James Hambro
&Partners

PORTAL USER GUIDE FOR PROFESSIONAL CONTACTS

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Welcome to the new way to stay in touch with your clients' James Hambro & Partners accounts

Our online portal and app make it simple to stay updated on your clients' investments managed by JH&P.

USING THE PORTAL YOU'LL BE ABLE TO

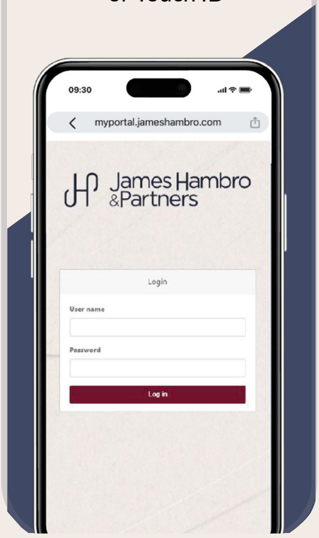
- Check the value of your clients' investments
- View a breakdown of their investment allocation
- Access information on their assets and liabilities
- Securely view all important documents
- Easily contact the JH&P team
- Stay updated with the latest news and insights from JH&P

ONLINE AT

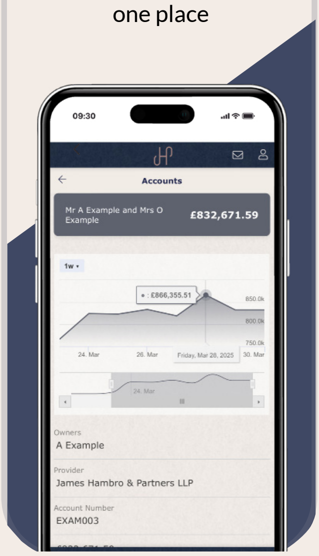
https://myadviserportal.jameshambro.com

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 Advisor Portal'.

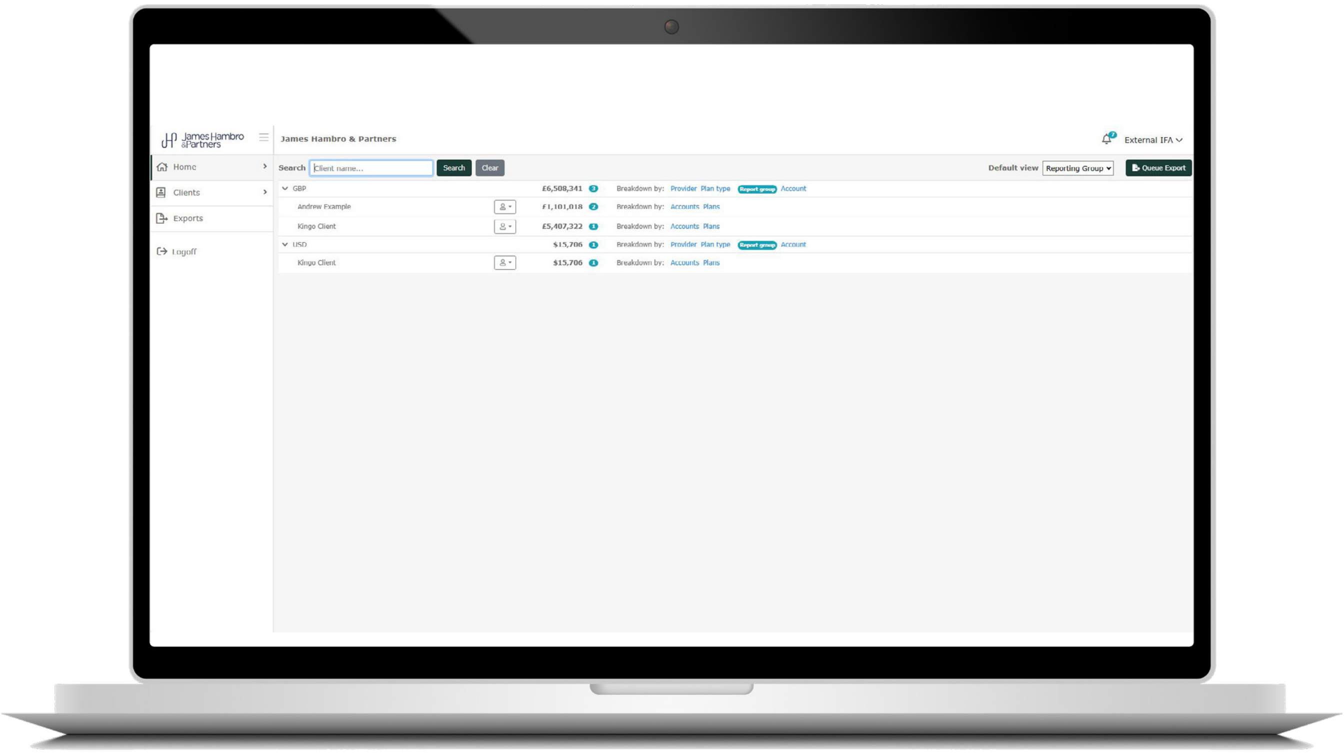
Quick and secure access with Face ID or Touch ID



All investments and accounts in one place



A breakdown of how client funds are invested



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.

1 ENTER YOUR CREDENTIALS

Enter your username and temporary password into the login screen.

2 SET A NEW PASSWORD

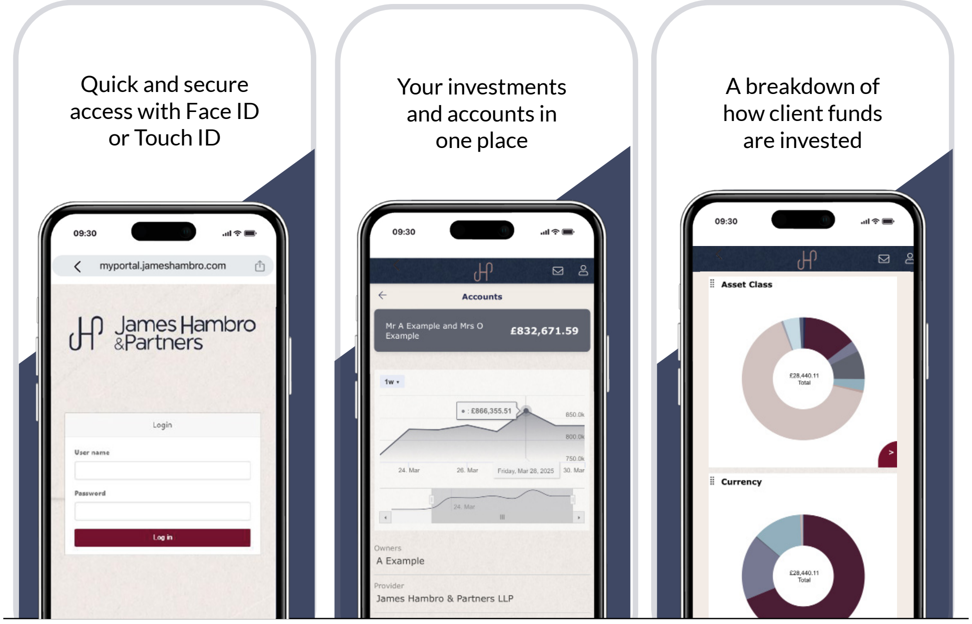
You'll then need to set up a new password which must be at least 10 characters long, containing both uppercase, lowercase and numeric characters, with at least one special character.

3 CHOOSE YOUR MEMORABLE WORD

Each time you log in into the desktop (website) portal 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 8 characters.

If you require your password or memorable word to be reset please contact JH&P.

MOBILE APP



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 your profile area.

USING THE PORTAL

The landing page will display a list of clients you can view, along with the total market value of their investments. You can customise the layout of the information by choosing from various default views and breakdown options available in the dropdown menu at the top right corner of the screen.

REPORTING GROUP

Shows a client-level list. To view a breakdown of accounts and portfolios linked to a specific client, select 'Accounts' or 'Plans' next to the 'Breakdown By' options.

ACCOUNT

Displays a list of all JH&P investments at the account level across the client entities you have access to. To view the underlying portfolios and market values within an account, click 'Plans' next to the 'Breakdown By' options.

PROVIDER

Shows the combined total value of all JH&P investments you have access to.

PLAN TYPE

Breaks down investments by portfolio type, such as General Investment Accounts, Stocks and Shares ISAs.

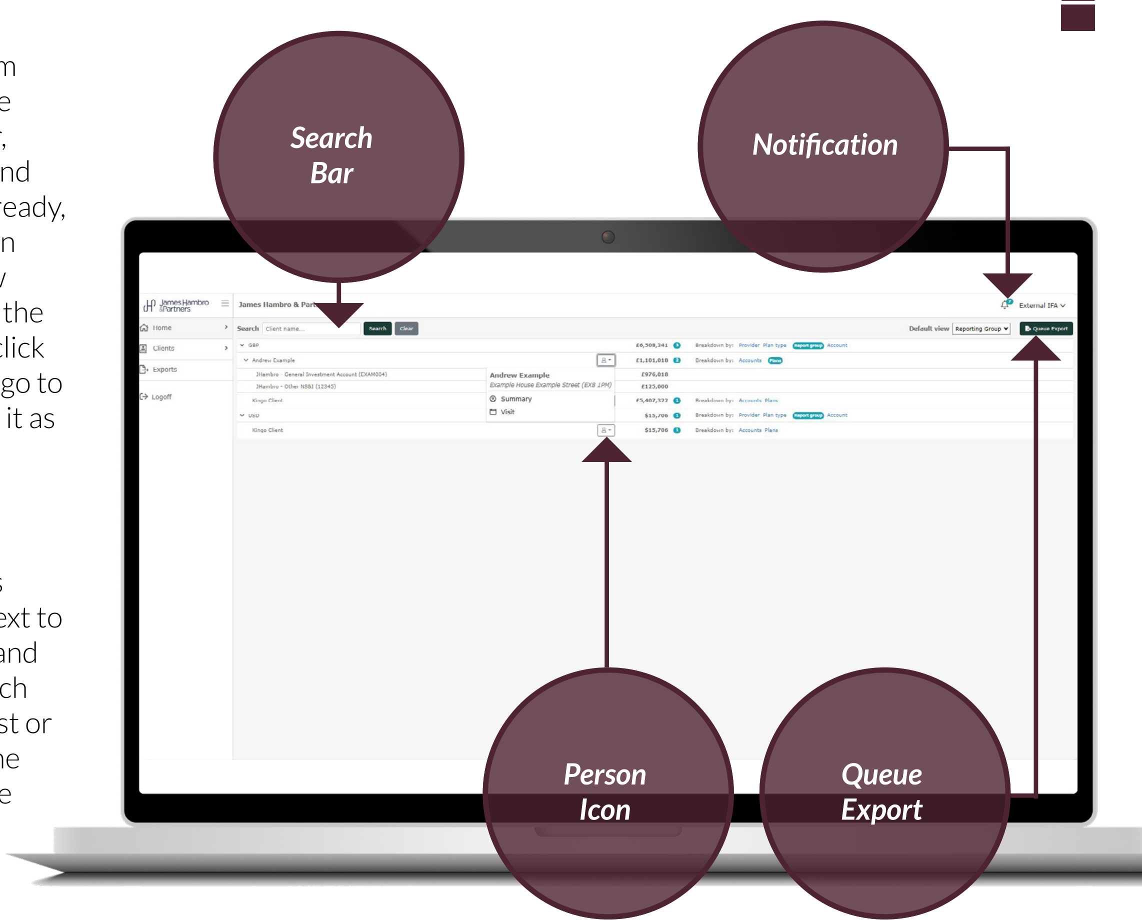
HOME

EXPORT

To export the information from the homepage, click on 'Queue Export' in the top right corner, enter a name for the export, and click 'Yes'. Once the export is ready, a bell notification will appear in the top right, letting you know it's available for download via the 'Exports' page. To download, click on the 'Export' description or go to 'Actions' > 'Download' to save it as a CSV file.

VISIT CLIENT

To access an individual client's portal, click the person icon next to their name on the homepage and select 'Visit'. You can also search for a specific client by their first or last name in the search bar. The following sections of this guide will walk you through the portal, including navigation and the available data.



VIEWING AS

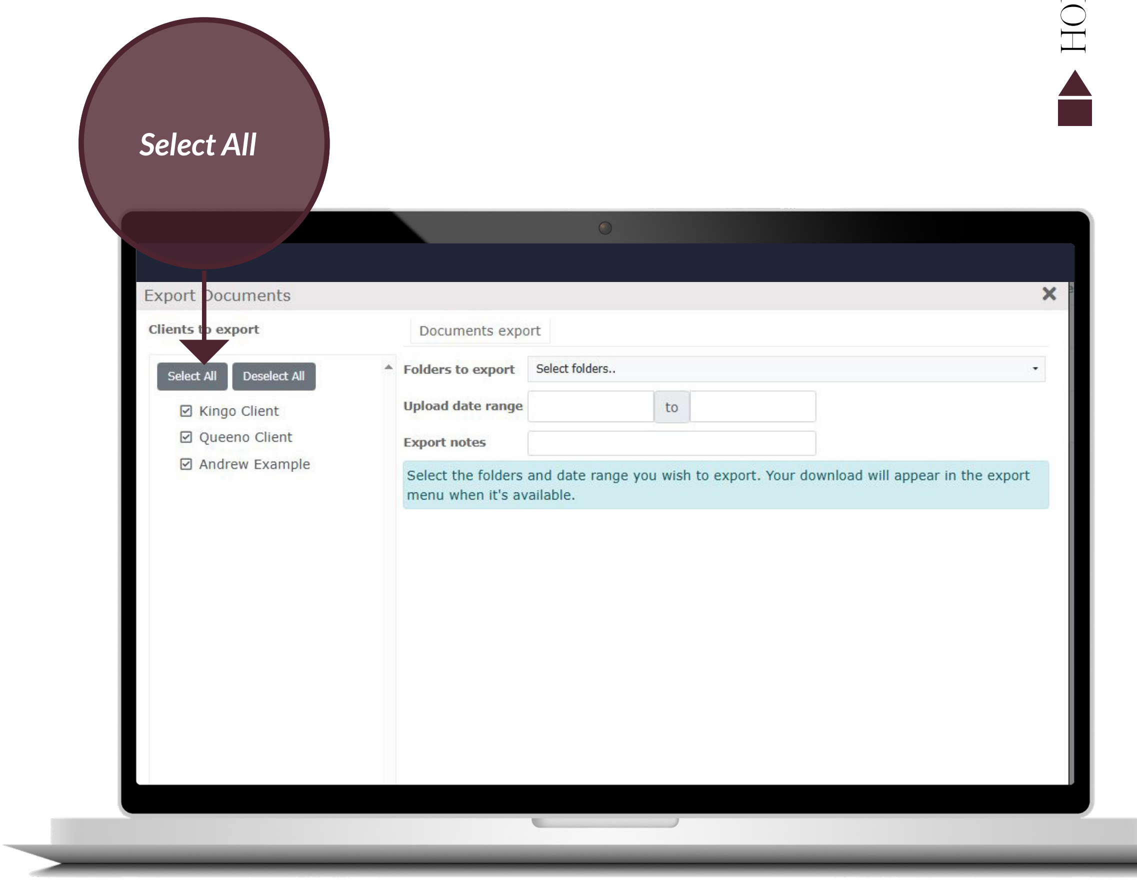
Across various pages of the portal there is an option to change the persona you are viewing as. This allows you to see different data determined by your selection, whether this is viewing as a specific client, trust or company.

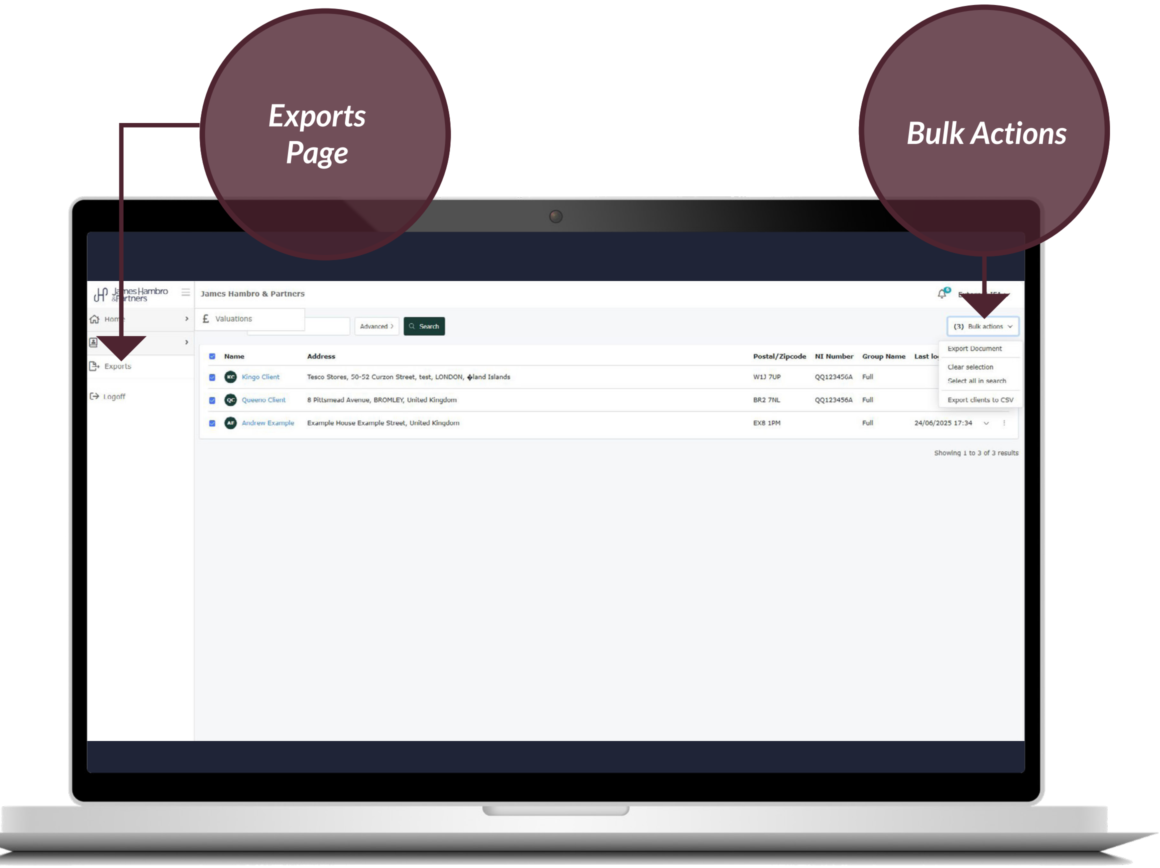
To change this view, press the dropdown arrow which will then display the options available. Within the app, this can be done via the 'Me' icon in the top right corner.

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

DOWNLOADING DOCUMENTATION

Documents can be downloaded against either individual or multiple client selections. To do this, navigate to the client's page and click the 'Search' button to bring up a list of all clients you have access to. Select the tick boxes next to each client whose documents you wish to download. Please note the first tick box will auto select all clients.





Click the 'Bulk Actions' button in the top right and 'Export Document'. Here you will be able to select the folders you wish to export, i.e. Valuations or Tax Booklets, and filter by the date in which they were uploaded. Once done click 'Confirm'. Once the export has generated you will receive a bell notification in the top right informing that the documents are now available to download via the Exports page.

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 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

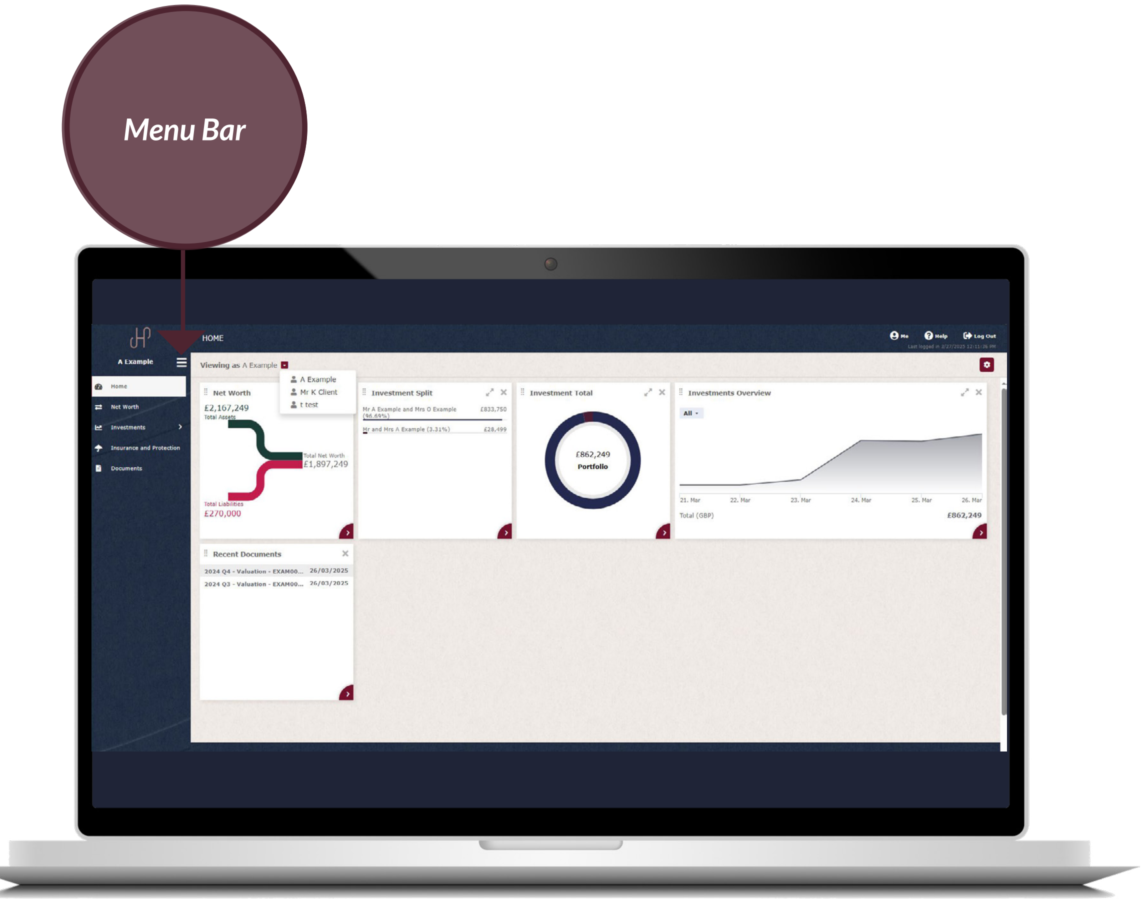
The latest updates and investment news from JH&P's expert team.

RECENT DOCUMENTS

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

THE PEOPLE LOOKING AFTER EACH CLIENT AT JH&P

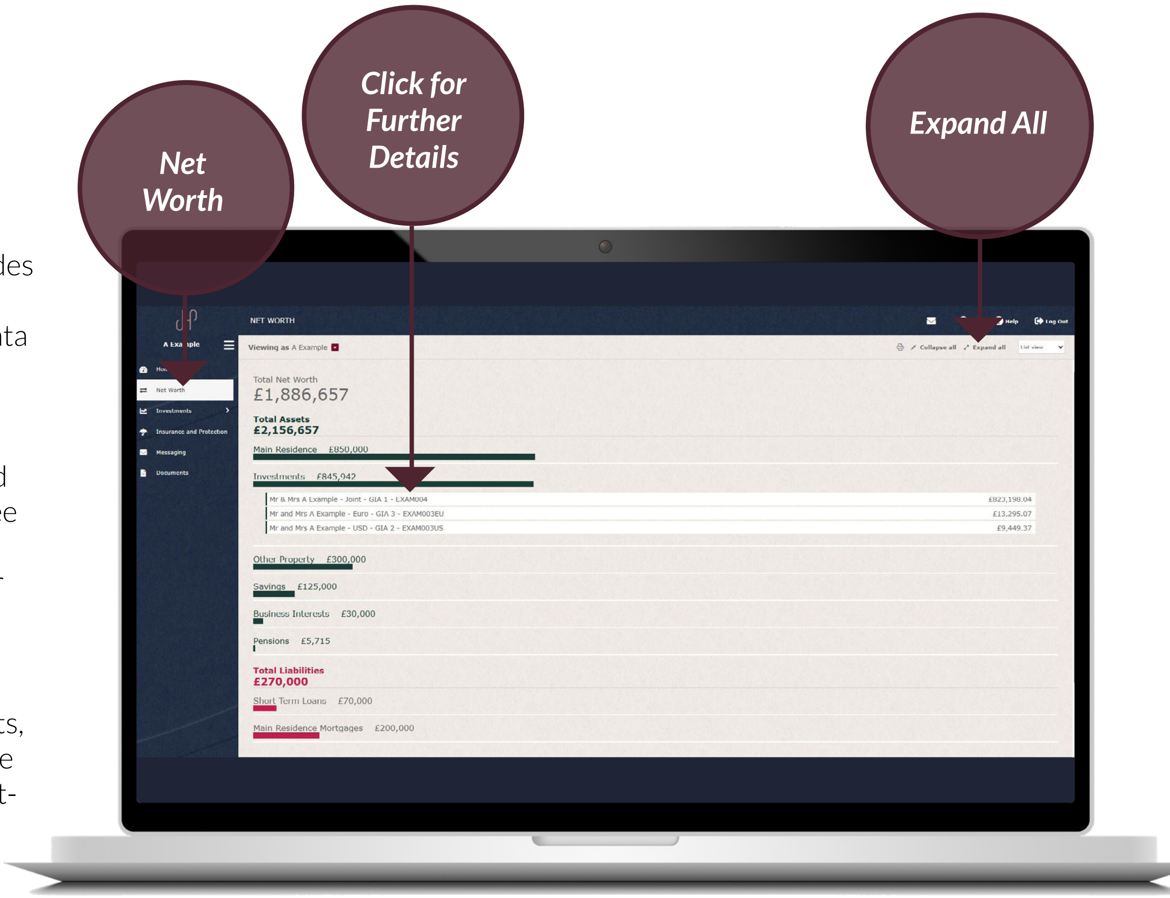
The team may differ by client.

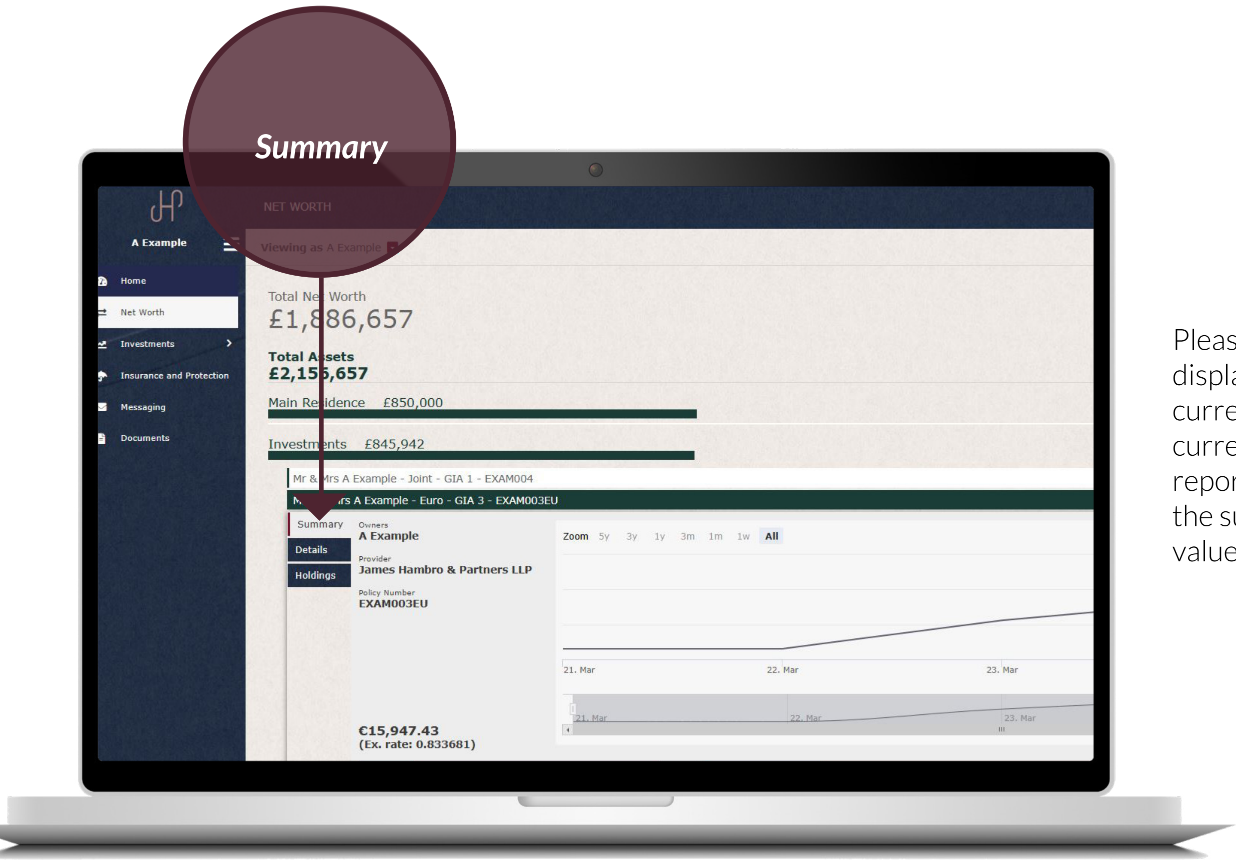


NET WORTH

The Net Worth Page provides a breakdown of assets and liabilities, drawing all the data held by JH&P. 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 this page will only appear if applicable to the entity you are viewing.





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

INVESTMENTS | OVERVIEW

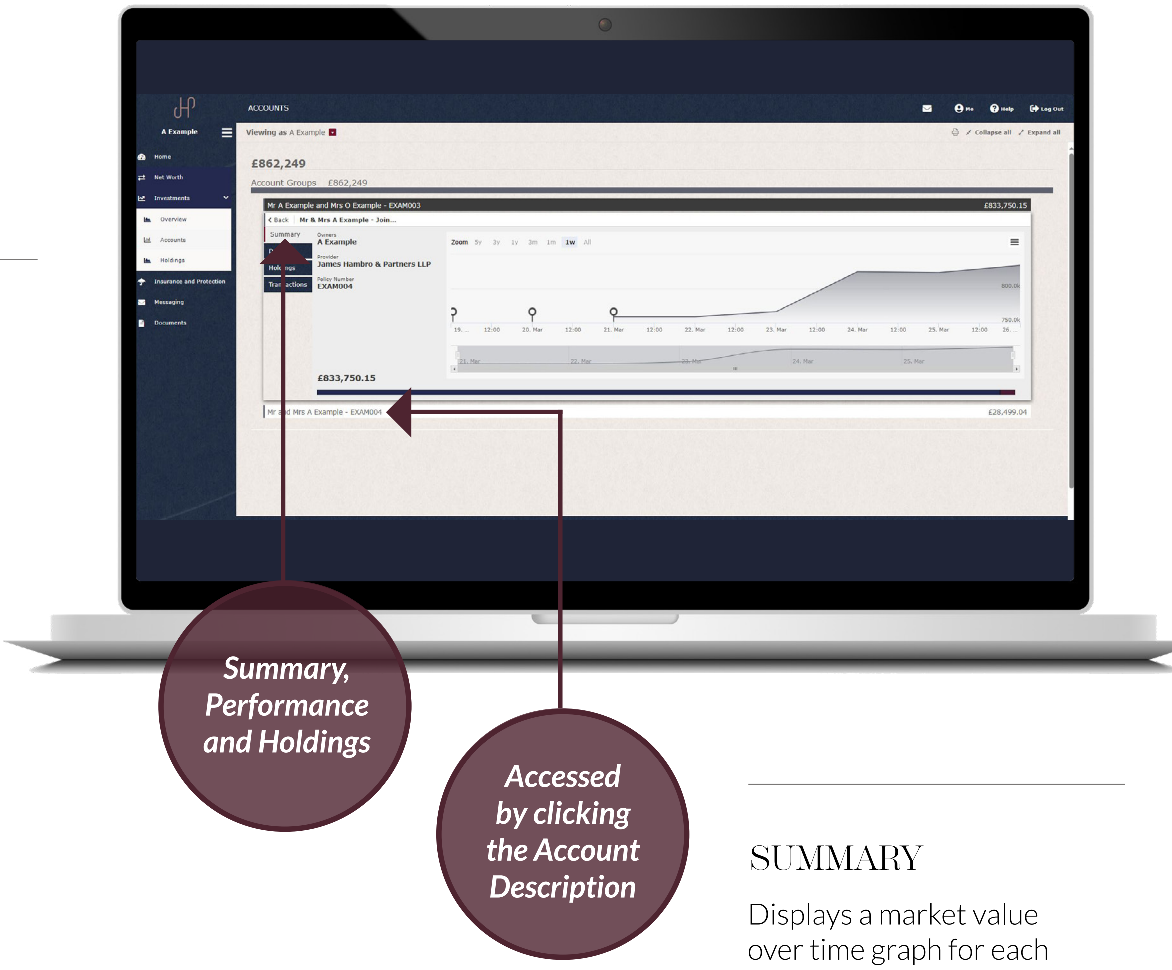
The investments overview chart displays the market value over time for all JH&P accounts related to the persona you are viewing as.

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.

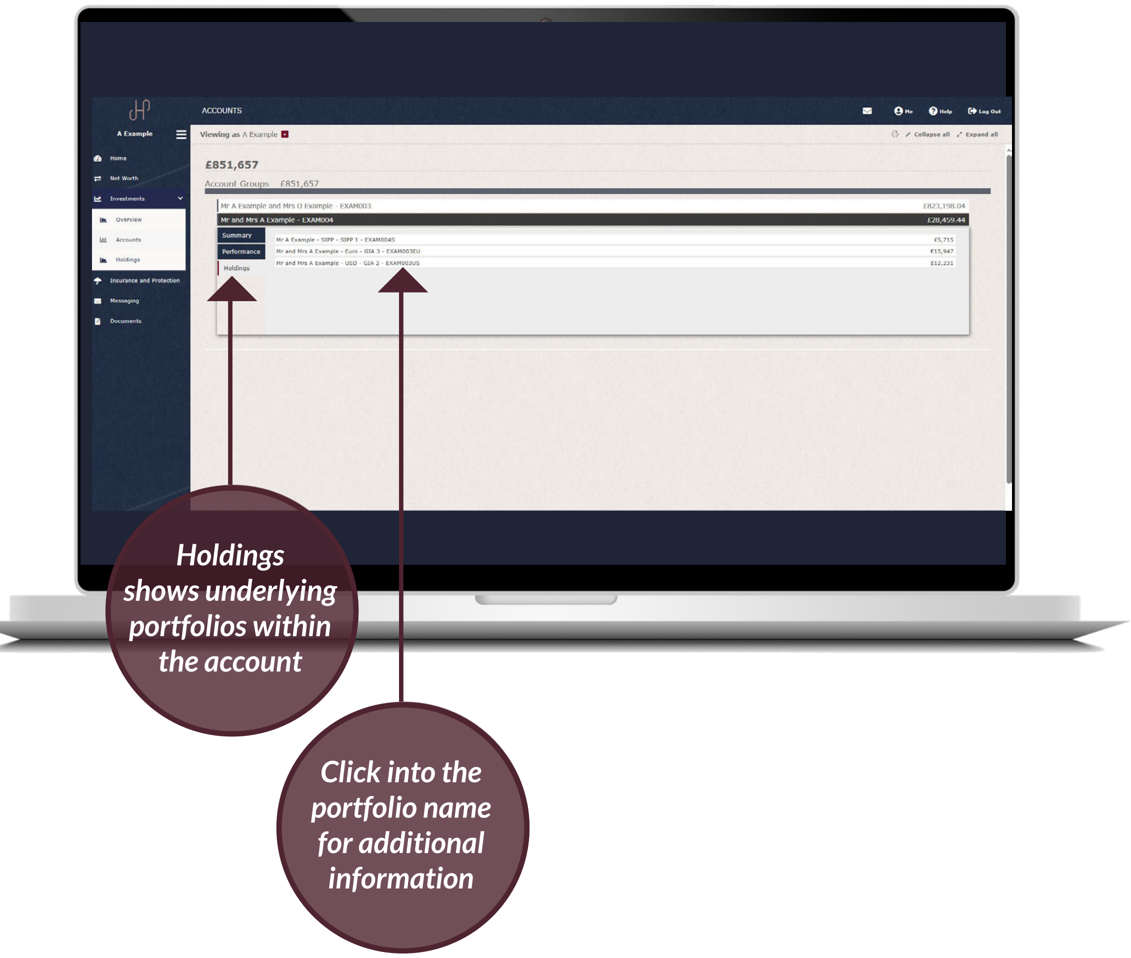
Please note the values within this page are displayed in reporting currency.

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.



Click into an account to view the following information:



SUMMARY

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

PERFORMANCE

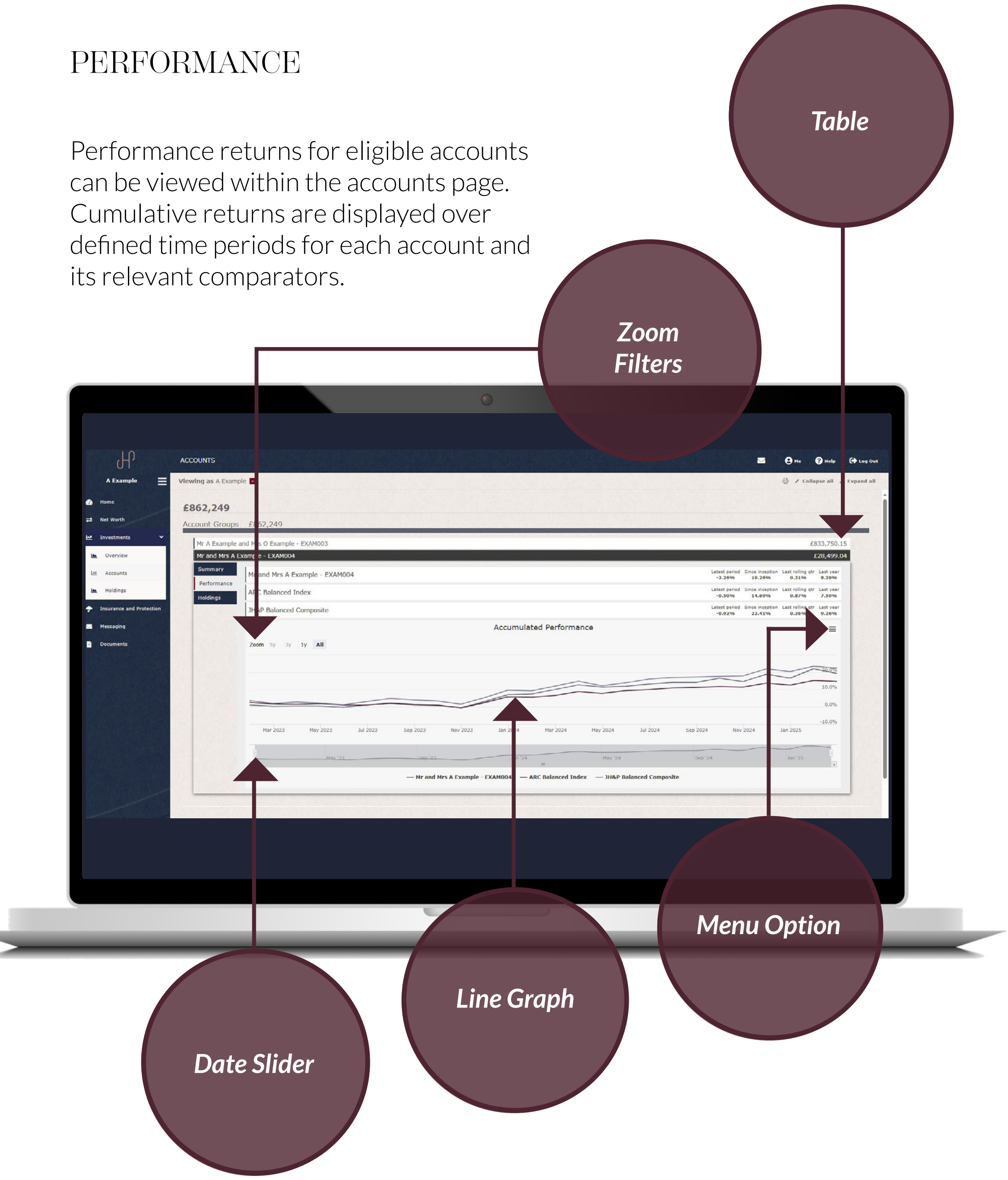
Performance returns can be viewed within the performance tab for each eligible account. Further information and guidance on performance can be found in the next section of this document.

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 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.

HOME

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 an account or portfolio holds 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.

HOME

SUMMARY

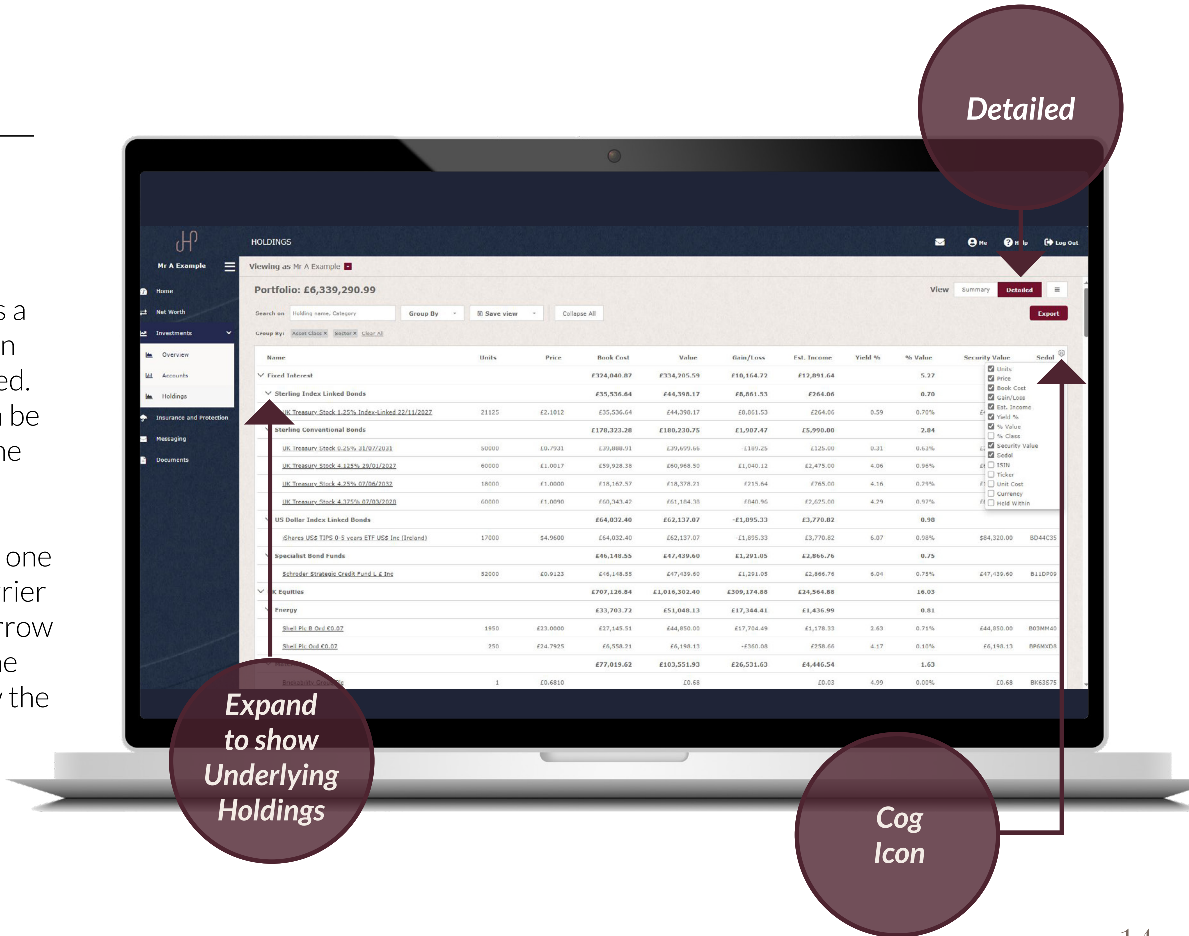
This page displays a breakdown of holdings by Asset Class, Industry, Region, Currency and Top 10. Hover over the graph to view the market values and %MVs. The arrow buttons within each chart will take you through to the detailed holdings page which will automatically be filtered by the chosen asset allocation.

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 a portfolio 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

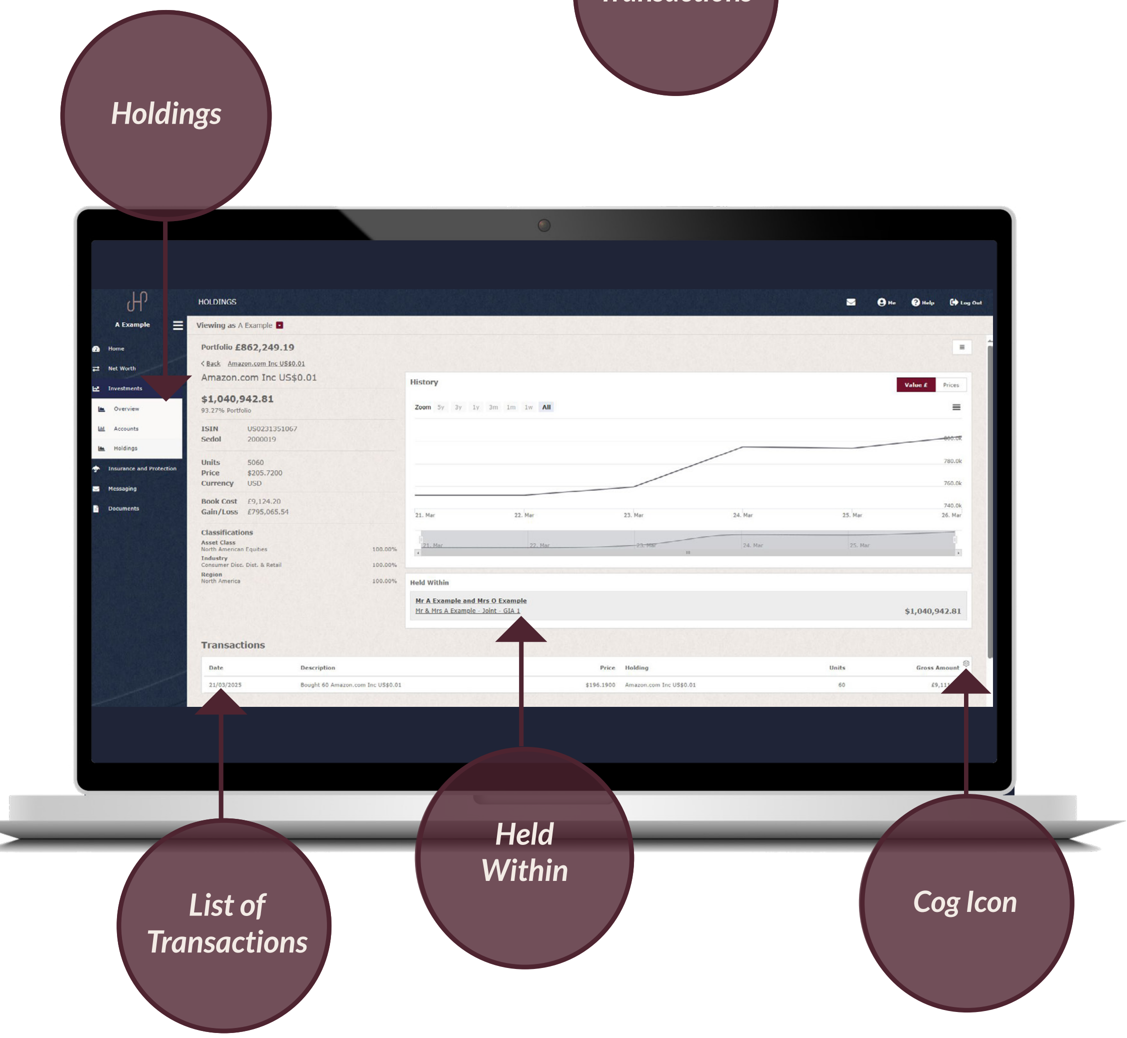
The market value and price movement over time of a specific holding.

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.

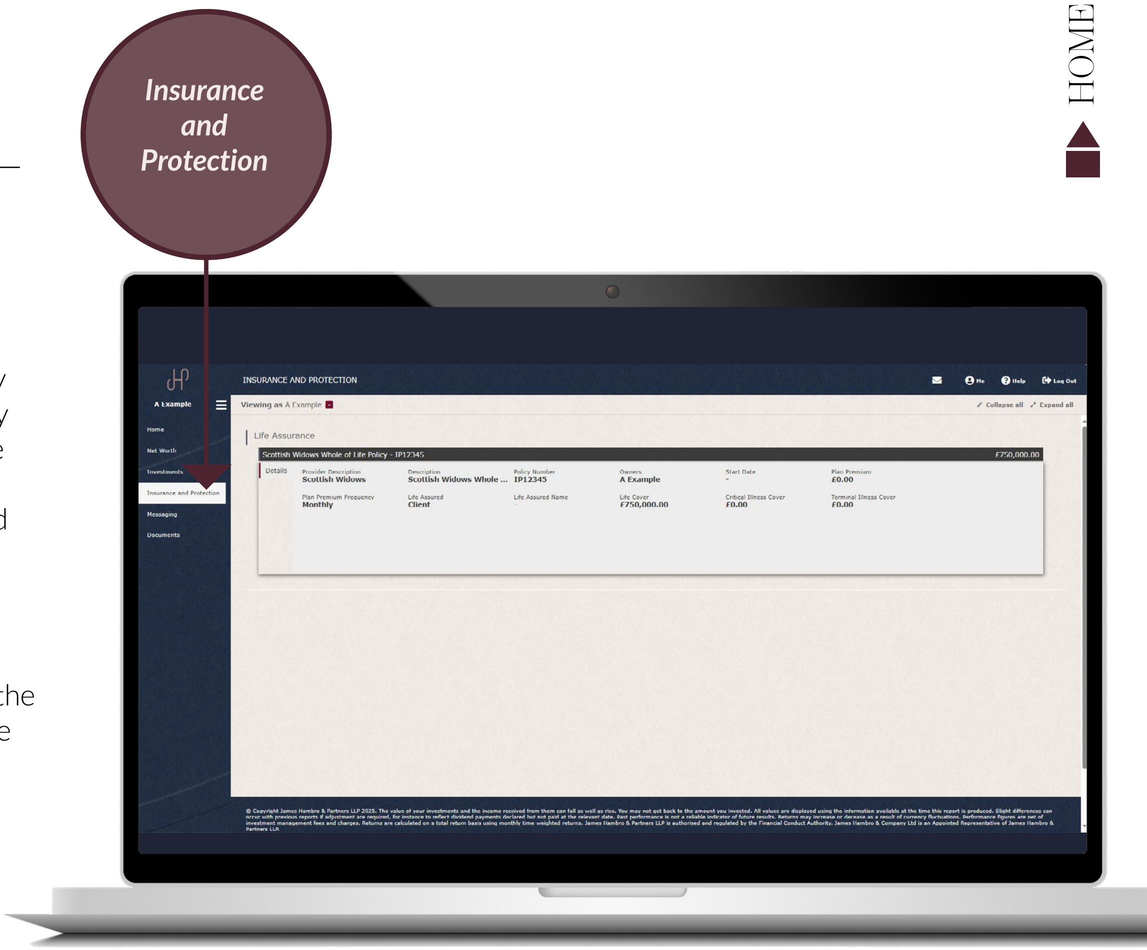


TRANSACTIONS

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 held 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.

Please note this page will only appear if applicable to the entity you are viewing.

DOCUMENTS

Copies of quarterly valuations, tax booklets, annual review letters and other important documents will be uploaded to the 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.

PROFILE AND SETTINGS

To navigate to your Profile & Settings area click onto your display name at the top right corner of your adviser portal website. Within 'User Profile' you have the option to reset your password and memorable word.

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.

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