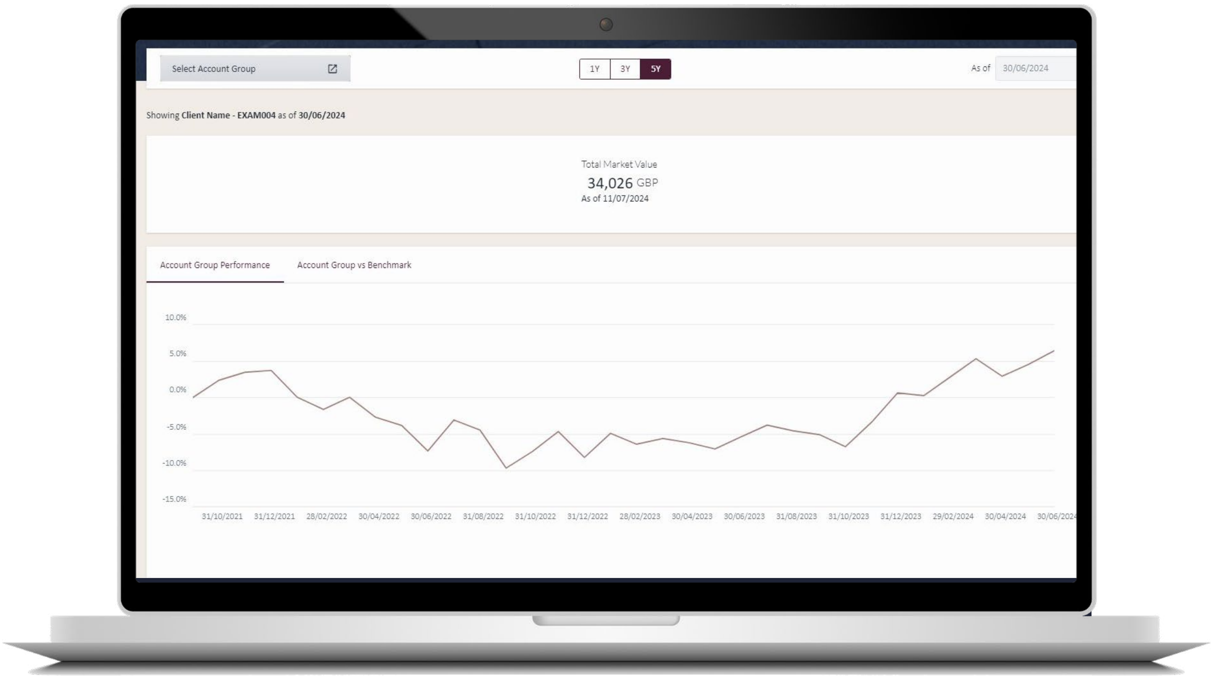
Breakdown of the different asset types by Asset Class and Industry.

TOP 10 – LIST

The top 10 securities with the highest market value held both inside and outside of the look through funds. *Please note that this excludes cash.*

VALUATION

Valuation of the underlying securities within the James Hambro Harrier Funds, as well as additional securities.



PERFORMANCE

Performance returns for your eligible account groups can be viewed here. Cumulative returns are displayed over defined time periods for each account group and its relevant benchmark.

TOTAL MARKET VALUE BANNER

The total value of the account group selected. *The currency in which this is displayed will be determined by the Preferred currency set within your Profile & Settings page.*

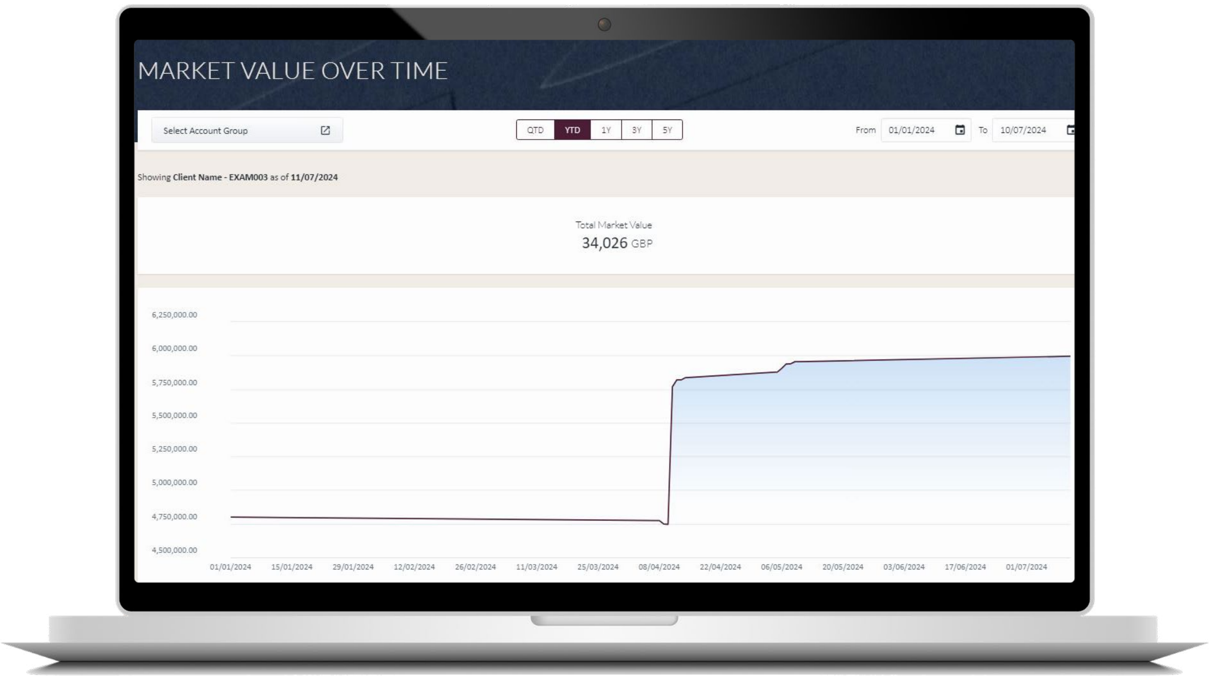
PERFORMANCE GRAPH

Plots a line graph for the account group performance and account group vs benchmark. The time periods available are 1Y, 3Y, 5Y.

TABLE

In addition to the time periods available in the graph, the table below displays the returns for 1 month and 3 months, as well as Inception To Date.

HOME



MARKET VALUE OVER TIME

Here you can view the value of each of your account groups over a period of time. There are pre-defined time periods, however you can select specific dates that you wish to view instead. All values within this page are displayed in the portal currency, which can be found and amended within your Profile & Settings page.

TOTAL MARKET VALUE BANNER

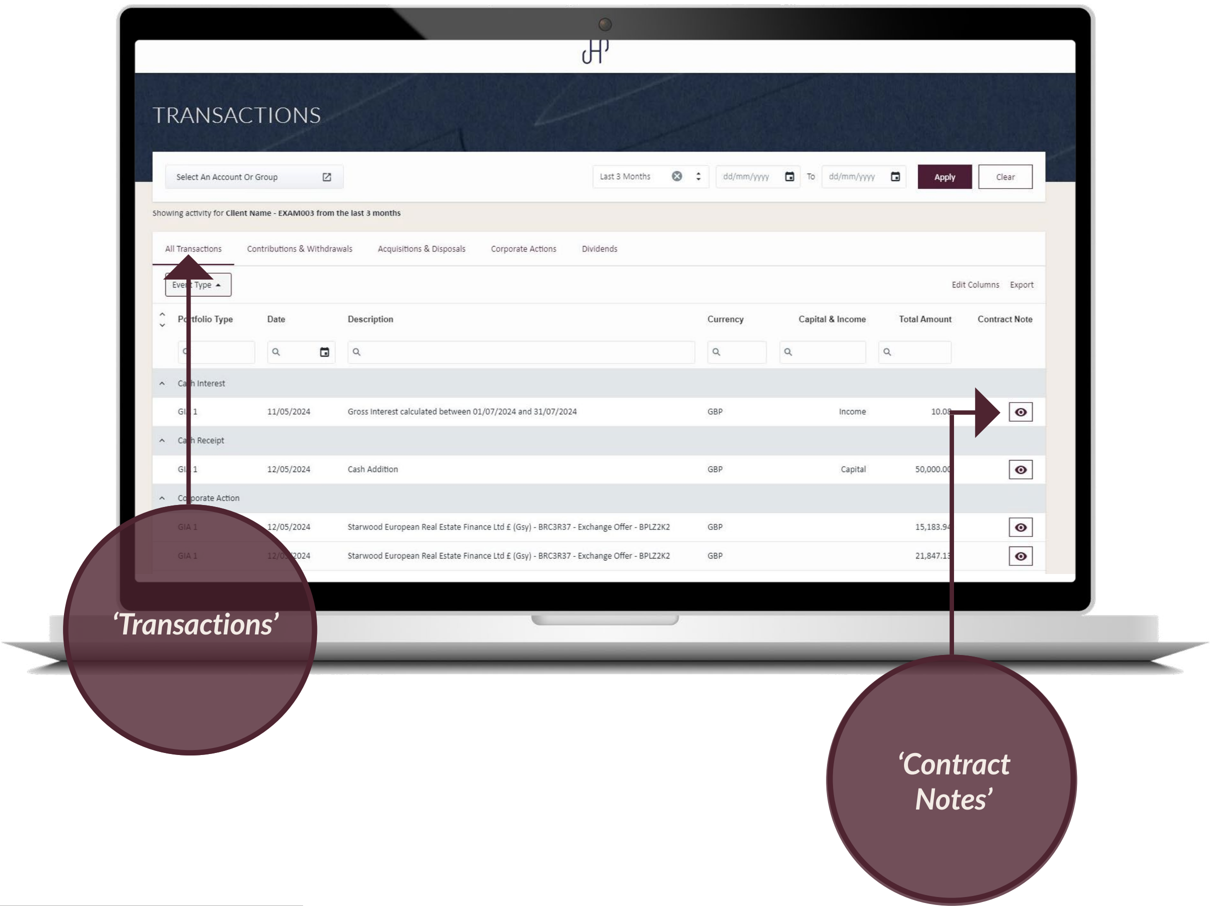
The total value of the account group selected. The currency in which this is displayed will be determined by the Preferred currency set within your Profile & Settings page.

MARKET VALUE OVER TIME GRAPH

Plots the market values at given points within the time period selected.

TABLE

Displays the most recent market value and book cost for the account group selected.



TRANSACTIONS

Here you can view all transaction activity which has taken place within an account or account group over a period of time.

TRANSACTIONS

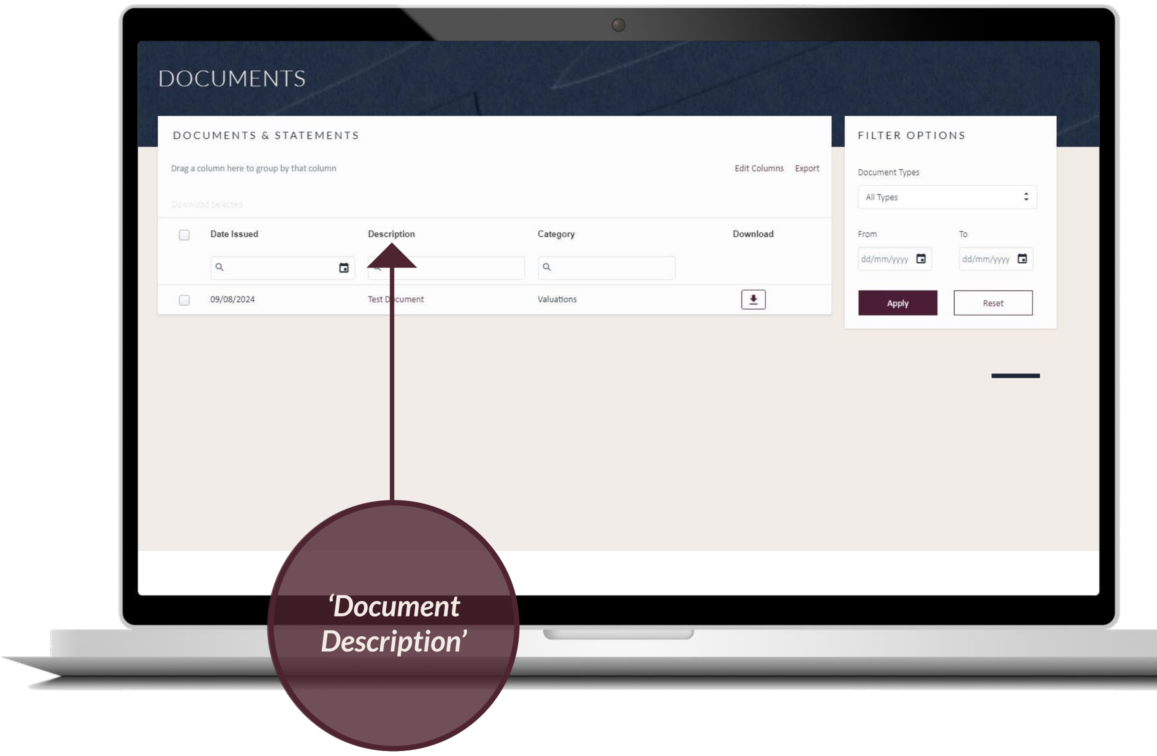
The most recent transactions within the last 3 months will show by default, including deposits, transfers from other managers and withdrawals. You have the option to select a different time period or select specific dates via the date picker.

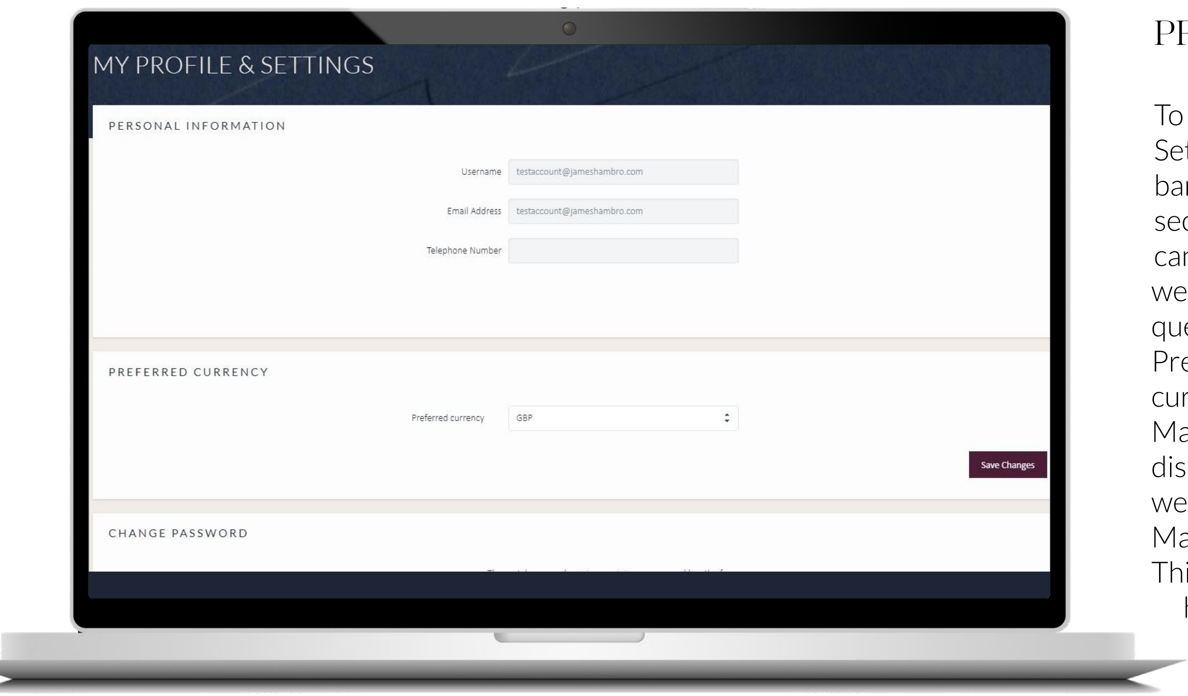
CONTRACT NOTES

Formal record of a transaction. This can be accessed via the Eye Icon against each transaction.

DOCUMENTS

Copies of your quarterly valuations, tax booklets and other important documents will be uploaded to your documents area. Here you can filter by category and date, or search for a specific document. Documents can be downloaded on both the web and app version of the portal. If you wish to preview a document instead of downloading it, then you can do so by clicking on the ***'Document Description'.***





PROFILE & SETTINGS

To navigate to your Profile & Settings page, open the menu bar and click in the ***'More'*** section. Within this area you can change your password as well as update your security questions and answers. The Preferred Currency is the currency in which the Total Market Value banners are displayed across the portal, as well as the values within the Market Value Over Time page. This is set to GBP by default however you can change this to one of the other currencies available within the drop-down options.

FAQ

WHAT IS AN ACCOUNT GROUP?

A group brings together several related accounts under one heading. For example, you might want to create separate groups for your personal and your business investments, or for different members of your family.

You can include accounts in more than one group, if you want to. You could do this to give you different perspectives on how your investments are organised – for example, you could have a group showing all your family investments, and then individual groups for children and parents.

WHAT IS AN ACCOUNT?

An individual investment portfolio. You can have several different accounts covering different strategies, or assets depending on how you choose to organise your investments.

WHAT IS AN ACCOUNT GROUP NAME?

This name will be displayed on your account page. Your main group(s) will have your name and show all your accounts. You can choose the names of other groups yourself to help you organise your investments.

WHAT IS AN ACCOUNT GROUP DESCRIPTION?

A short description of the group to help you remember what the group is for. This can be seen on the Manage Account Groups page.

HOW DO I SEE HOW MUCH MY INVESTMENTS ARE WORTH TODAY?

An overview of the Total Market Value for all the accounts you have access to can be found on the dashboard and within the Accounts page. For a more detailed breakdown of an account or group, go to Holdings, Detailed Valuation.

HOW DO I SEE THE WHICH ACCOUNTS ARE INCLUDED IN A GROUP?

The Accounts page displays all of your account groups, and the associated accounts can be found beneath each group name.

HOW DO I CREATE A NEW GROUP?

Open the menu bar and go to the Manage Groups page which can be found under 'More'. Select '+ New Account Group'. Please see pages 8 & 9 for further instructions.

HOW DO I ADD AN ACCOUNT TO AN EXISTING GROUP WHICH I HAVE CREATED?

Please see instructions on pages 9 & 10 which takes you through the relevant steps.

HOW DO I SEE THE INDIVIDUAL SECURITIES HELD IN A GROUP OR AN ACCOUNT?

Navigate to the Holdings page within the menu bar and select the Account or Account Group from the account selector. The Detailed Valuation tab will show you all the individual securities you hold grouped by asset class and Industry, along with their most up-to-date valuation.

HOW DO I FIND MY MOST RECENT TRANSACTIONS?

Navigate to the Transactions page via the menu bar and select the account or account group you wish to view via the account selector. By default, the page will display the most recent transactions within the last 3 Months.

WHY DOES THE 'AS OF' DATE SHOW AS THE PREVIOUS DAYS DATE?

Valuations are run at the end of the last business day; the 'As of' date reflects this.

WHY IS THE 'AS OF' DATE ON THE PERFORMANCE PAGE DIFFERENT?

The performance 'As of' date will display the previous month end date that performance information has been generated for.

WHY DOESN'T THE PORTAL UPDATE OVER THE WEEKEND?

Valuations are run at the end of the last business day. Exchanges are typically closed over the weekend and fresh valuations aren't available.

IS MY DATA SAFE?

We take the security of your personal data very seriously and we use appropriate technologies and procedures to protect your personal information. We employ specialist data and cyber security consultants to advise us on appropriate data security policies, technologies and staff training programmes.

We ensure safe processing by operating and maintaining physical, electronic and procedural safeguards to guard your personal information and we restrict access only to authorised personnel. We have extensive controls and mechanisms in place designed to detect, respond and recover in case of adverse events that may arise. The effectiveness of these safeguards is periodically tested.

WHO CAN ACCESS MY PORTAL?

Only you and the people you allow can access your portal. Staff who service your accounts can view your portal if necessary, i.e. to help answer any data queries, however they will not be able to change/edit any information.

CAN MY PORTFOLIO MANAGER ACCESS MY PORTAL?

Only you can access your portal, however it is possible for your Portfolio Manager to view your account through our internal system. This will help your portfolio manager to answer any questions or concerns you may have regarding your portal.

WHAT SHOULD I DO IF I HAVE FORGOTTEN MY PASSWORD?

On the Sign In page, click 'Forgot Password' and follow the next steps. Please note, if an incorrect username is entered which is not set up on the portal, then a fictitious email address will appear. Enter the security token and answer your security question. You will then be able to set a new password which must be a minimum length of 10 characters.

WHAT SHOULD I DO IF I HAVE FORGOTTEN MY SECURITY QUESTIONS?

If you have forgotten the answers to your security questions when trying to login, please reach out to your Client Service Manager who will be able to reset your account.

HOW DO I CHANGE MY PASSWORD?

If you wish to change your password or security questions once you have logged in, you can do this at any point via the Profile & Settings page, which can be found in the menu bar under 'More'.

HOW DO I EXPORT DATA?

To download and export data, click the 'Export' button which can be found across various pages. Depending on your settings or browser this will automatically open in Microsoft Excel or save to your Downloads folder as an xlsx file. Please note that data can only be exported into excel within the web version of the portal.

WHAT IS PORTAL CURRENCY?

Portal currency is the currency in which the Total Market Values within the top banners across screens are displayed, including the Total JH&P investments on the Home page. The values within the Market Value Over time page are also driven by the Portal currency, which can be found and amended within your Profile & Settings page.

HOW CAN I SEE THE YIELD OF EACH HOLDING?

Within the Holdings Detailed Valuation screen, Yield can be added into the data table via the Edit Columns button. Ensure this field is ticked and click Save.

WHY CAN'T I SEE THE ADDITIONAL FIELDS WHICH I HAVE SELECTED IN EDIT COLUMNS?

Please ensure that you have clicked the Save button after selecting the fields you wish to see. Depending on your screen size and resolution, if the number of fields selected exceed the size of the table, then these will move into an ellipsis. Please click on the three dots to view the additional data or remove other fields by unticking them from within 'Edit Columns' and clicking 'Save' until the desired view is achieved.

HOW FAR BACK CAN I VIEW MY DATA ON THE PORTAL?

You can now view historic holdings and transactions to January 2018. This also allows you to view the Market Value Over Time and Fund Look Through information for an account or group at any historical period between then and now. Please note, all values are displayed using the information available at the time the report is produced. Slight differences can occur with previous reports if adjustments are required, for instance to reflect dividend payments declared but not paid at the relevant date.

WHY ARE CERTAIN VALUES IN BRACKETS?

These represent a minus value.

WHY IS THE MARKET VALUE ON THE TOP 10 HOLDINGS PAGE DIFFERENT?

The Top 10 page is designed to purely show the top 10 securities held within an account or account group and excludes cash. Therefore, you may see a slight discrepancy between the total market value figure compared to other pages. Please note that the Top 10 table within the Fund Composition screen works in the same way and also excludes cash.

WHY CAN'T I VIEW PERFORMANCE ON AN ACCOUNT GROUP WHICH I HAVE CREATED?

Performance is stored against your pre-defined account groups which are created internally at JH&P and reported on within your quarterly valuation. Any additional account groups which you have created within the portal are not supported with audited performance data and therefore will not appear within the account group selector.

HOW FAR BACK CAN I VIEW MY PERFORMANCE DATA?

Cumulative performance returns are available from inception up until the last month end, as well as other predefined time periods including 5Y, 3Y, 1Y, 3M, and 1M.

HOW CAN I SEE THE INDIVIDUAL SECURITIES HELD WITHIN MY HOLDING OF THE JAMES HAMBRO HARRIER FUND?

The Fund Composition page provides a look through into the underlying securities held within the James Hambro Harrier Funds. These can be seen within the Valuation table beneath the Fund heading. Any additional securities held outside of the fund can be found under 'Additional Securities'.

This document is not advice and you should not act on its content without taking professional advice. Opinions and views expressed are personal and subject to change. No representation or warranty, express or implied, is made of given by or on behalf of the Firm or its partners or any other person as to the accuracy, completeness or fairness of the information or opinions contained in this document, and no responsibility or liability is accepted for any such information or opinions.

The value of an investment and the income from it can go down as well as up and investors may not get back the amount invested. This may be partly the result of exchange rate fluctuations in investments which have an exposure to foreign currencies. Fluctuations in interest rates may affect the value of your investment. The levels of taxations and tax reliefs depend on individual circumstances and may change. You should be aware that past performance is no guarantee of future performance.

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