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 investments and stay in touch with your team at JH&P.

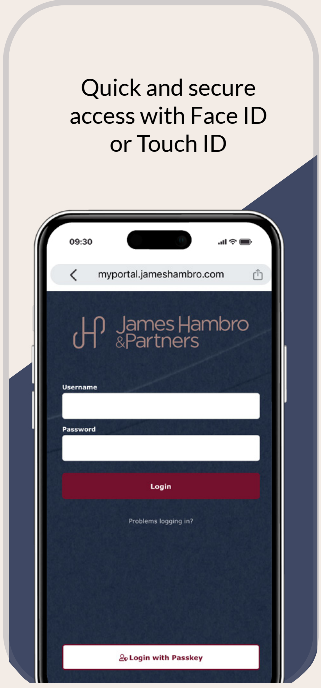
USING THE PORTAL YOU'LL BE ABLE TO

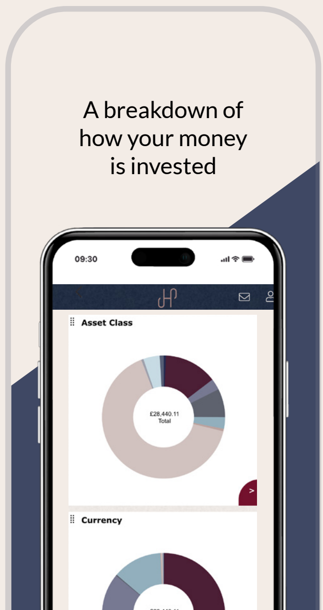
- Check how much your investments are worth
- Get a breakdown of how your investments are allocated
- View your assets and liabilities
- Access your insurance details
- Safely view all your important documents
- Quickly contact your JH&P team
- Get the latest news and insights from JH&P

ONLINE AT

https://myportal.jameshambro.com

As an app on your Apple or Android device – go to your app store and search for 'James Hambro' and select the app named 'My JH&P LLP Portal'.





FIRST TIME LOGON

You'll be sent two emails containing your username and a temporary password, along with a link to set up your portal access. We will also provide you with a one-time passcode as an additional measure of security.

Please note, you will need to set up your account for the first time via the portal website, rather than the mobile app. The portal website can be accessed via computer or mobile device.

1 ENTER YOUR CREDENTIALS

Enter your username and temporary password into the login screen.

Multi Factor Authentication (MFA) makes sure your account is secure by requiring you to enter a one-time passcode provided by your JH&P representative via a different method of communication. The one-time passcode is valid for 60 days and is only required when setting up your account for the first time. If you need a new code, please contact your JH&P representative.

2 SET A NEW PASSWORD

You'll then need to set up a new password which must be at least 8 characters long, containing both uppercase, lowercase and numeric characters, preferably with at least one special character.

3 SET SECURITY QUESTIONS

You'll then be prompted to set up two security questions which you will be asked if you try to reset any of your login details in the future.

4 CHOOSE YOUR MEMORABLE WORD

Each time you log in you will need to enter 3 characters from your memorable word as an additional security measure to protect your account. The minimum length of the memorable word is 5 characters.

5 TERMS AND CONDITIONS

Lastly, we will ask that you confirm you've reviewed and accepted the portal terms and conditions and privacy policy.

You will then be ready to start using your James Hambro & Partners Portal!

MOBILE APP - FIRST TIME LOGON

One you have created your account via our website you will be able to download and login to our portal app.

1

ENTER YOUR USERNAME AND NEW PASSWORD

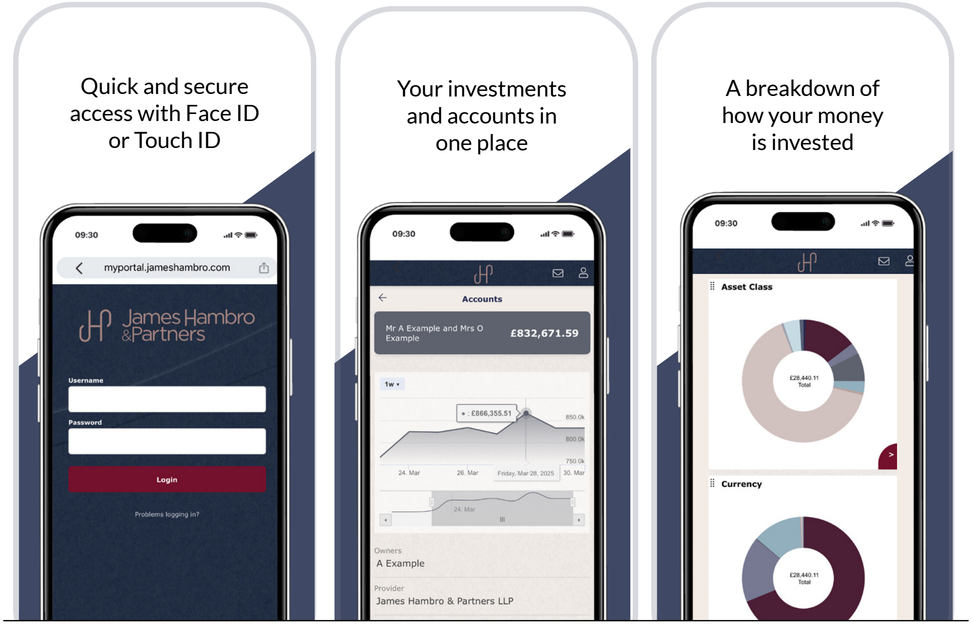
2

ENTER THE REQUIRED LETTERS FROM YOUR MEMORABLE WORD

3

CREATE A PASSKEY

Passkeys provide a more secure and efficient way for logging into your account. By using a passkey, you can login using facial recognition or touch ID. If you decide to continue without biometrics on initial logon, you will need to enter your login credentials each time you open the app. If you wish to set this up at a later date you can do so via the 'Me' > 'My Account' area.



USING THE PORTAL

VIEWING AS

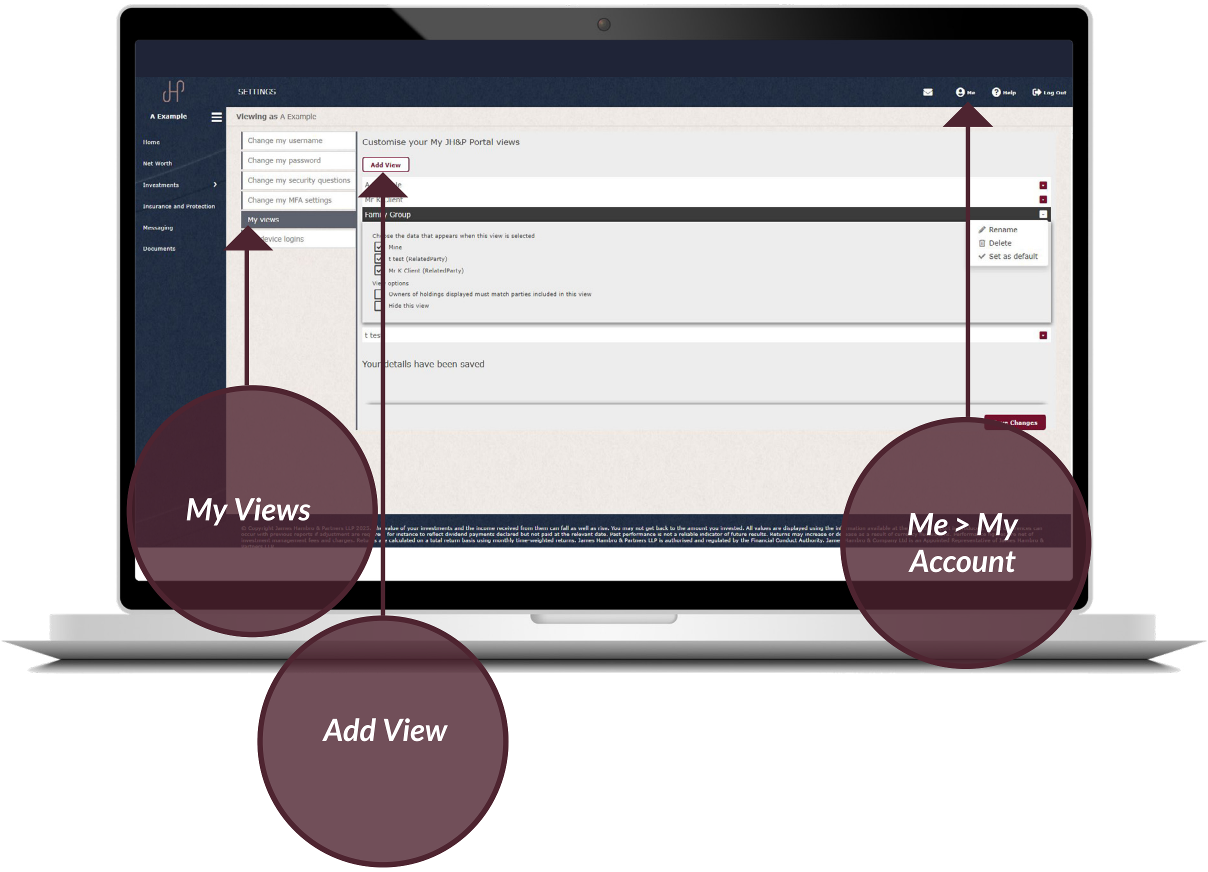
Across various pages of the portal there is an option to change who you are viewing as. This allows you to see different data based off your selection, whether this is viewing as yourself, partner or any other linked entities for example a trust or company.

To change this view, press the drop-down arrow which will then display the options available. Within the app, this can be done via the 'Me' icon in the top right corner.

Data across the portal including net worth values and investments will update in accordance with the selected view.

CUSTOMISE YOUR VIEWS

To create your own group view, navigate to the 'Me' > 'My account' area on the portal website and select 'My Views'. If you have a related partner entity you will see a 'Combined' group which has been set up by default, should you wish to use it.



1

Click 'Add View' and enter a name which will be visible within the 'Viewing As' dropdown.

2

Tick the related entities which you would like to include and click 'Save Changes'.

Please note, ticking 'Owners of holdings displayed must match parties included in this view' will mean that only assets, liabilities or investments which you own or partly own will be visible. If you wish to view all data that you're permissioned to see against your related entities, leave this unticked.

3

This view will now be available to select within the 'Viewing As' dropdown across the portal.

4

To change the default view which displays each time you login, you can do so via the dropdown arrows. This will update the next time you login. Here you also have the option to delete or rename the views which you have created.

HOME

NET WORTH

An overview of the total net worth related to the persona you are viewing as. Please note this may include assets and liabilities held outside of JH&P investments.

INVESTMENT SPLIT

A list of your JH&P accounts/portfolios and their respective Market Value (MV) and %MV.

INVESTMENT TOTAL

A chart representation of the accounts/portfolios which make up the total value of investments.

INVESTMENTS OVERVIEW

A market value over time graph which shows the combined value of all JH&P accounts related to the persona you are viewing as.

NEWS AND INSIGHTS

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

RECENT MESSAGES

Your most recent message threads with JH&P.

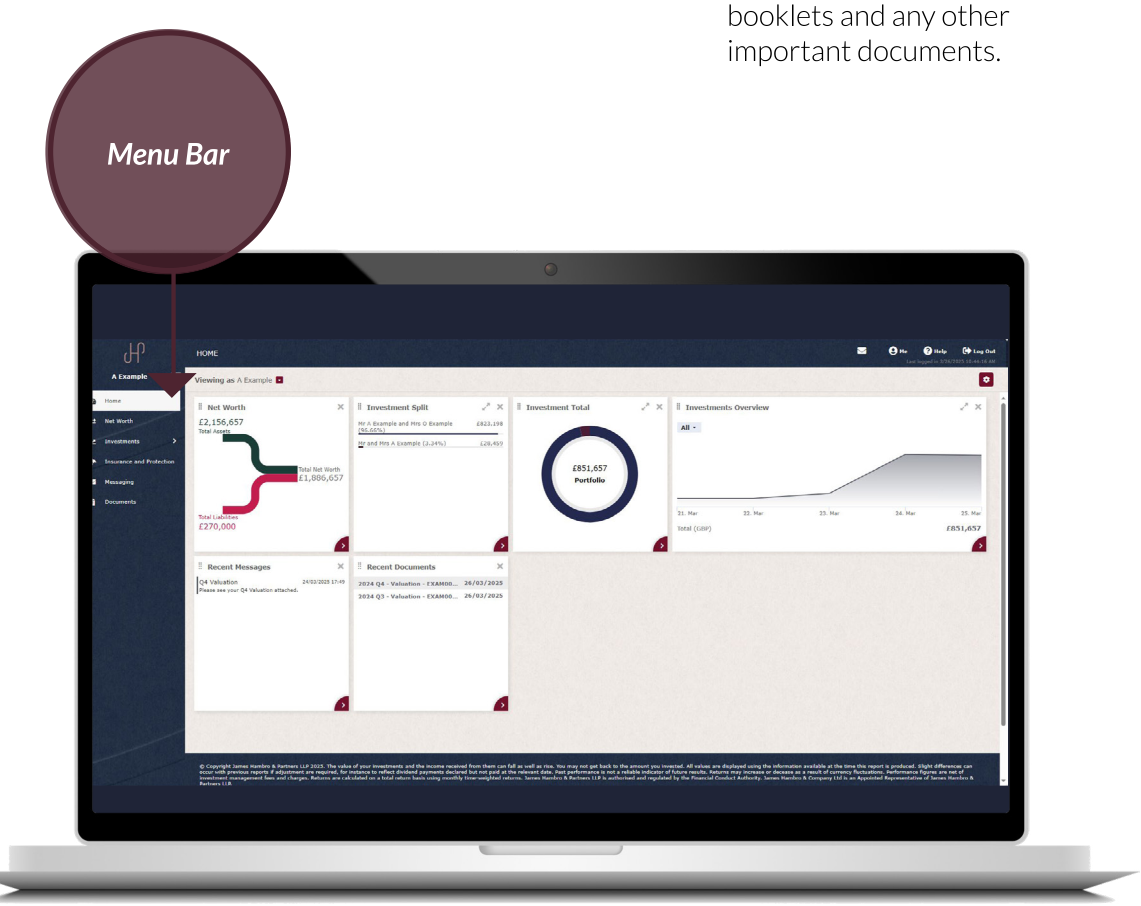
RECENT DOCUMENTS

Copies of your most recent documents including quarterly valuations, tax booklets and any other important documents.

YOUR TEAM

The people looking after you at JH&P.

HOME

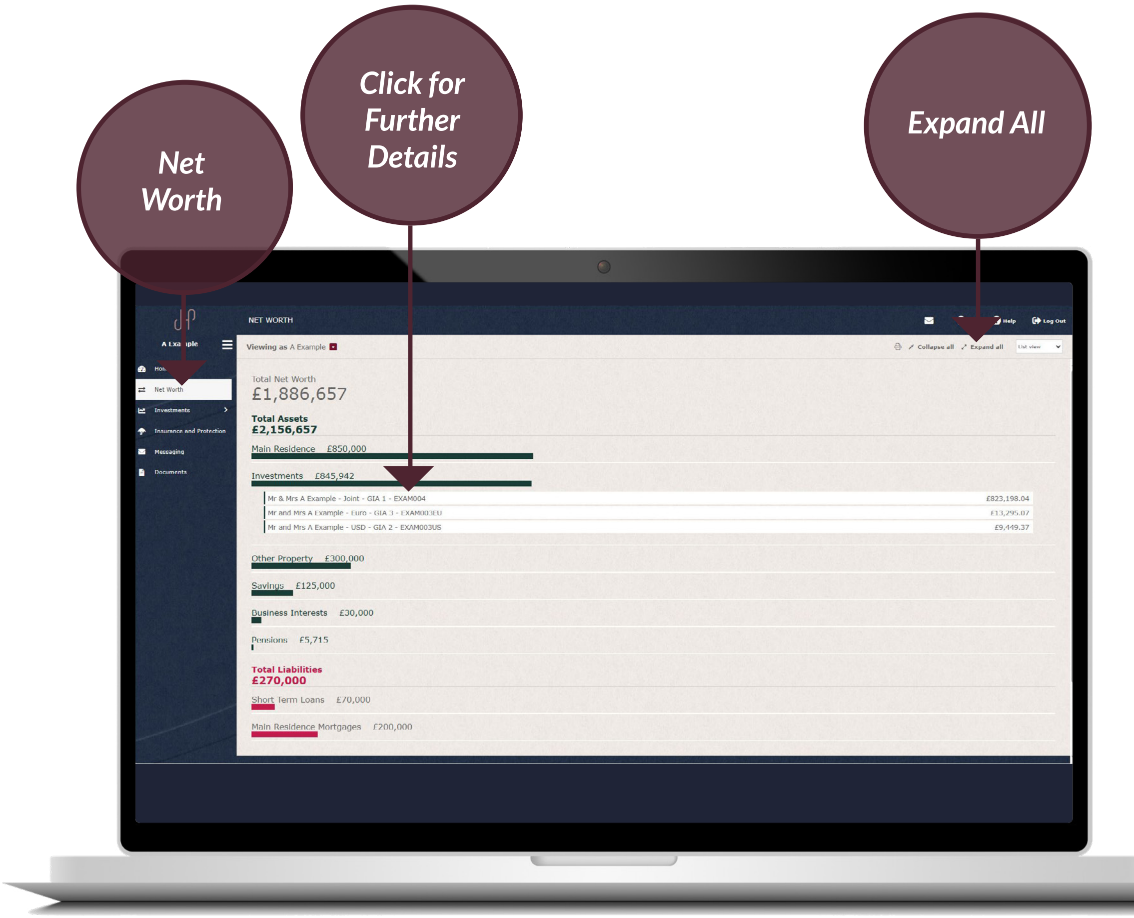


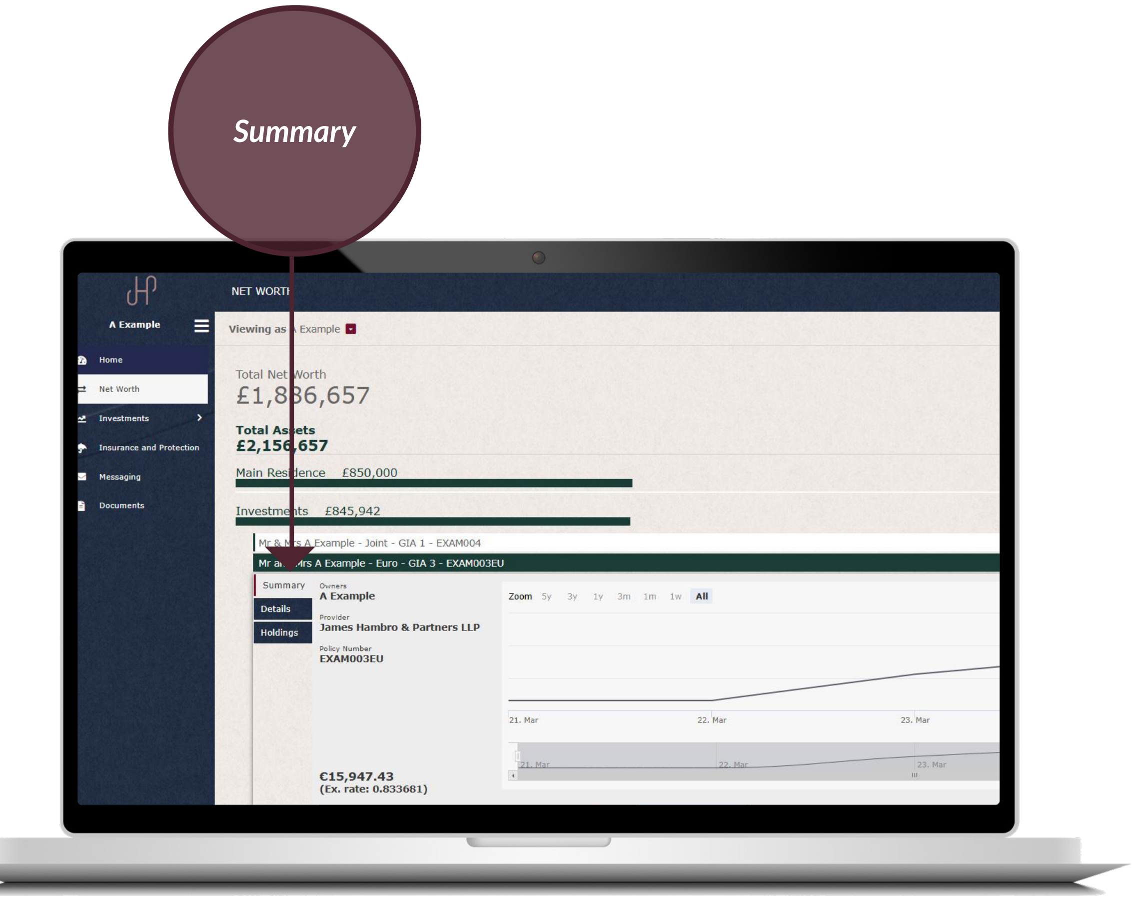
NAVIGATION

To navigate through to each page of the portal, please use the menu bar which can be found on the left-hand side of the web and bottom of the app.

NET WORTH

The Net Worth Page provides a breakdown of your assets and liabilities, drawing all the data held by JH&P for you. To view the underlying elements of the breakdown, click into each category or use the 'Expand All' button. If you wish to see additional information held against a particular asset or liability, such as the market value over time and a brief overview of holdings and transactions for investments, click the description and use the menu bar within the left-hand side.





Please note, values are displayed in reporting currency. If you hold an investment where the currency differs from reporting currency, click into the summary tab to see the value in the native currency.

INVESTMENTS | OVERVIEW

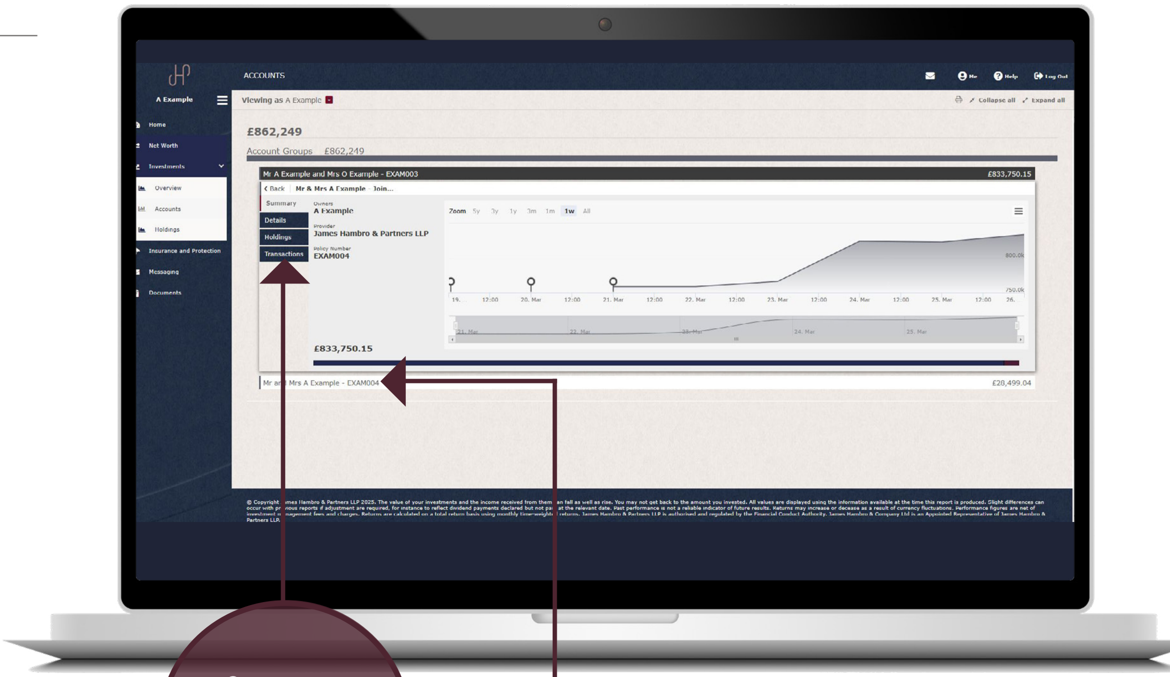
The investments overview chart displays the market value over time for all JH&P accounts related to the persona you are viewing as.

Hover over the graph to view the market value on a specific date. There are pre-defined time periods which can be applied via the 'Zoom' function.

Please note the values within this page are displayed in reporting currency.

INVESTMENTS | ACCOUNTS

The accounts page displays a list of the JH&P accounts related to the persona you are viewing as and the relevant portfolios associated within those accounts.



SUMMARY

Displays a market value over time graph for each account. Values are displayed in reporting currency. If you hold an investment where the pricing currency differs from your reporting currency, the value in the native currency can be seen within this tab.

Click into an account to view the following information:

PERFORMANCE

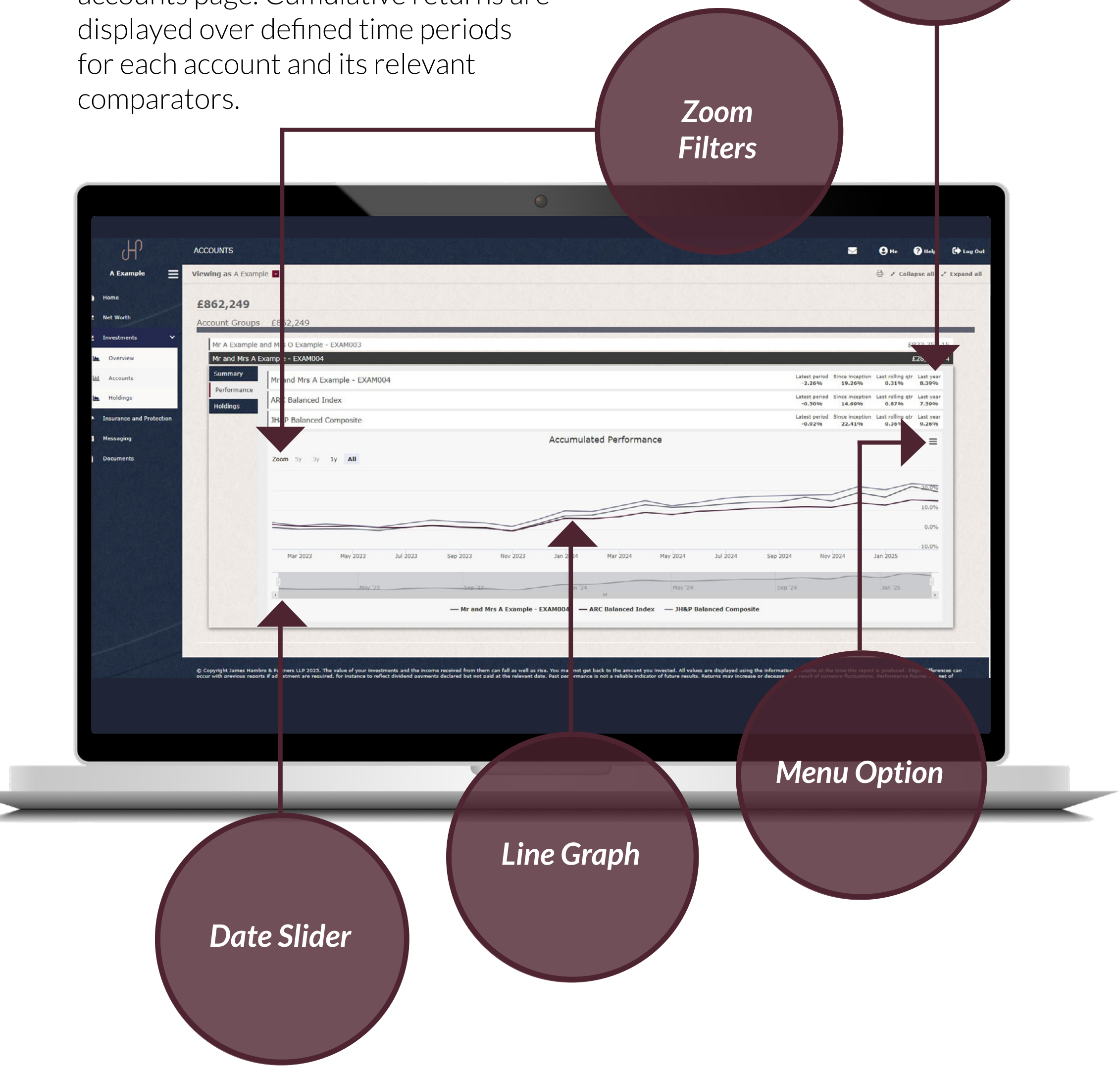
Performance returns can be viewed within the performance tab for each eligible account. Further information and guidance on performance can be found in the next section of this document.

HOLDINGS

Shows the underlying portfolios within the account. If you would like to access additional information on a particular portfolio such as the market value over time and a brief overview of holdings and transactions, you can do so by clicking into the description of the portfolio name.

PERFORMANCE

Performance returns for your eligible accounts can be viewed within the accounts page. Cumulative returns are displayed over defined time periods for each account and its relevant comparators.



TABLE

Displays the cumulative returns for the following time periods:

- Latest period (most recent month end)
- Since inception
- Last rolling quarter (most recent three months)
- Last Year
- Last 3 Years
- Last 5 Years
- Last 10 Years

PERFORMANCE GRAPH

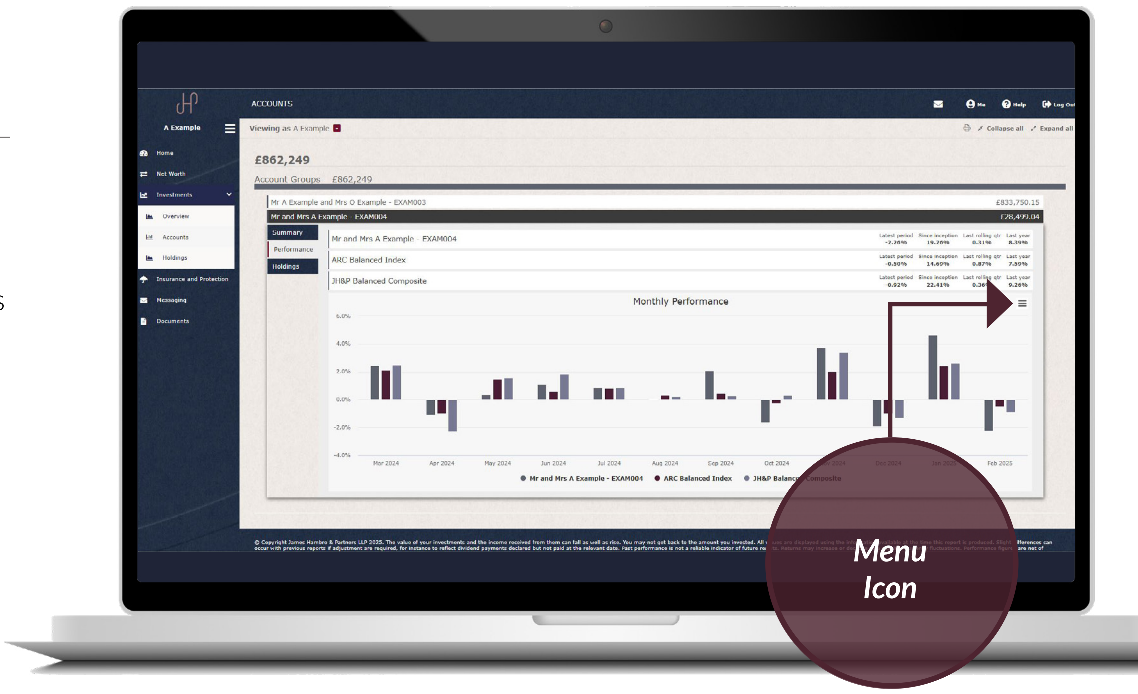
The line graph displays monthly rolling cumulative returns for the time periods selected in the 'Zoom' options.

Hover over the graph to view the cumulative return for a specific month end.

The 'Zoom' filters and date slider can also be adjusted to look at performance over a defined period.

BAR CHART

If you wish to view the absolute performance returns for the past 12 months, you can do so by clicking the 'Menu' icon and selecting the 'Bar Chart' option.



INVESTMENTS | HOLDINGS

This area provides a detailed breakdown of holdings within accounts and portfolios. By default, the page will display a combined valuation of holdings held within all JH&P accounts related to the persona you are viewing as.

FILTER

Various filters can be applied to this area via the menu button. Filter options include:

HISTORIC POSITIONS

Select a historical date to view the valuation at that point in time. Please note, all values are displayed using the information available at the time this report is produced.

SHOW UNDERLYING FUNDS

This filter option will appear if you hold one of the James Hambro Harrier Funds. By ticking this filter, you will be able to see a full breakdown of the holdings held within the Fund.

FILTER BY

Select the specific accounts or portfolios you wish to view holdings against. Individual or multiple accounts/portfolios can be selected via the tick box.

Once you have selected the relevant filters, click ‘Apply’. These filters will be applied across both Summary and Detailed tabs.

SUMMARY

This page displays a breakdown of holdings by Asset Class, Industry, Region, Currency and Top 10. Hover over the graph to view the market values and %MVs. The arrow buttons within each chart will take you through to the detailed holdings page which will automatically be filtered by the chosen asset allocation.

HOME

DETAILED

The detailed page displays a full valuation breakdown in line with your filters applied. Additional data points can be added or removed from the table via the cog icon.

If you have a portfolio which is invested in one of the James Hambro Harrier Funds, you can click the arrow to the left of the fund name which will expand to show the underlying holdings.

HOLDING INFORMATION AND HISTORY

To view additional information held against a particular holding, click into the name of the holding you wish to view.

HISTORY GRAPH

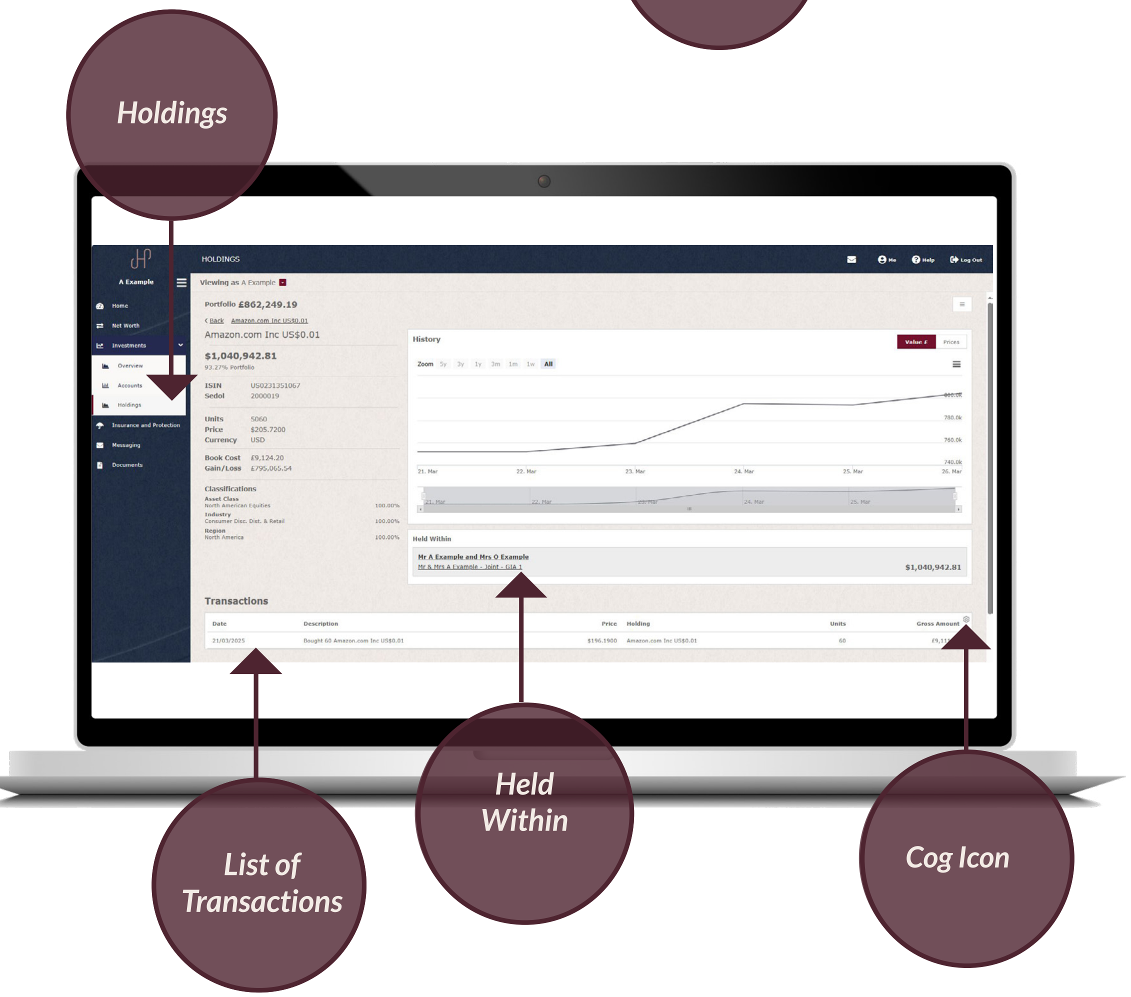
The market value and price movement over time of a specific holding.

HELD WITHIN

The accounts and portfolios which contain the holding, along with the value held in each.

TRANSACTIONS

A list of transactions related the specific holding.

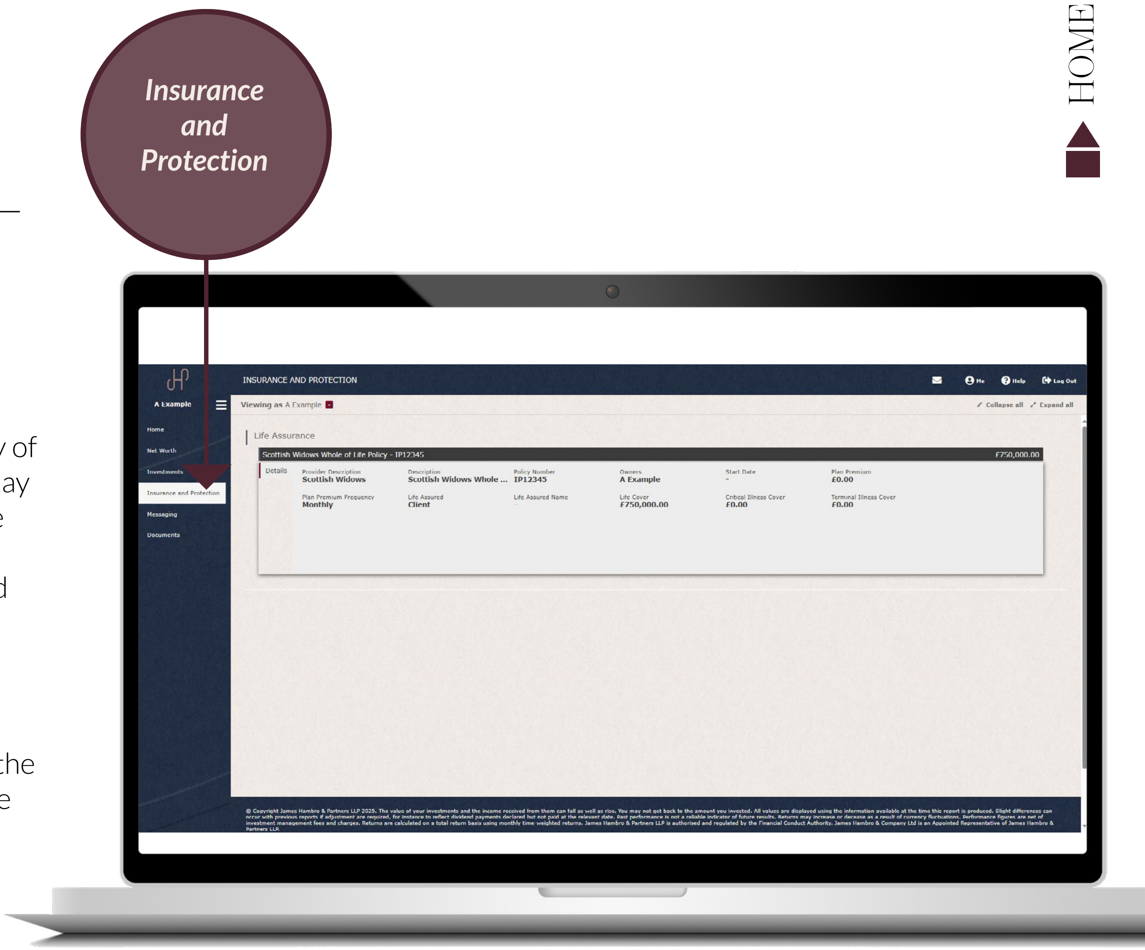


TRANSACTIONS

To view detailed historic transaction data, navigate to the holdings page and click into a particular holding. A list of transactions related to that holding will display below.

If you wish to see a list of all transaction activity which has taken place within a portfolio, select the relevant portfolio from the 'Held Within' section and open the transactions tab.

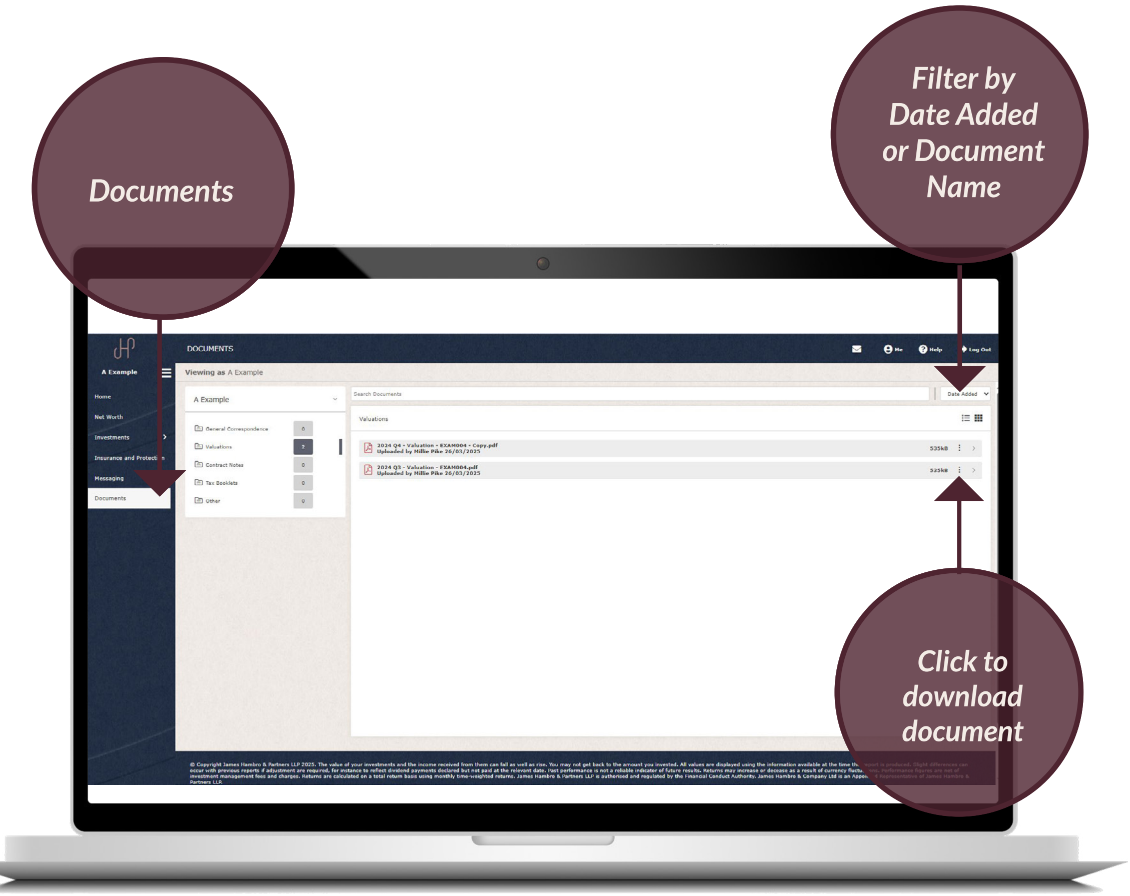
By default, transactions will be listed from newest to oldest, including deposits, transfers from other managers and withdrawals. Additional data points can be added or removed via the cog icon.



INSURANCE AND PROTECTION

This area provides a summary of any policies you hold which may pay out a lump sum or income on diagnosis of critical illness or death, or if you are deemed unable to work.

Click onto a policy to view further details such as the current premium being paid, the type of cover in place, who the policy covers and the benefit the plan will pay out.



DOCUMENTS

Copies of your quarterly valuations, tax booklets, annual review letters and other important documents will be uploaded to your Documents area. These will be uploaded to the relevant folders which can be filtered by date or document name via the dropdown.

Documents can be downloaded on both the web and app version of the portal. To download a document, click on the three dots and select 'Download'. If you wish to preview a document before downloading, you can do so by clicking on the document description.

SECURE MESSAGING

We will use this feature to securely message you through the portal if we need to verify an instruction. You will be notified via email, and a push notification will appear on your mobile device when a new message has been sent. Once we have received the necessary confirmation from you, we will close the message thread.

PROFILE AND SETTINGS

To navigate to your Profile & Settings area click into 'Me' > 'My account' which can be found in the top right corner of the portal website. Within this area you can reset your password, memorable word and security questions. We recommend keeping your username as your email address.

CUSTOMISE AND EXPORT DATA

Additional columns can be added within data tables where the cog icon is visible.

Line graphs across the portal can be exported into a CSV format via the menu button in the top right of the graphs.

Please note that you can only export data from the web-based version of the portal.

HOME

This document is a Financial Promotion for UK regulatory prposes and is directed only at investors resident in the United Kingdom.

This document does not constitute investment advice or a recommendation. Past performance is not a reliable indicator of future performance. The value of investments, and the income from them, may go down as well as up, so you could get back less than you invested.

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