Distributor Portal.

FAQ

Version Ci UK 1.0.0

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How do I create an account?

Before individual users can create an account, the distributor must be registered to use the portal. This can happen in 3 ways:

1. The Distributor portal account is created automatically on migration. In this case, the nominated super user(s) will be contacted by email.
2. The Distributor portal account is created manually. This requires that the Distributor account creation process is followed. In this case, the nominated super user(s) will be contacted by email.
3. A new Distributor who is not a client of AAM can follow the onboarding process.

Once a Distributor portal account has been successfully created, users can follow the new user set-up process. Users will receive an email and be guided through the user account creation process.

Can I create more than one Distributor portal account?

Only users that have not previously registered can start a new application process. Existing users can be linked to more than one existing client/account.

What is my user ID?

Your user ID is your email address.

What are the password requirements?

You will need to create a password for your account. This password must meet the minimum requirements:

Requirement type	Requirement
Length	8-16 characters.
Character type	Alphanumeric- both letters and numbers.
Case	Lower and upper cases.
Uniqueness	Must not be the same as the previous 6.
Validity period	It must be changed every 90 days.

Keep your password secret. You will be asked to change your password every 90 days. Once the 90-day period expires, on your next login you will be required to change your password.

Why do you need to verify my email address?

Verification helps to keep your personal information safe, identify you, and to prevent fraud and other illegal activities

Logging in and password management

How do I login?

Navigate to the Distributor portal login page. Select *Login now*.

You will be asked to enter the email address and password you setup when you registered. Carefully read the terms and conditions of use and select login. You can select a method by which verification is performed. A code is sent to your mobile number or email. You will be prompted to enter the code. It is time-sensitive; you have 5 minutes to enter the code.

If login is successful, you will be taken to the dashboard.

If login is unsuccessful, an error message will be displayed advising you about what to do next.

What is the dashboard?

The dashboard is a graphical representation of the progress of settlements of sales (purchases) and the settlement of repurchases for that day.

The dashboard displays real-time information and enables you to access portal services using the navigation panel on the left-hand side of the screen. The services available to you depends on your user type.

How do I log out of my online account?

You can log out of your account at any time. Select your profile and then select log out.

You should always log out when you have finished in the portal. It is important to maintain security.

What happens when my session expires?

The portal is configured to automatically close after a period of inactivity (15 minutes). You will first be shown a warning message asking if you want to continue using the portal. If you do not respond within 15 minutes, the portal will close automatically and log you out.

How do I reset my password?

You can reset your password at any time from within the portal. Select your profile and then select reset password.

I forgot my password; how can I get a new one?

On the portal login page, select Forgot password. You will be asked to enter the email address used when you registered. An email will be sent to that email address.

Navigate to your email account and find the email. Select the reset password link in the email.

You will be asked to enter your new password and re-enter the same password. Once completed, select reset password. You will now be prompted to login using your email address and new password.

Portal functionality

Can I access all the portals functions?

You access rights and ability to use portal functions is determined by your user type. Your user type is determined by super users.

Super users have access to all portal functionalities and manage other user accounts.

Can I be a user on more than one client?

Yes, you can be set up as a user on more than one client. However, you cannot be a user and an authorised signatory.

How can I see my user type?

Your user type is displayed with your name as part of your user icon on the bottom left-hand side of the screen.

Can I view my holdings?

The holdings section provides detailed information about your holdings. You can perform searches and download a report.

Can I view information about my accounts?

The accounts section provides detailed information about all your client accounts. You can perform searches and download a report. You can also add new accounts.

Can I view bank account information?

The Bank accounts section provides detailed information about all your clients bank accounts. You can perform searches and download a report.

Can I view details of my trades?

The trades section provides detailed information about your trades. You can perform searches and apply filters. You can download a report.

Can I place trades using the portal?

Trades should be submitted using STP dealing providers, like Calastone or Euroclear.

If it is not possible to submit the trade in the typical way, you must contact us via secure message and request a manual trade submission template. You can then submit the trade using the manual trade upload method. Manual trade uploading is only possible if you are a super user, or a super user has given you dealing capabilities.

The trades screen allows you to manually upload a trade once you have the template.

There is a specific template to use for the manual upload process.

This template must be completed in a specific way to ensure successful upload in the portal.

(Note: the template must only ever be uploaded as .csv format. No other format will work).

The fields in the template that need to be completed are listed below along with an explanation of how these should be populated:

- **Account Number [Mandatory field] –** this is the account number held with AAM UK
- **Order Reference [Optional filed] –** the reference will appear as "External Deal Reference" on reports and contract notes
- **Instrument ISIN [Mandatory field] –** this is the ISIN
- **Transaction Type [Mandatory field] –** this can be **Buy** or **Sell** only
- **Units [Mandatory field] –** enter units for the deal here unless the amount value is being entered. Leave this field blank if amount field is being populated
- **Amount [Mandatory field]** – enter amount value here unless the units are being entered. Leave this field blank if units field is being populated
- **Amount Currency [Mandatory field]** – this is a mandatory field for cash trades only. The value needs to be GBP
- **Settlement Currency [Mandatory field] -** this is a mandatory field for cash trades only. The value needs to be GBP

If any fields have been populated incorrectly or the file has been uploaded as Excel format, the user will get an error message on the screen advising what the issue is.

If all fields have been entered correctly in the template, then it will be successfully accepted in the portal. However, the trade is not yet priced at this point, only accepted.

Can I view information about my distributions?

The Distribution section provides detailed information about your distributions. You can perform searches and download a report.

Can I view information about KYC compliance status?

The KYC section provides detailed information about your Know Your Client compliance status. You can perform searches and download a report.

Can I get detailed information about reporting?

The Reporting section provides detailed information about all reports. You can perform searches and download each pre-set report type.

Report types:

- XD distribution report.
- Final distribution report.
- Daily valuation report.
- Weekly valuation report.
- Monthly valuation report.
- Daily transaction report.
- Weekly transaction report.

- Monthly transaction report.
- Bulk settlement report.
- Deal confirmation report.
- Debtor/creditor details report.
- Daily rejection report.
- Stock transfer report.
- Outstanding settlement report

Additionally, you can generate reports on-demand on various screens:

- Holdings.
- Accounts.
- Bank accounts.
- Trades.
- Cash.
- Distributions.
- KYC status.
- Client money statement.
- Contract notes.
- Tax voucher.
- Secure messaging.

Can I get copies of valuation statements, client money statements, contract note, and distribution tax vouchers?

All these are available in the Reporting section. Additionally, you can also auto-generate Ad-hoc client money statements.

Can I manage notifications?

You can manage notifications on the Manage notifications screen, available from the reporting section.

How can I contact you?

You can contact us using a secure message.

Can I upload documents?

You can upload documents for us by selecting Upload a document on the documents section. Documents must be in a supported format: PNG, JPEG or PDF.

Can I see information about user management?

Only super users can see information relating to user management.

The User management screen shows detailed information about user management. You can see information about users, password reset requests and authorised signatories. You can edit the details of a user or deactivate them. You can also create a new user. You can edit the details of an authorised signatory or remove them. You can also create a new authorised signatory.

Can I create a new user?

Only super users can create a new user by selecting user management.

Can I create a 3rd party user?

Yes.

If you are required to grant access, or plan to grant access in future, to a third-party organisation or individual, it is very important that you consider how the existing structure of your investment holdings will influence their user profiles and to what extent they should gain access to your records.

Please note that all user profiles, including Super Users, will be created at investor reference level and each profile allows users to access **all** investor account records, which are linked to that investor reference. We recognise this may not be appropriate where a third-party organisation or individual does not have an association with all investor accounts involved.

If this issue affects you, please contact us via the portal immediately, so that we can discuss what action is necessary to avoid any related issues. We do not envisage any issues where only one third party entity is linked to all accounts associated with the same investor reference. Care should be taken, however, where different entities are linked to your investor reference or where you need to restrict an entity's access only to certain accounts they are linked to.

Note, it is the responsibility of our investors to grant and manage all access rights assigned to their investor reference(s). We shall not be liable for any consequences arising from an incorrect or inappropriate grant of access rights by an investor. We strongly recommend that our investors carry out regular reviews of the access rights they have granted, to ensure these are still valid and necessary.

Can I remove a user?

Only super users can remove a user by selecting the user management screen.

Can I create a new authorised signatory?

Only a super user can create a new authorised signatory by selecting user management.

Can I view information about a user's history?

Only a super user can view information about a user's history by selecting User history.

Help

How do I get help with using the online portal?

If you have and questions about using the online portal, you should first read the Questions and Answers. You should also read the help provided within the portal.

If you have registered for an online portal account and you are unable to access it, you can contact ZILO™ technical support for help:

Please phone: 020 4525 0196

Technical support is available:

Monday to Friday 9am–5pm.