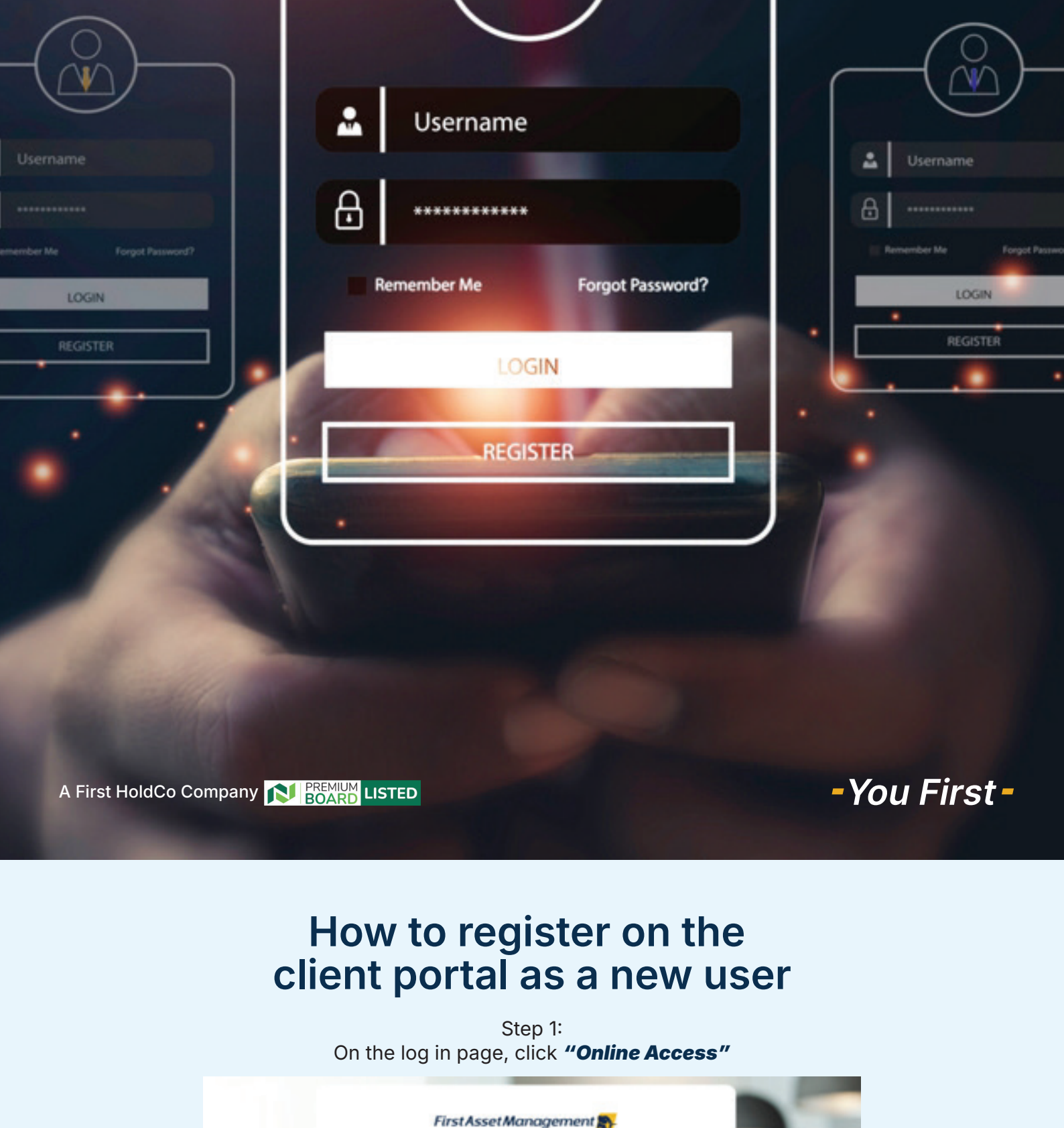




Portal User Guide



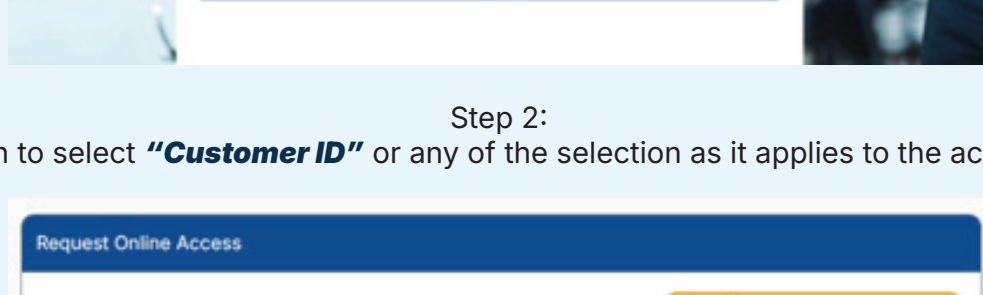
A First HoldCo Company



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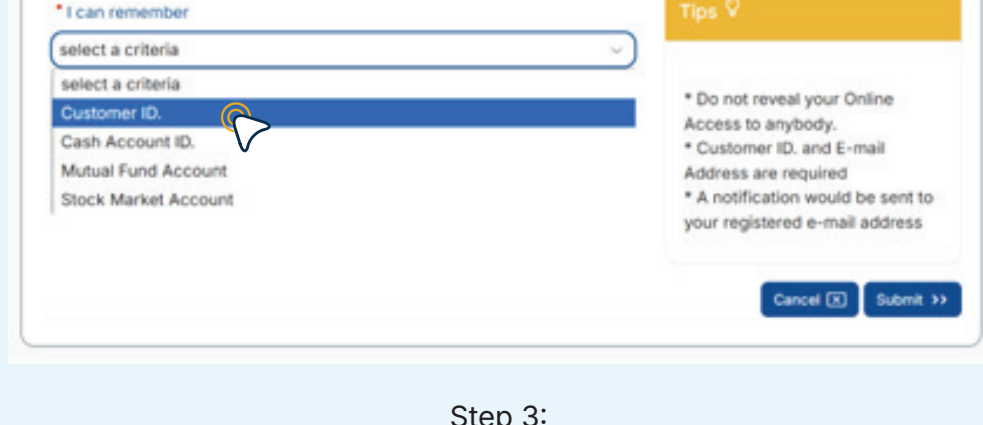
How to register on the client portal as a new user

Step 1:
On the log in page, click **"Online Access"**



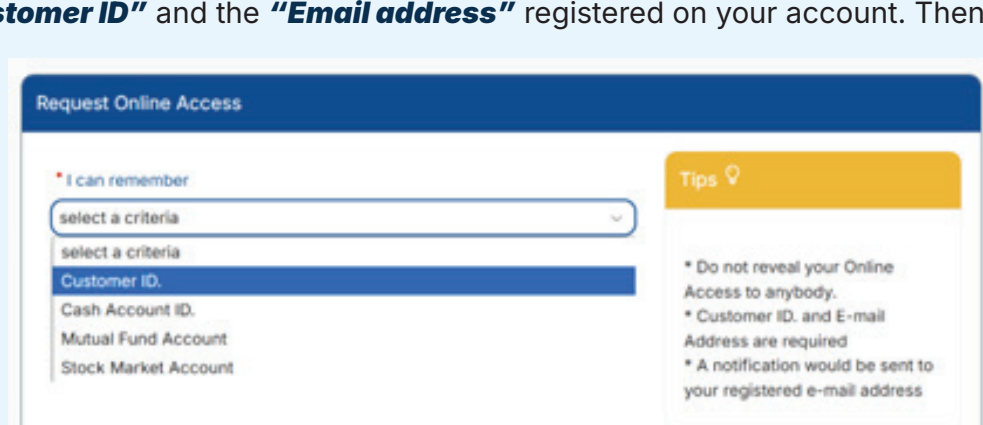
Step 2:

Drop down to select **"Customer ID"** or any of the selection as it applies to the account type.



Step 3:

Input your **"Customer ID"** and the **"Email address"** registered on your account. Then, click **"Submit"**

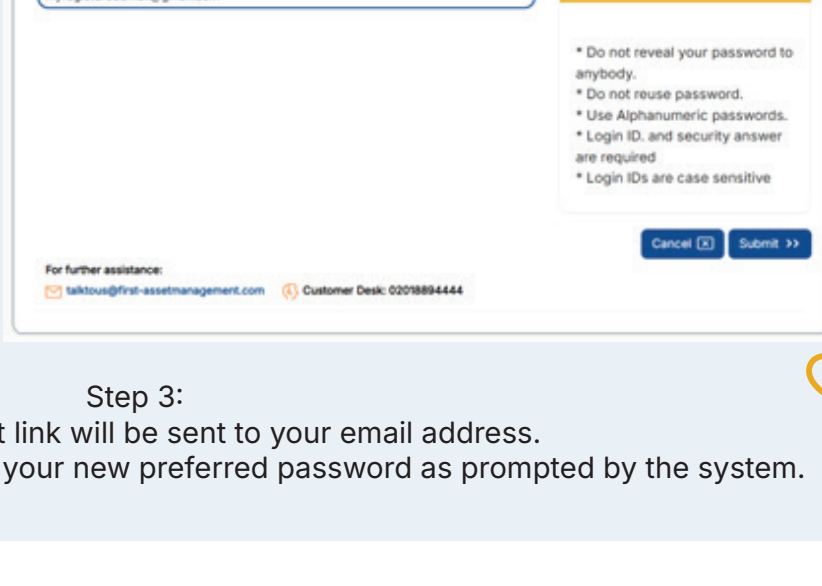
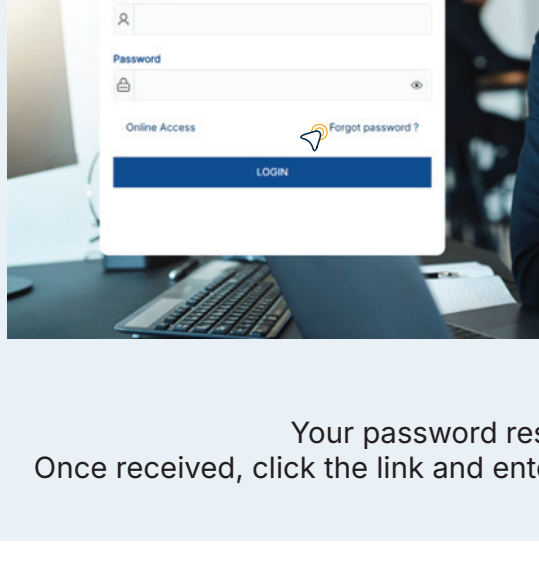


Your Login Credentials i.e. Username (this begins with C..) and default password will be sent to your email address.

To reset log in credentials on client portal

Step 1:
Click **"Forgot password"**

Step 2:
Input the **"Email address"** registered on your account. Then, click **"Submit"**



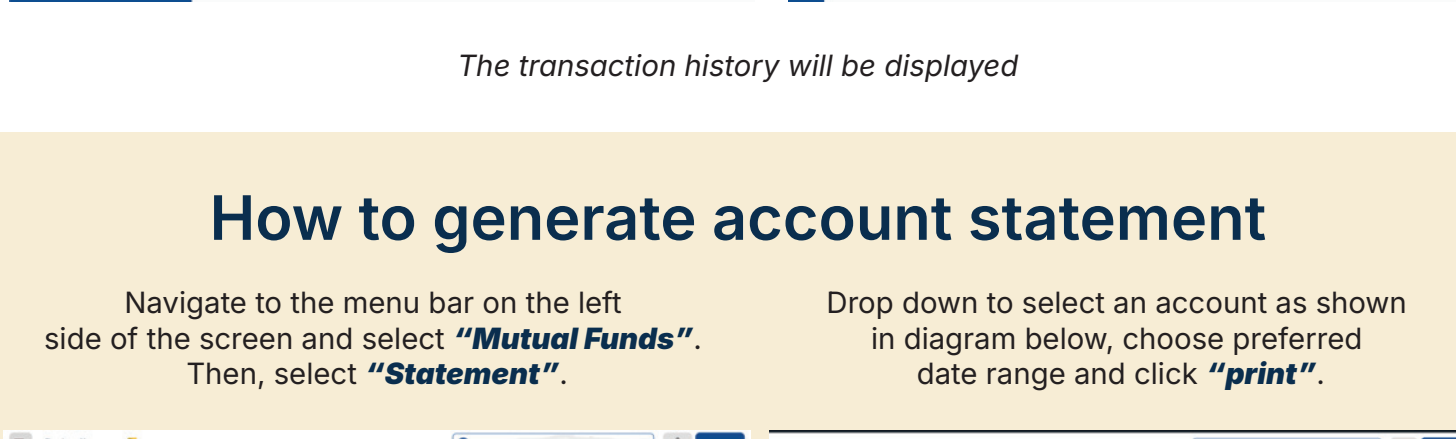
Step 3:

Your password reset link will be sent to your email address. Once received, click the link and enter your new preferred password as prompted by the system.

How to check transactions history

Navigate to the menu bar on the left side of the screen and select **"Mutual Funds"**. Then, select **"Accounts"**.

Drop down to select an account as shown in diagram below. Then, click **"submit"**.

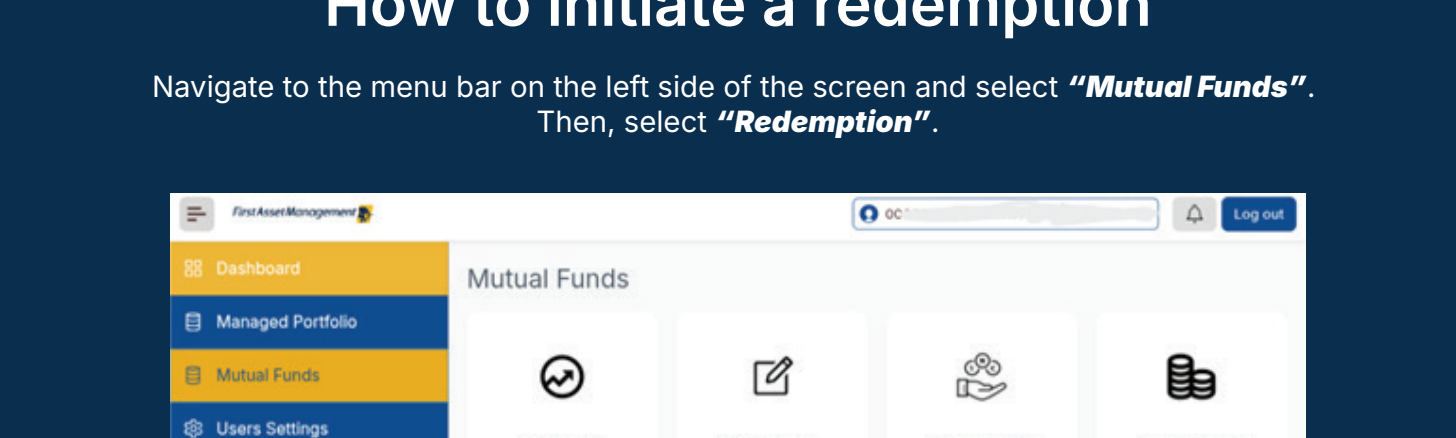


The transaction history will be displayed

How to generate account statement

Navigate to the menu bar on the left side of the screen and select **"Mutual Funds"**. Then, select **"Statement"**.

Drop down to select an account as shown in diagram below, choose preferred date range and click **"print"**.

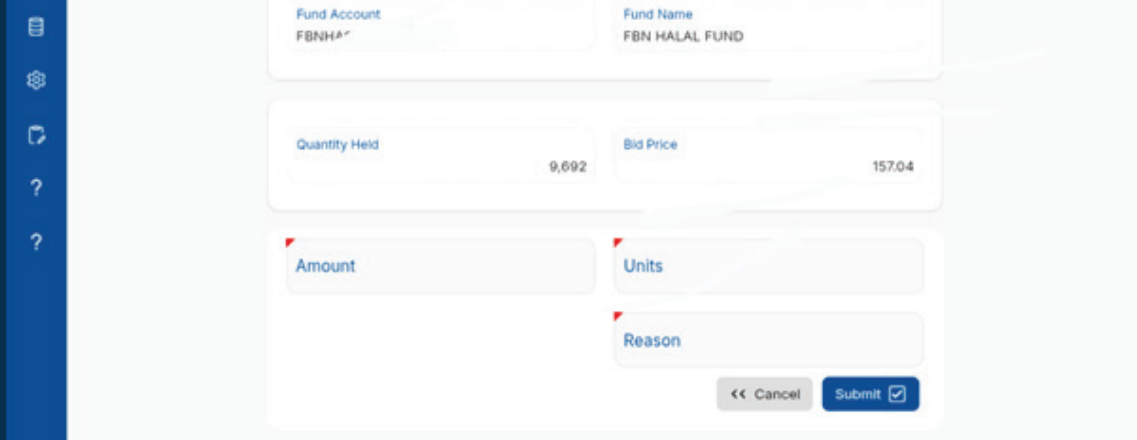


The Account statement will be generated

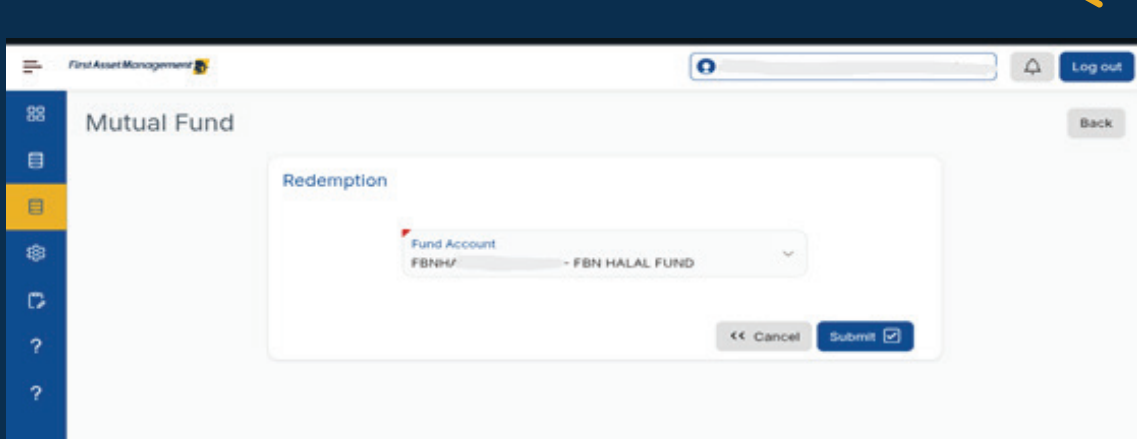
How to initiate a redemption

Navigate to the menu bar on the left side of the screen and select **"Mutual Funds"**. Then, select **"Redemption"**.

The account information and the quantity of units held will be displayed. Input the amount you want to redeem and the reason. Then click **"Submit"**.

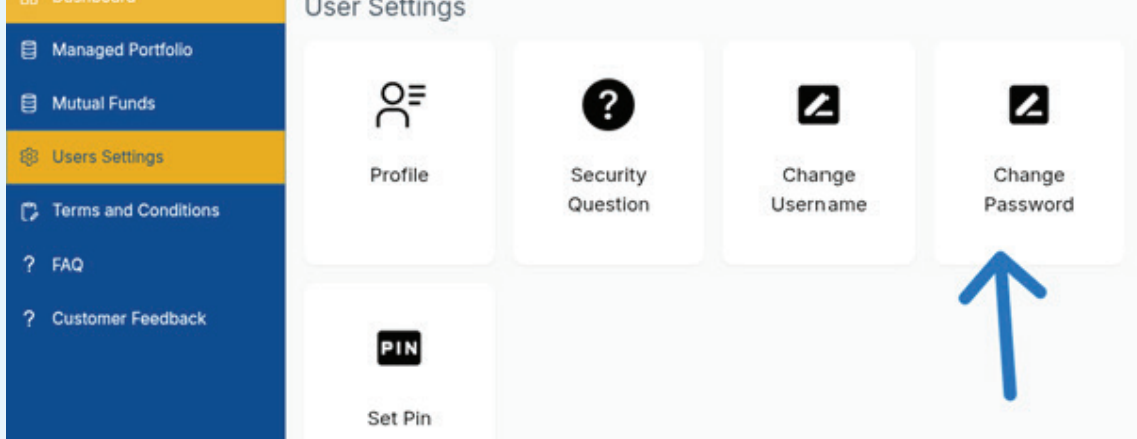


Click **"Submit"** to complete redemption request.

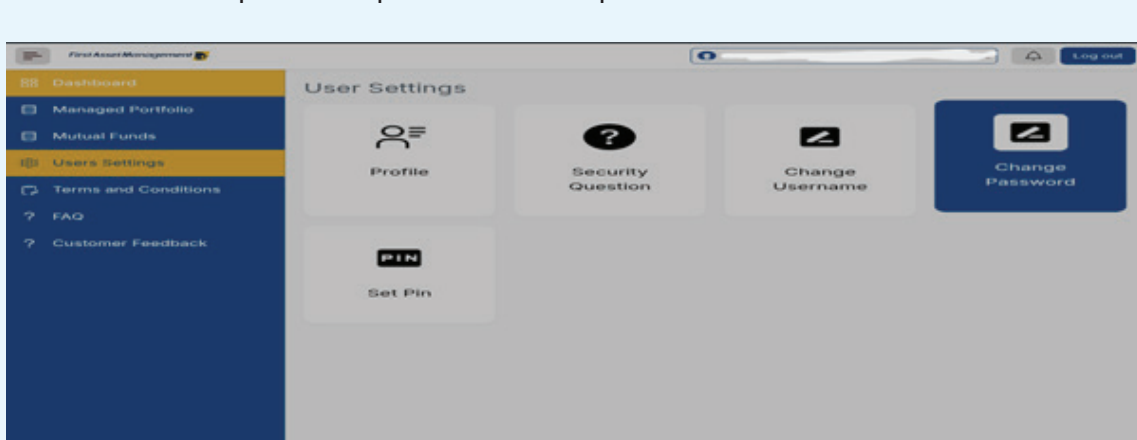


How to change log in password

Navigate to the menu bar on the left side of the screen and select **"Users Settings"**. Then, select **"Change Password"**.



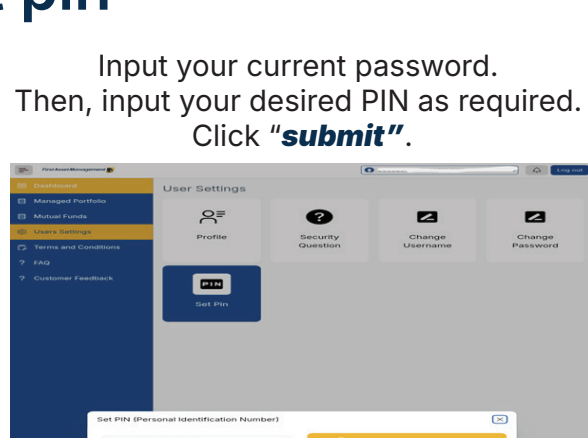
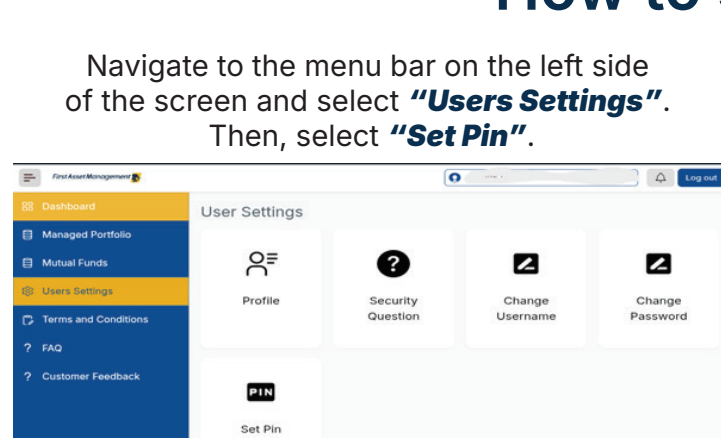
Input your current password. Then input your new preferred password as required. Click **"submit"**



How to set pin

Navigate to the menu bar on the left side of the screen and select **"Users Settings"**. Then, select **"Set Pin"**.

Input your current password. Then, input your desired PIN as required. Click **"submit"**.

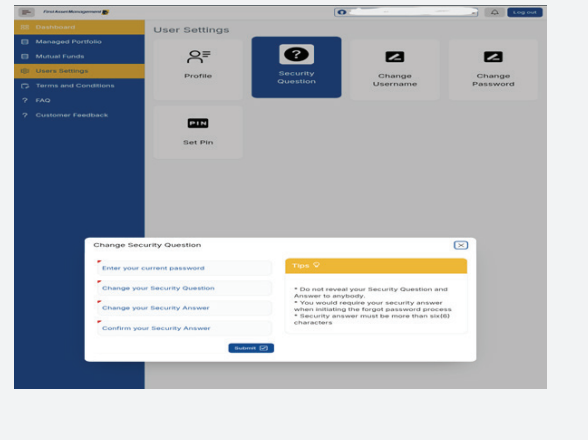
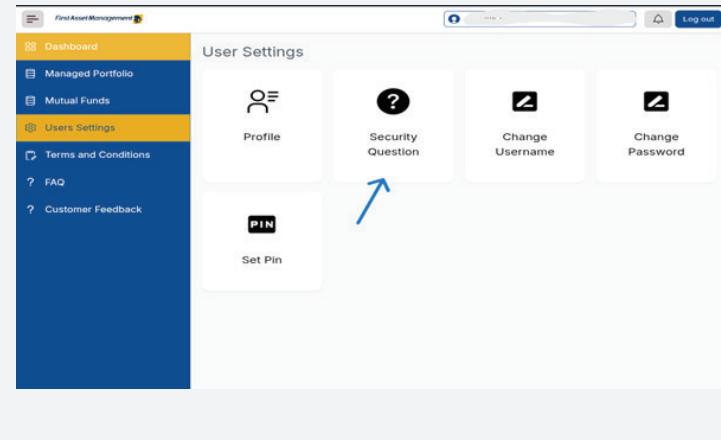


How to set pin

Navigate to the menu bar on the left side of the screen and select **"Users Settings"**. Then, select **"Security Question"**.

Question and input the answer as required. Click **"submit"**.

Input your **current password**. Then, drop down to select your desired Security



Frequently asked questions For client portal

- What is my username?**
Ans: Username is a part of your log in credentials that you need to access the first asset management portal. It starts with letter C****.
- How do I get my username?**
Ans: Once you successfully register on the client portal, your user name and your default password will be sent to your registered email address.
- How do I log in as a new customer?**
Ans: On the login page, click online access to register first. Once done successfully, log in with the user name and password sent to your email.
- How do I retrieve/reset my password?**
Ans: On the login page, click Forgot Password to reset your password and follow the prompt displayed.
- What is the appropriate password combination/requirement for a new password?**
Ans: The password must be alphanumeric and length must be more than 8 characters i.e. Splendid@124
- What can I do on the client portal?**
Ans: Currently you can only monitor your investments, generate account statements, redeem your investments and more.
- Error message "Customer ID and Email Address does not match".**
Ans: Please check that the email address being inputted is what is on the account opening package. An email address not on customer's account records with us cannot be used for client portal registration.
- Error message "Another remote access id (C****)has been created for primary customer (S****). Duplicates not allowed".**
Ans: This means that a profile has been created for the customer already. Customer should check his/her email address for previous log in credentials sent or click 'Forgot password' for a reset.

Note that the Access ID (C****) displayed in that error message is the customer's login User name.

- How can I access my children's accounts on my profile?**
Ans: For now, each customer is assigned an individual username and default password. You need to register each account if they have different email addresses to get login credentials for them. The feature for a single view via Parent's profile is coming soon.