

Distributor Portal.

Account creation, signing in, and account management

Version Ci UK 1.0.0

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Account creation

The following user types are available:

- **User**
A standard user cannot upload trades nor perform user management activities.
- **Dealer**
A dealer can upload trades. A dealer cannot perform user management activities.
- **Super users**
Super users can access all portal functions. Super users perform user management activities.
- **Authorised signatory**
An authorised signatory only performs authorisation activities and does not have user access to the portal.

An initiating user is the user that performs registration. An initiating user, once Distributor registration has been approved, will become a user or super user.

User account creation methods

Different user account types are created by different methods:

- **User**

A user is created by a super user. On creation, the proposed user will be sent an email. The email contains instructions on how to complete user account registration.

A user account can also be created if the initiating user does not nominate themselves as a super user as part of the Distributors registration process.

- **Dealer**

A Dealer is created by a super user. On creation, the proposed Dealer will be sent an email. The email contains instructions on how to complete user account registration.

- **Super user**

A super user is created as part of the Distributors registration. A nominated super user will be sent an email once registration has been approved. The email contains instructions on how to complete user account registration.

A super user can also be created by another super user.

- **Authorised signatory**

An authorised signatory is created as part of the Distributors registration to the portal. A nominated authorised signatory is sent an email. The email contains instructions on how to complete account registration.

An authorised signatory can also be created by a super user.

Selecting a verification method

When you create an account, login to the distributor portal, or perform other activities that require verification, you have the choice of verification method:

- **Verification by text**

Verification by a text being sent to the mobile phone specified for your account, is the default method. If you do not select verification by email, the verification code will be sent by text to your mobile phone number.

- **Verification by email**

Verification by email is a temporary solution that will be replaced by an alternate method. If you want the verification code to be sent to your registered email address, you must select this option as the default is for it to be sent to your mobile phone.

You will be required to select a verification method each time that you perform an activity that requires verification.

Distributor Account creation

Automated account creation on migration

The automated process for creating Distributor accounts is only available if the required information is provided before migration. Additionally, you should note that the process is time sensitive.

For a Distributor account to be created, the following information must be provided:

1. First name
2. Last name
3. Mobile number (for verification)
4. Email address (will be their username)
5. ZILO™ client identity
6. Name of the registered client

This information must be provided as a .CSV file.

It is recommended that the details of two super users are provided. However, if only one super user signs up, they can manage the creation/changes of other super users and other users.

On creation in ZILO™, the super user is sent an email (to the email address provided). The email contains a link. The super user should select the link. They can now set their password. The super user can now sign-in using the normal sign-in method on the distributor portal.

It should be noted that while the email link remains active for 100 days; ZILO™ can only re-generate this email up to 14 days after the nominated super users' details are migrated to ZILO™. If the 100 days pass, you must contact ZILO™ technical support.

Distributor portal account creation- existing account with AEGON but not migrated automatically

If a Distributor portal account is not created as part of migration- for instance, because appropriate details were not submitted- the Distributor client registration process can be completed. The client registration process is concerned with registration to use the portal.

Several users are involved in the client registration process:

- **Initiating user**

The initiating user begins the process of client registration and within ZILO™ provides information about proposed super user(s) and the authorised signatory(s).

Once the initiating user has supplied details of the proposed super user(s) and authorised signatory(s) their involvement in the process ends.

The initiating user may become a proposed super user but cannot become a proposed authorised signatory. If the initiating user is not proposed as a super user, they will become a proposed user by default.

- **The authorised signatory(s).**

The authorised signatory(s) completes the client portal account registration. As part of this role, they must also create a user account.

- **Authoriser**

A Transfer Agency user who has sufficient user rights to approve the requests must authorise the creation of the client account.

Prerequisites:

- An email address for each proposed user.
- A UK mobile telephone number for each proposed user.
- The details of proposed super user(s).
- The details of the proposed authorised signatory(s). The Authorised Signatory List (ASL) can be provided later but the client registration process cannot be successfully completed without it.

Note

The initiating user must not use an email address that has previously been used as part of account creation to the Distributor Portal.

A super user that is already registered to the portal for a different client, cannot be the initiating user but they can become a super user or user.

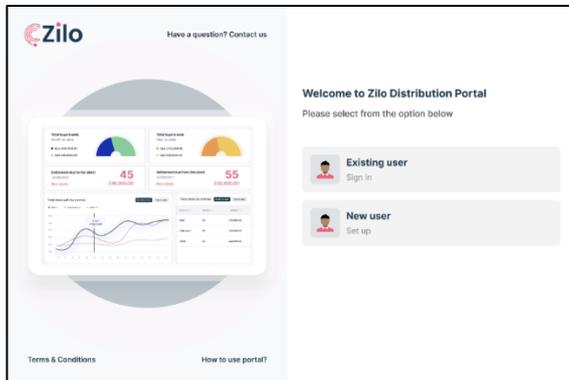
Register a Distributor to use the portal:

Note

The initiating user begins the process of registration.

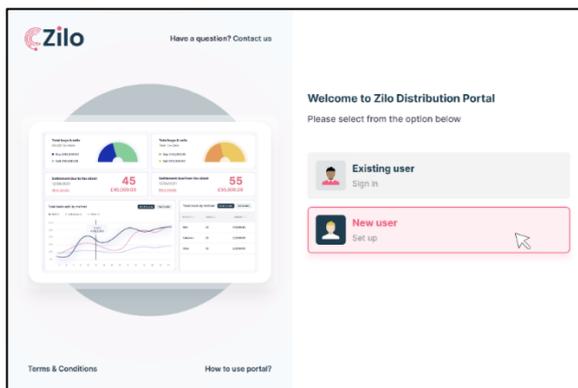
1. Navigate to the *Distributor Portal*.

Information

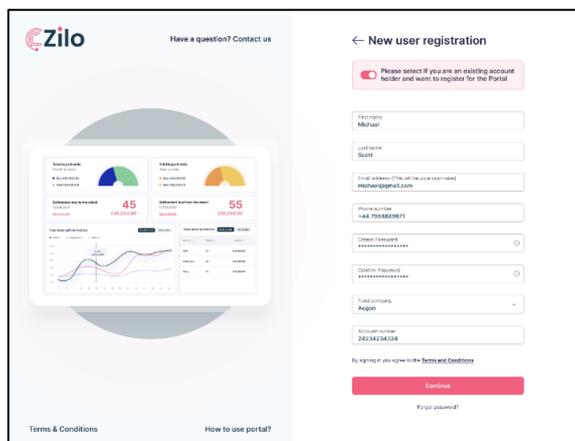


2. Select *New user*.

Information



Result



3. Select the slider.

Information

Please select if you are an existing account holder and want to register for the Portal

Result

You can now complete Distributor registration to use the portal.

4. Complete the registration form.

Note

The initiating user must not use an email address that has previously been used as part of account creation to the Distributor Portal.

Information

Enter your own details.

If more than one account exists under a single client registration, only one account number is required. Account access is at client level so a user will see information related to all accounts held by the client.

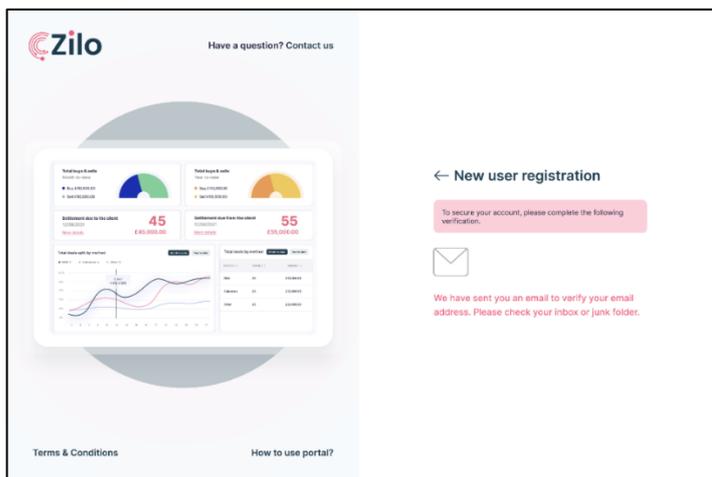
Carefully read the terms and conditions of using the portal.

Result

The *Continue* button becomes available.

5. Select *Continue*.

Result



Note

This account enables you to start registration to use the portal.

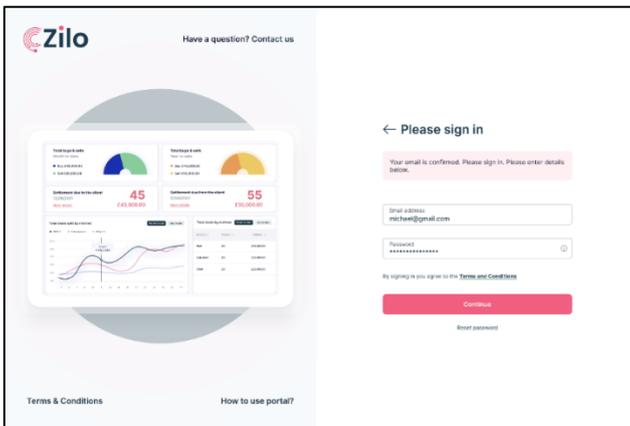
6. Navigate to your email account and find the email.

Example



7. Select the link in the email.

Result



8. Enter your *username*.

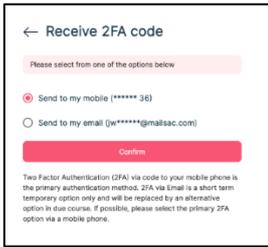
9. Enter your *password*.

Note

Carefully read the terms and conditions of using the portal.

10. Select *Continue*.

Result



Information

You can choose to receive a verification code by text to your registered mobile phone number, or by email to your registered email account.

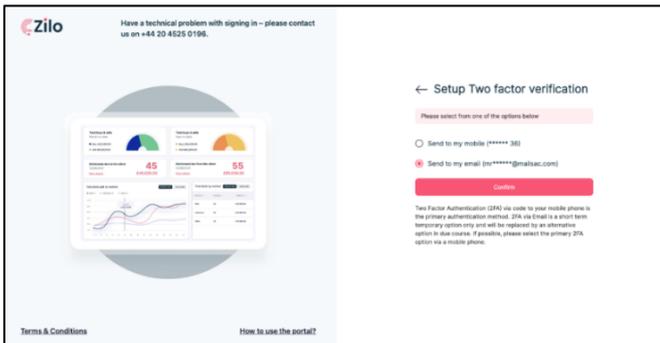
By default, the code will be sent to your registered mobile phone number.

11. Select *Send to my email*.

Information

Selecting *Send to my email* means that the code will be sent to your registered email address.

Example



12. Select *Confirm*.

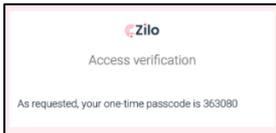
Information

Selecting confirm means that the code will be sent to your registered email address.

Result



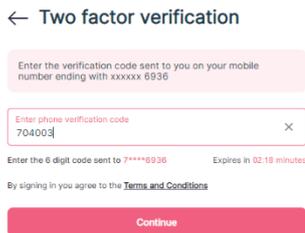
Example



13. Enter the code.

Result

The *Continue* button becomes available.

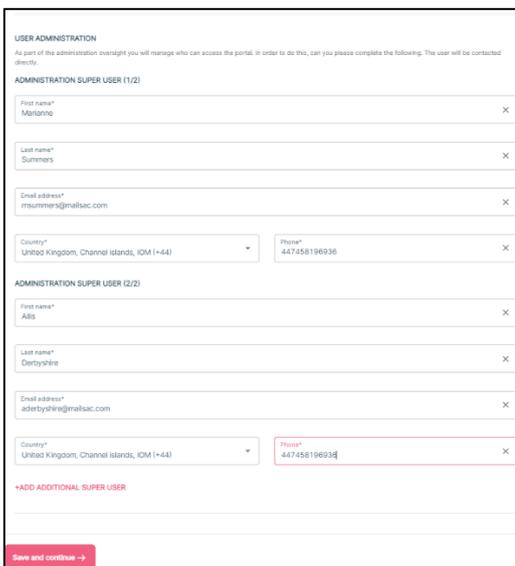
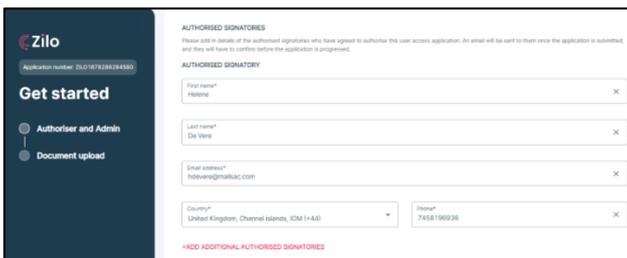


Note

A one-time-passcode (OTP) will be sent by SMS from ZILO™. Enter the numerical OTP into the prompt screen. The OTP will expire after 5 minutes. If an OTP expires you must request a new one.

14. Select *Continue*.

Result



Complete the details required in the form.

15. Enter the details of the authorised signatory(s) and super user(s).

Information

The user is prompted to input the details of authorised signatory(s) and super user(s).

If the Distributor account is authorised, emails will be sent with instructions on how to create a user account. An email will be sent to the authorised signatory(s) with instructions. An email will be sent to the initiating user with instructions on how to create a super user or user account.

Note

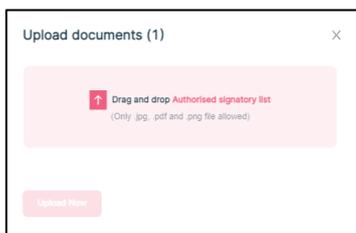
The authorised signatory(s) cannot be the same as the initiating user, a super user, or user.

An email will be sent to the proposed super users once registration is authorised. At least two super users should be nominated (a single super user can be created but this is not recommended) and complete registration. One super user can be the same person who initiated account creation. However, neither super user can be the same as the authorised signatory(s).

Once the client account is authorised, the super user(s) can access their account to complete registration for a super user account. They are prompted to take the next steps with an email. Full portal functionality is only available after registration is completed.

16. Select *Save and Continue*.

Result

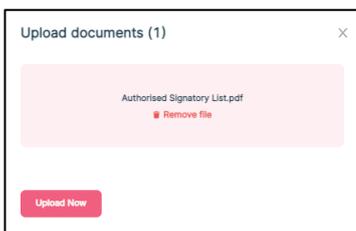


17. Upload the *Authorised Signatory List (ASL)*.

Information

The file must be in an approved format: JPEG, PNG, or PDF.

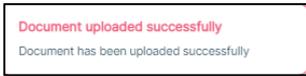
Result



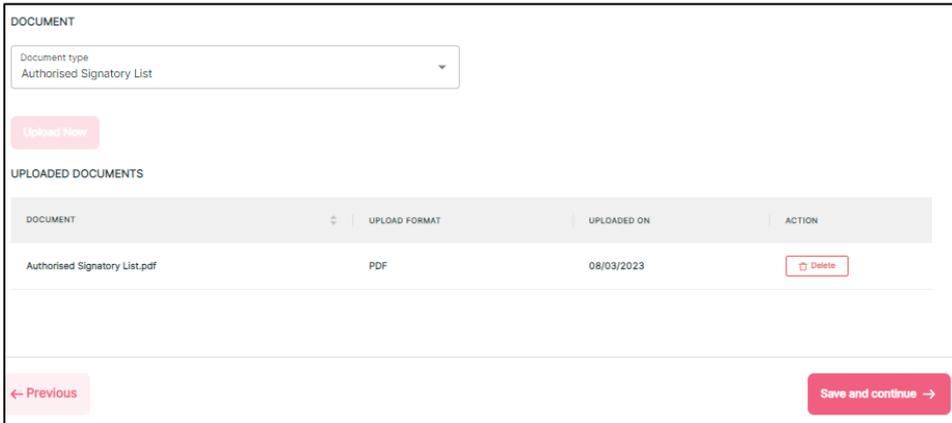
The *Upload Now* button will become available.

18. Select *Upload Now*.

Result



The document list is updated.

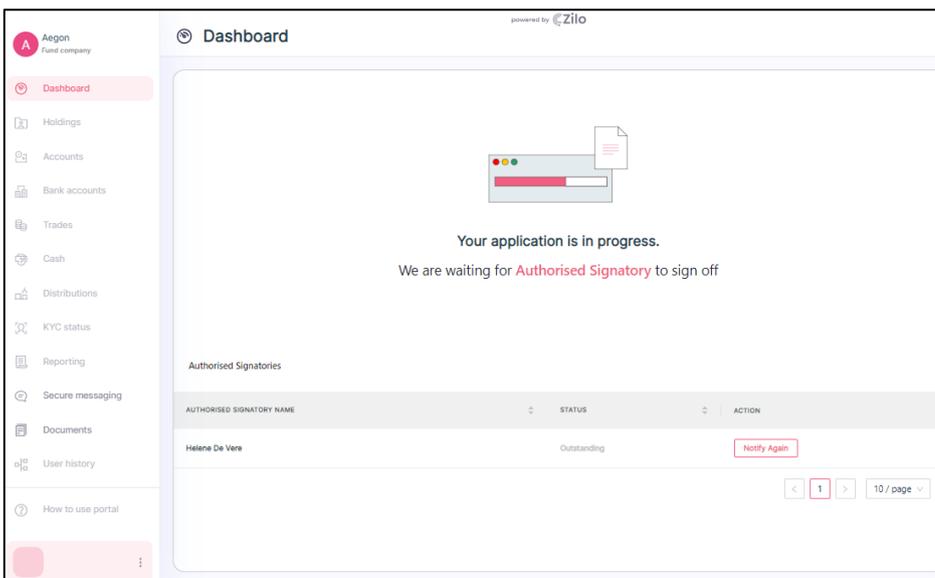


Note

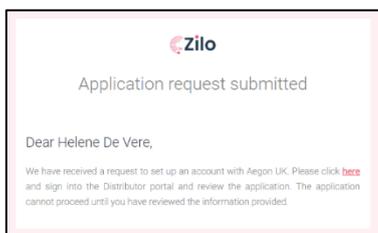
The ASL is sent to the Transfer Agent (TA) for approval. The ASL must be authorised by the Transfer Agent (Aegon UK).

19. Select *Save and Continue*.

Result



An email is sent to the Authorised signatory(s).



Note

The initiating user is no longer involved in the setup process. The remaining steps are completed by the Authorised signatory(s).

Access to portal functions is limited. You can use the secure message facility and document upload function to communicate with AAM.

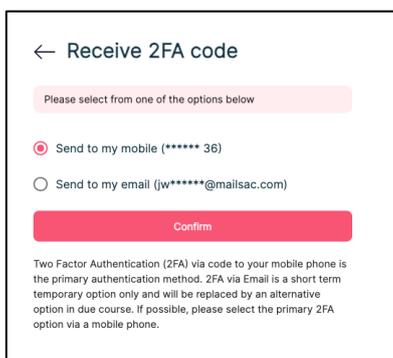
20. Select the link in the email.

Information

The authorised signatory(s) must review and approve the application. If the authorised signatory(s) does not approve the application, registration cannot proceed. A portal account will not be created, and the full functions of the portal cannot be used.

Once registration is authorised, the proposed super user(s) must complete registration for their super user account. The proposed super user(s) is sent an email with further instructions.

Result



Information

You can choose to receive a verification code by text to your registered mobile phone number, or by email to your registered email account.

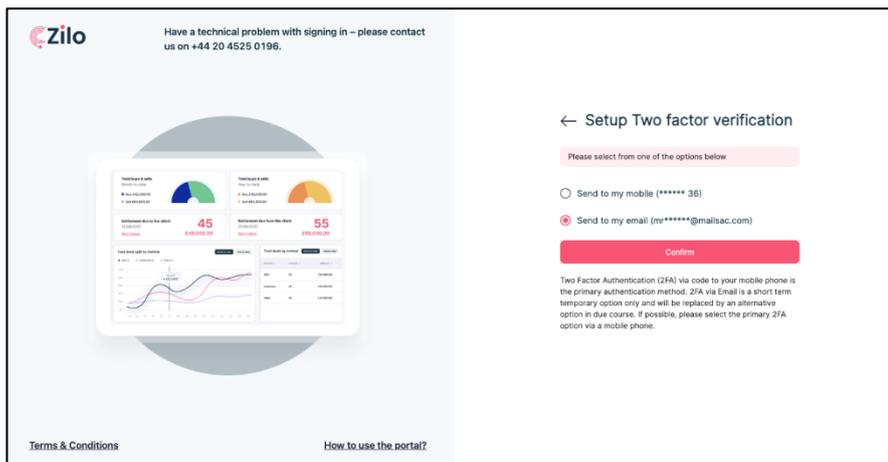
By default, the code will be sent to your registered mobile phone number.

21. Select *Send to my email*.

Information

Selecting *Send to my email* means that the code will be sent to your registered email address.

Example

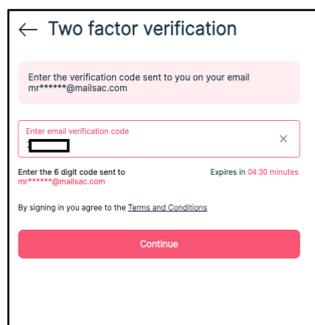


22. Select *Confirm*.

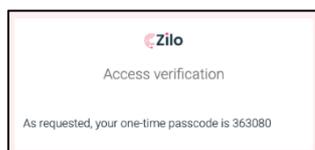
Information

Selecting confirm means that the code will be sent to your registered email address.

Result



Example



A one-time-passcode (OTP) will be sent by email from ZILO™. Enter the numerical OTP into the prompt screen. The OTP will expire after 5 minutes. If an OTP expires you must request a new one.

23. Enter the OTP.

Result

The *Continue* button becomes available.

24. Select *Continue*.

Result

25. Enter your new password.

Information

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

26. Re-enter the same password.

Note

You should carefully review the terms and conditions of use. To gain access you must agree to the terms and conditions of use.

27. Select *Change password*.

Result

28. Enter your *Email address*.

Example

29. Enter your *Password*.

Information



Note

You should carefully review the terms and conditions of use.

30. Select to agree to the terms of use.

Information



Result

On agreeing to the terms and conditions, the *Continue* button is available.

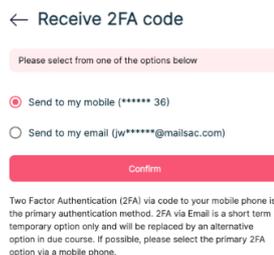


31. Select *Continue*.

Note

By selecting *Continue*, you are agreeing to the terms and conditions of use.

Result



Information

You can choose to receive a verification code by text to your registered mobile phone number, or by email to your registered email account.

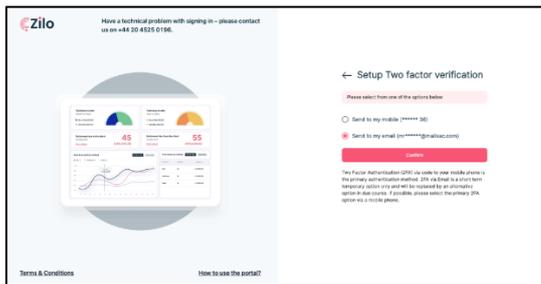
By default, the code will be sent to your registered mobile phone number.

32. Select *Send to my email*.

Information

Selecting *Send to my email* means that the code will be sent to your registered email address.

Example

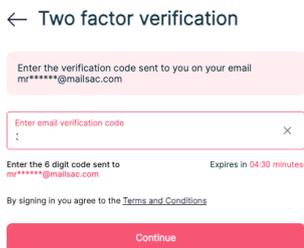


33. Select *Confirm*.

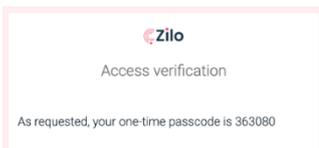
Information

Selecting confirm means that the code will be sent to your registered email address.

Result



Example



A one-time-passcode (OTP) will be sent by email from ZILO™. Enter the numerical OTP into the prompt screen. The OTP will expire after 5 minutes. If an OTP expires you must request a new one.

34. Enter the OTP.

Result

The *Continue* button becomes available.

35. Select *Continue*.

Result

The Authorised Signatory User will then be able to view a summary of the access request.

powered by ZILIO

Authorised Signatory

User requests

HD Helene De Vere
Authorised signatory

User requests
Below requests are pending for your approval

VIEW HISTORICAL

INSTITUTION NAME	FUND COMPANY	REGISTRATION ID	REQUESTED BY	REQUESTED DATE TIME	ACTION
Neologica Investments	Aegon UK	01255482	Tara Fitzpatrick	08/03/2023 14:42	View Form Authorise Reject

< 1 > 10 / page

36. Select View Form.

Result

powered by ZILIO

Authorised Signatory

User requests

HD Helene
Authorised signatory

← User requests / Application details

Important

Please note, as part of your review and authorisation of the data entered, you will be required to agree to the Declarations and Consents (including the Terms & Conditions) below, as part of your authorisation.

If you agree to the declarations and consents, please return to the "Authorisation" screen, and click on "Authorise". Subject to any other required authorisations your account will then be established. Alternatively, if you have any queries about the information shown on the View Form screen, please return to the "Authorisation" screen and click on "Reject". Your account will not then be established, and you can take up any issues that you have with the inputter of your information.

Prior to placing any investment in the Aegon Asset Management UK ICVC fund range, please read up-to-date versions of:

- The Aegon Asset Management UK ICVC Prospectus and the Key Investor Information Document (KIID) for the share class of the fund(s) in which you are investing. The Prospectus and KIID include details of the objectives, risks and fund charges, plus other relevant information specific to your chosen fund(s);
- The Supplementary Information Document (SID) which contains practical and useful information about investing with Aegon Asset Management UK ICVC; and
- The Aegon Asset Management UK ICVC Institutional Application Terms and Conditions Document.
- The Aegon Asset Management Privacy Statement which explains how your personal data is processed

Click [here](#) for links to these documents

As part of your account set-up process you need to self-certify your residency for tax purposes. Please click [here](#) for explanatory notes relating to the self-certification process. [Tax Regulations](#) require Aegon Asset Management to obtain information about each investor's tax residency. In some circumstances (including if we do not receive a valid self-certification from you) we are required to share information about your account(s) with HMRC who may in turn share this information with tax authorities in other jurisdictions. Please note that investment in shares in Aegon Asset Management UK ICVC by or on behalf of US Persons (as defined in the Prospectus) is not permitted.

Application number: ZILO1678286294580

Fund company: Aegon UK

Company details

Entity type: Financial Institution
Registered name: Neologica Investments
Legal form: Limited liability company
Company registration number: 01255482
Country of registration: United Kingdom
Registration date: 08/04/2013
Website: --
Registered address: 5-7 Lime Street London United Kingdom E9 7RS
Correspondence address: 5-7 Lime Street London United Kingdom E9 7RS
First name: --
Last name: --
Role: --
Phone number: --
Mobile number: --
Fax number: --
Email address: --

Tax details

GIN: 457894.45825.LE.468
FATCA entity: Foreign Financial Institution (FFI)
FATCA classification: Financial Institution / Partner Jurisdiction Financial Institution
CRS entity: Financial Institution (FE)
CRS classification: NRFI - International Organization

Tax residency

Primary residency: United Kingdom
TIN: 295482930
Are you a US person?: No

Beneficiary details (UBO)
<p>Bank details - Redemption account Account holder/Owner name: Neologica Finance Europe Limited Bank name: Cavendish Bank Account number: 23748423 Account currency: GBP Sort code: 202456</p> <p>Bank details - Distribution account Account holder/Owner name: Neologica Finance Europe Limited Bank name: Cavendish Bank Account number: 23748423 Account currency: GBP Sort code: 202456</p>
<p>Authorised signatory - 1 Full name: Helene De Vere Email address: hdevere@mailsac.com Phone number: +44 7458196936</p> <p>Administrator super user - 1 Full name: Aoife Khan Email address: akhan@mailsac.com Phone number: +44 7458196936</p> <p>Administrator super user - 2 Full name: Tara Fitzpatrick Email address: tfitzpatrick@mailsac.com Phone number: +44 7458196936</p>
<p>Documents</p> <p>Account designation: -- Account mandate: Pay away</p>

Consents and Declarations
<p>Overall Renunciation Consent</p> <p>We the registered holder(s) from time to time of units/shares in Aegon Asset management UK ICVC wish you, Aegon Asset Management (UK) Plc ("Aegon") as the manager/Authorised Corporate Director to: -</p> <ol style="list-style-type: none"> accept our general authority hereby given via this declaration/authorisation, as a renunciation of the units/shares we may from time to time sell back to Aegon via any authorised channel, pay the settlement proceeds of all redemptions of units/shares to our named account holder by Faster payments or CHAPS to our specified Redemption Account(s) , and dispense with the requirement for separate renunciation for each redemption of units/shares <p>In consideration of Aegon's:</p> <ol style="list-style-type: none"> accepting the above renunciation of units/shares; and settling the redemption proceeds as above <p>We hereby renounce title to any such units/shares and undertake that we: (i) will not seek to claim against Aegon for any costs, losses or expenses that we may incur; and (ii) will indemnify Aegon against any claims, losses and costs and expenses Aegon incurs; in each case as result of Aegon's acting in good faith in accordance with this declaration/authorisation pursuant to any error, omission, negligence, or fraud by a member of our staff, contractors, or agents. We further agree to provide individual forms of renunciation in relation to specific transactions and such other information as Aegon may from time to time require. This authorisation/declaration shall remain in force unless and until amended or withdrawn by us.</p> <p>Declarations</p> <ul style="list-style-type: none"> We confirm that we have read and retained the most up-to-date Key Investor Information Document (KIID), Supplementary Information Document (SID) and prospectus for any Aegon Asset Management UK ICVC fund purchase we make. We confirm that we have read the Aegon Asset Management UK ICVC Institutional Application Terms and Conditions Document and agree that the terms and conditions in that document shall govern the contract between Aegon Asset Management UK Plc and us, together with the Aegon Asset Management UK ICVC prospectus current at the date of any application for shares in Aegon Asset Management UK ICVC funds. We confirm that any information we provide to Aegon Asset Management UK Plc is complete and accurate to the best of our knowledge and belief, that we have all necessary consents and rights to provide such information, and that we will notify Aegon Asset Management UK Plc immediately should any information provided cease to be complete and accurate in any respect. We acknowledge that information we provide regarding our tax status and residency and information regarding the account holder and (where applicable) any beneficial owners or other controlling persons we have identified may be reported to the tax authorities of the country in which our account(s) is/are maintained and exchanged with tax authorities of another country or countries in which the account holder may be tax resident where those countries (or tax authorities in those countries) have entered into Agreements to exchange financial account information. We confirm that any application made by us for shares in Aegon Asset Management UK ICVC funds will not be made in violation of any applicable law or regulation and that the shares subscribed for will not be acquired and will not be held in violation of such applicable law or regulation. We undertake to identify any beneficial owners (within the meaning of Regulation 6 of the Money Laundering Regulations 2007) and to notify Aegon Asset Management UK Plc as soon as possible of any changes to the identity and/or details of beneficial owners. We acknowledge that Aegon Asset Management UK Plc reserves the right at any time to: (a) request further information to identify any investor or any other beneficial owners if required; and (b) to refuse any application to invest if, in its reasonable opinion, it does not obtain sufficient evidence to confirm the identity of investors, including beneficial owners. We confirm that we are not a US Person (as defined in the Aegon Asset Management UK ICVC prospectus) and that the shares we apply for are not being acquired directly or indirectly by or on behalf of, or for the account of, a US Person, an 'employee benefit plan' (as defined in Section 3(3) of the U.S. Employee Retirement Income Security Act 1974) or a 'plan' (as defined in Section 4975(e) (1) of the U.S. Internal Revenue Code 1986). We further confirm that we will notify Aegon Asset Management UK plc in the event that we become a US Person or hold the shares on behalf of, or for the account or benefit of, a US Person. We confirm our agreement that any additional investment that we may in future seek to make in the shares Aegon Asset Management UK ICVC funds shall be made on the basis of the statements set out above.

Note

The Authorised signatory(s) should carefully review the form.

37. Select the back arrow to return to the authorisation screen.

Information

<

Result



The *Authorise* and *Reject* buttons are available.

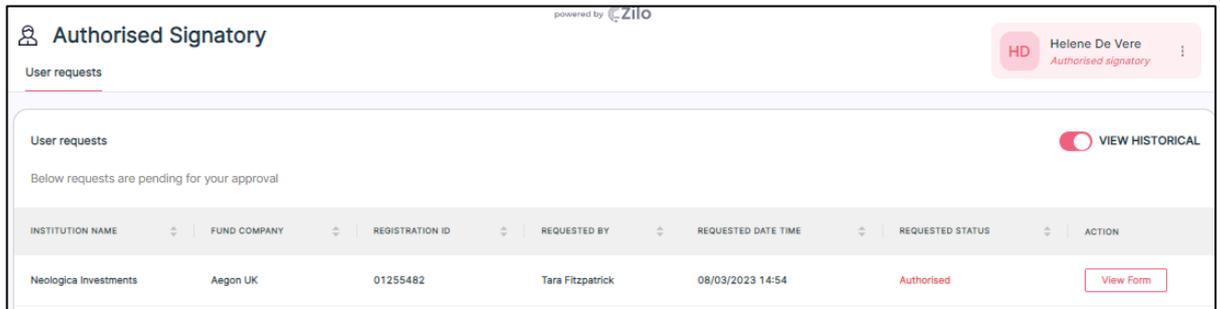
38. Select *Authorise*.

Note

If *Reject* is selected the set-up process will fail.

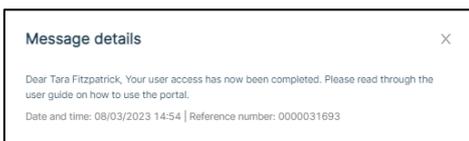
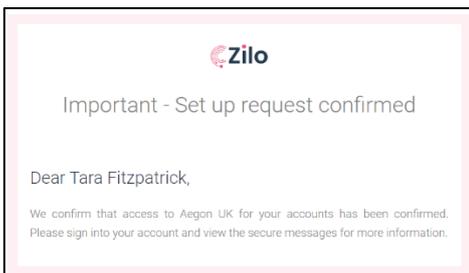
Result

On authorisation, the approval request will no longer be visible. However, selecting *View Historical* with the slider will enable you to view the request.

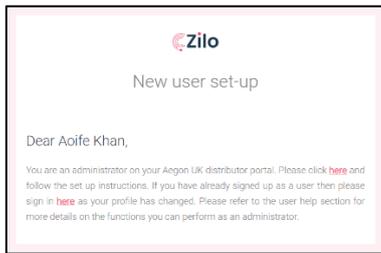


The initiating user is sent an email and a secure message. The initiating user has the user rights given during the registration process (if they are not also to be a super user, they will be granted only user rights).

Example



Super user(s) will also receive an email:



A super user must select the link in the email (the email address was given by the initiating user earlier in the process).

Super user(s) will be required to select a password and an OTP will be sent enabling them to access the portal as a super user. Access will be restricted until the TA authorises the creation of the client account.

Signing into the Distributor Portal-mobile phone verification

You must sign-in to the Distributor Portal. The method of signing in is the same for all user types: super user, dealer, user, or authorised signatory.

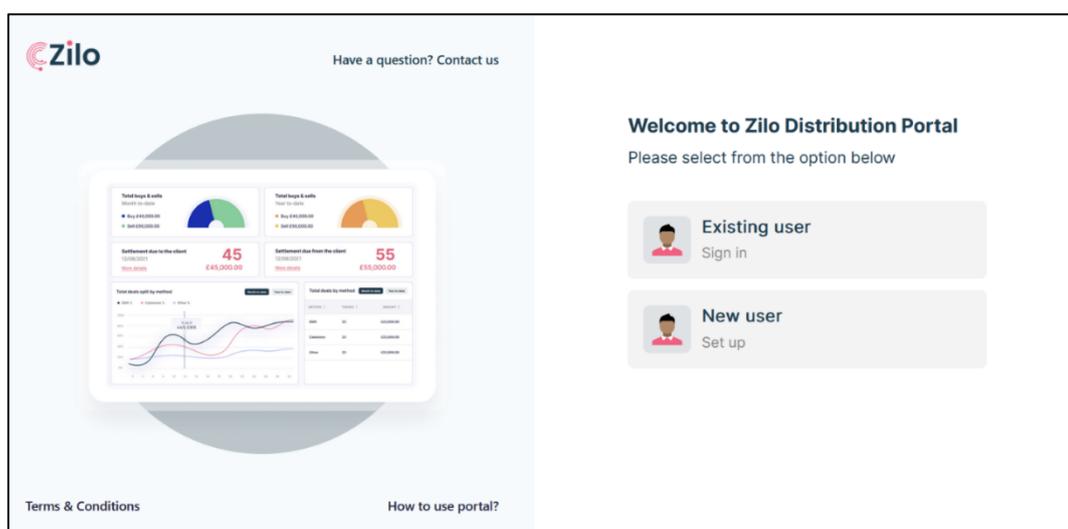
Prerequisites

- An account must have been created.

Log-in to the Distributor Portal:

1. Navigate to the *Distributor Portal*.

Result

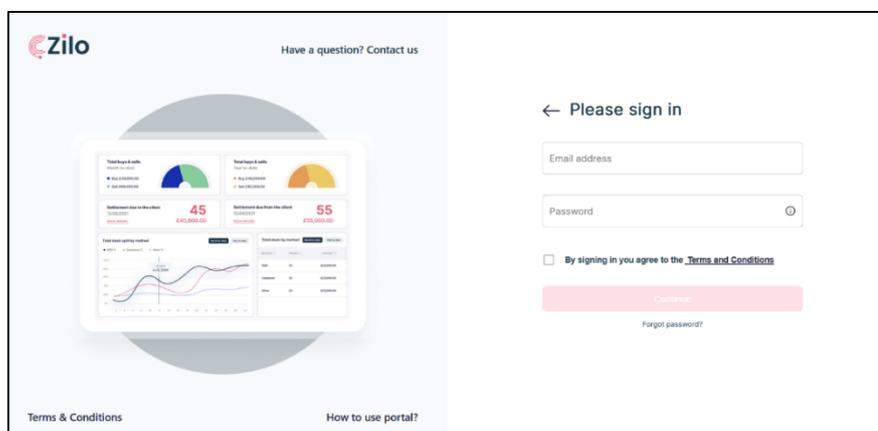


2. Select *Existing User*.

Information



Result



3. Enter your *Email address*.

Information



← Please sign in

Email address
martydbailey@mailsac.com

4. Enter your *Password*.

Information



← Please sign in

Email address
martydbailey@mailsac.com

Password

5. Select to agree to the terms of use.

Information



By signing in you agree to the [Terms and Conditions](#)

Result

On agreeing to the terms and conditions, the *Continue* button becomes available.



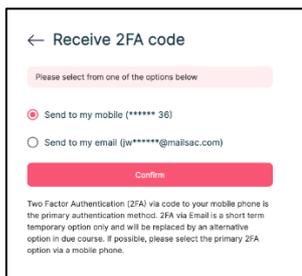
By signing in you agree to the [Terms and Conditions](#)

Continue

[Forgot password?](#)

6. Select *Continue*.

Result



← Receive 2FA code

Please select from one of the options below

Send to my mobile (***** 36)

Send to my email (w*****@mailsac.com)

Confirm

Two Factor Authentication (2FA) via code to your mobile phone is the primary authentication method. 2FA via Email is a short term temporary option only and will be replaced by an alternative option in due course. If possible, please select the primary 2FA option via a mobile phone.

Information

You can choose to receive a verification code by text to your registered mobile phone number, or by email to your registered email account.

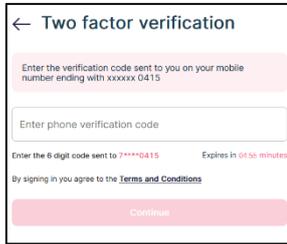
By default, the code will be sent to your registered mobile phone number.

7. Select *Confirm*.

Information

Selecting confirm means that the code will be sent to the default option, your registered mobile phone number.

Result



Example

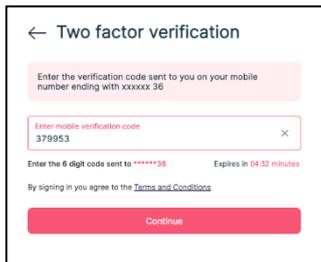


8. Enter the *Phone verification code*.

Note

The code is time sensitive. You have 5 minutes to enter the code.

Example



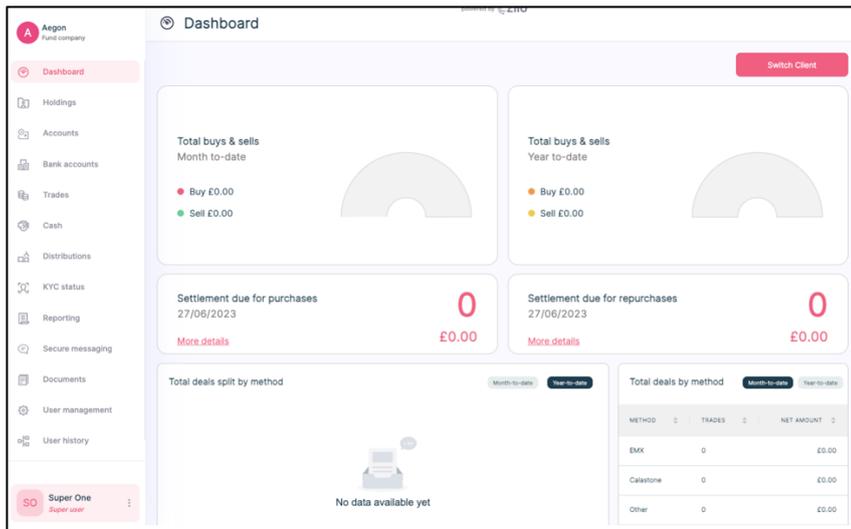
Information

On entering the code, the *Continue* button becomes available.

9. Select *Continue*.

Result

On successful login, you are taken to the *Distributor Portal Dashboard*.



The dashboard is a graphical representation of the progress of settlement of purchases (subscriptions) and repurchases (redemptions) 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.

Service	Function
Dashboard	Select to view the dashboard.
Holdings	Select to view information about your holdings. You can search for information. You can generate reports.
Accounts	Select to view information about your accounts. You can search for information. You can add additional accounts. You can generate reports.
Bank Accounts	Select to view information about your bank accounts. You can search for information. You can generate reports.
Trades	Select to view information about your trades. You can search for information. You can generate reports. You can filter trades by their status: Accepted, Cancelled, Priced, Failed, Draft and Settled.
Cash	Select to view information about your cash. You can search for information. You can generate reports. You can filter based on transaction type: Subscription, or Redemption.
Distributions	Select to view information about your distributions. You can search for information.

	<p>You can generate reports.</p> <p>You can filter based on type: Payout or Reinvest.</p>
KYC status	<p>Select to view information about your client's KYC status.</p> <p>You can search for information.</p> <p>You can generate reports.</p> <p>You can filter based on Status: Pass or Fail.</p>
Reporting	<p>Select to view information about Reporting.</p> <p>You can search for information.</p> <p>You can see different report types:</p> <p>Reports- You can search for reports.</p> <p>Statements- You can search for statements. You can filter statements. You can generate an ad hoc client money statement.</p> <p>Contract Notes- You can search for contract notes. You can filter contract notes based on transaction type. You can download contract notes.</p> <p>Tax Voucher- You can search for tax vouchers. You can filter tax vouchers.</p> <p>Manage Notifications- You can configure the type of notifications and the address for the notification to be sent.</p>
Secure Messaging	<p>Select to view information about your secure messages.</p> <p>You can view messages: Received, Read, and Sent.</p> <p>You can create a new message.</p>
Documents	<p>Select to view information about documents.</p> <p>You can search by date, account number or document type.</p>
User Management	<p>Select to view information about user management.</p> <p>You can search by creation date, role, or username.</p> <p>You can download reports.</p> <p>You can create new users.</p> <p>You can view password reset requests.</p> <p>You can search requests by username or role.</p> <p>You can view authorised signatories.</p> <p>You can search by name.</p> <p>You can create new authorised signatories.</p>
User history	<p>Select to view information about user history.</p> <p>You can search by date, username, user role, or event type.</p> <p>You can download reports.</p>

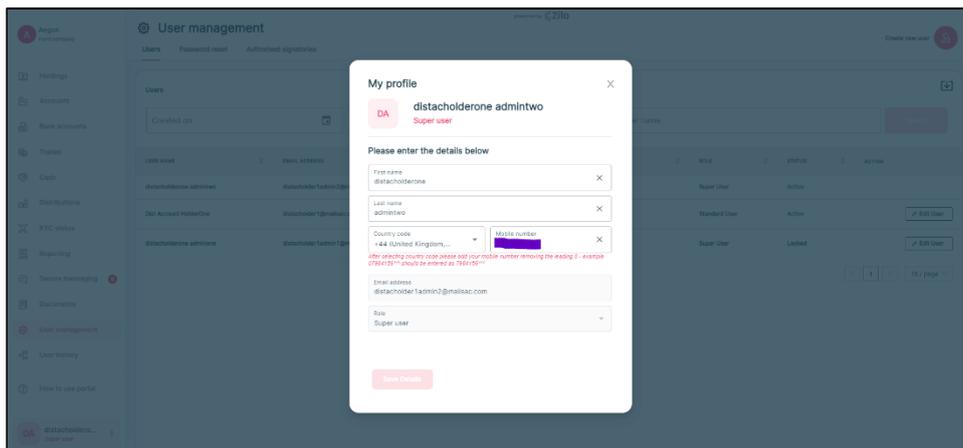
Additionally, you can select:

- **How to use portal**

A guide on using the distributor portal.

- **Your user icon**

Your name and user type are displayed. If you select the icon, you can logout, reset your password and view profile information.



Signing into the Distributor Portal-email verification

You must sign-in to the Distributor Portal. The method of signing in is the same for all user types: super user, dealer, user, or authorised signatory.

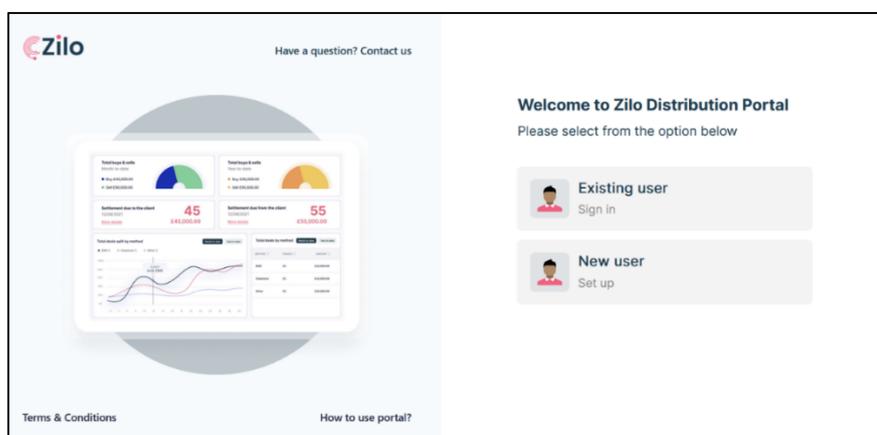
Prerequisites

- An account must have been created.
- You must have verified your email address.

Log-in to the Distributor Portal:

1. Navigate to the *Distributor Portal*.

Result

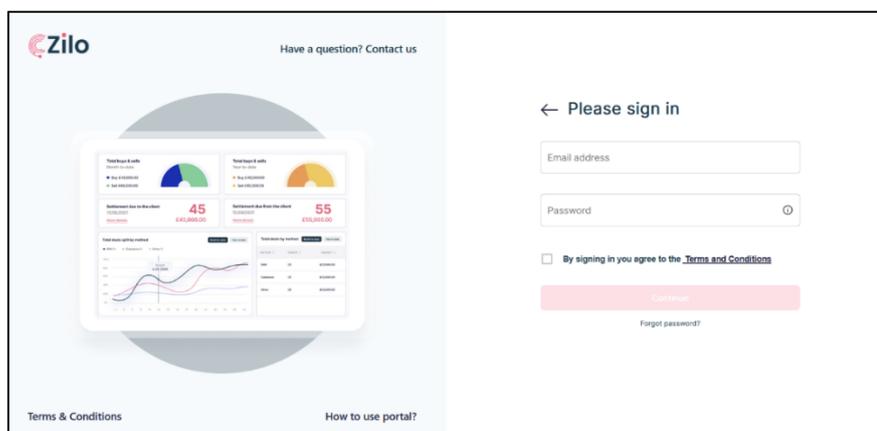


2. Select *Existing User*.

Information



Result



3. Enter your *Email address*.

Information

← Please sign in

Email address
martyballeymailsac.com

4. Enter your *Password*.

Information

← Please sign in

Email address
martyballeymailsac.com

Password

5. Select to agree to the terms of use.

Information

By signing in you agree to the [Terms and Conditions](#)

Result

On agreeing to the terms and conditions, the *Continue* button becomes available.

By signing in you agree to the [Terms and Conditions](#)

Continue

[Forgot password?](#)

6. Select *Continue*.

Result

← Receive 2FA code

Please select from one of the options below

Send to my mobile (***** 36)

Send to my email (jw*****@mallsac.com)

Confirm

Two Factor Authentication (2FA) via code to your mobile phone is the primary authentication method. 2FA via Email is a short term temporary option only and will be replaced by an alternative option in due course. If possible, please select the primary 2FA option via a mobile phone.

Information

You can choose to receive a verification code by text to your registered mobile phone number, or by email to your registered email account.

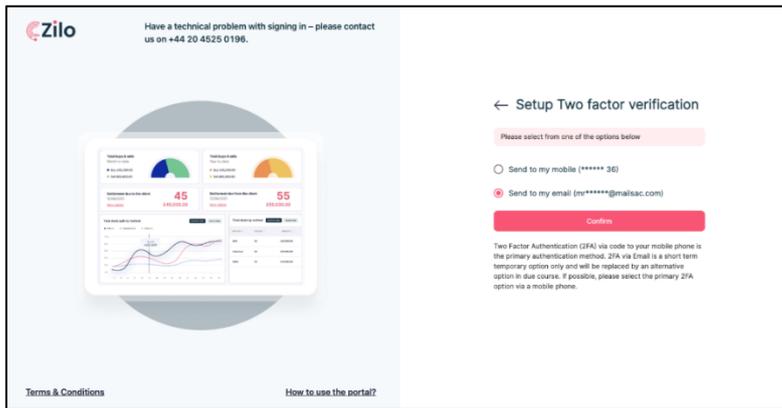
By default, the code will be sent to your registered mobile phone number.

7. Select *Send to my email*.

Information

Selecting *Send to my email* means that the code will be sent to your registered email address.

Example

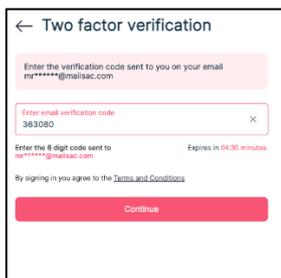


8. Select *Confirm*.

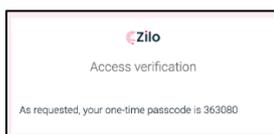
Information

Selecting confirm means that the code will be sent to your registered email address.

Result



Example



9. Enter the *email verification code*.

Note

The code is time sensitive. You have 5 minutes to enter the code.

Example



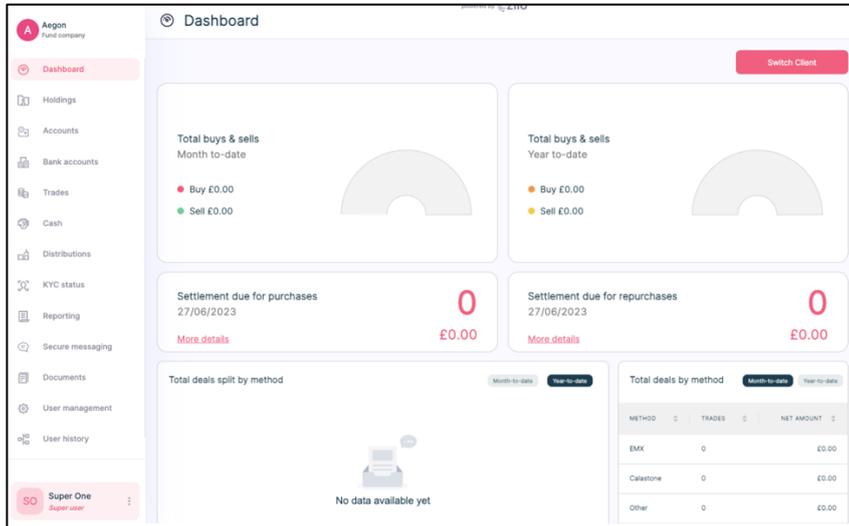
Information

On entering the code, the *Continue* button becomes available.

10. Select *Continue*.

Result

On successful login, you are taken to the *Distributor Portal Dashboard*.



Super user account created-first sign in phone verification

If you are nominated as a super user (administrator), your super user account can be created as part of registration to use the portal.

You will receive an email informing you that your account has been created and that you can sign in.

Prerequisites

- You were nominated as a super user during the registration to use the portal by the initiating user.

Sign in:

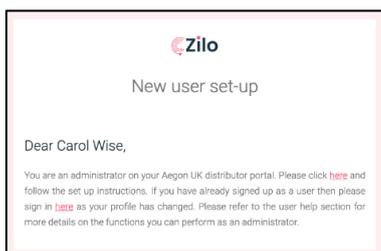
1. Select the link in the email.

Note

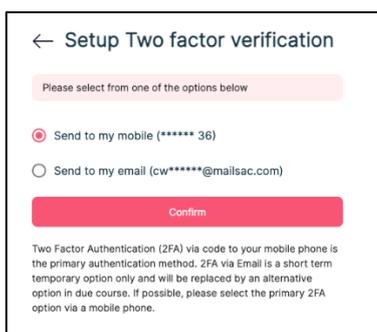
If you have not previously created an account in the distributor portal, select the first link.

You are an administrator on your Aegon UK distributor portal. Please click [here](#) and follow the set up instructions. If you have already signed up as a user then please

Information



Result



Information

You can choose to receive a verification code by text to your registered mobile phone number, or by email to your registered email account.

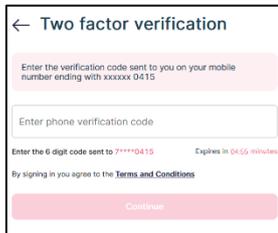
By default, the code will be sent to your registered mobile phone number.

2. Select *Confirm*.

Information

Selecting confirm means that the code will be sent to the default option, your registered mobile phone number.

Result



Example

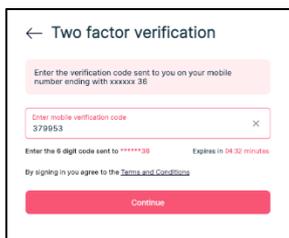


3. Enter the *Phone verification code*.

Note

The code is time sensitive. You have 5 minutes to enter the code.

Example

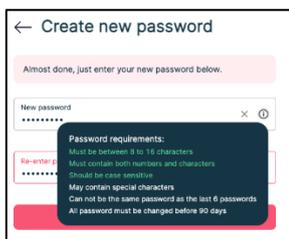


Information

On entering the code, the *Continue* button becomes available.

4. Select *Continue*.

Result



5. Enter your new password.

Information

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

6. Re-enter the same password.

Note

You should carefully review the terms and conditions of use. To gain access you must agree to the terms and conditions of use.

Result

The *Continue* button becomes available.

7. Select *Continue*.

Result



8. Select *Sign In Now*.

Information

You can now sign-in to your account following the sign-in process.

Super user account created-first sign in email verification

If you were the initiating user in the Distributor registration, and you nominated yourself as a super user (administrator), your super user account will be created as part of registration to use the portal.

Once Distributor account creation is approved, you will receive an email informing you that your account has been created and that you can sign in.

Prerequisites

- You were nominated as a super user during the registration to use the Distributor portal and you were the initiating user.

Sign in:

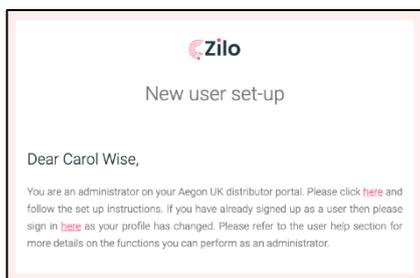
1. Select the link in the email.

Note

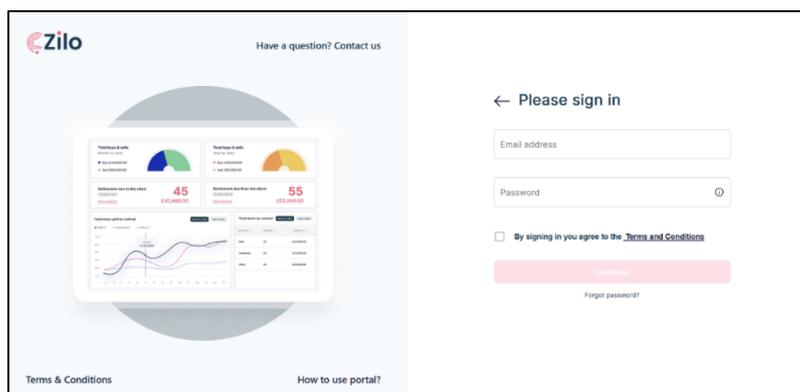
Since you have previously created an account in the distributor portal, select the second link.

sign in [here](#) as your profile has changed. Please refer to the user help section for more details on the functions you can perform as an administrator.

Information



Result



2. Enter your *Email address*.

Information



3. Enter your *Password*.

Information



4. Select to agree to the terms of use.

Information



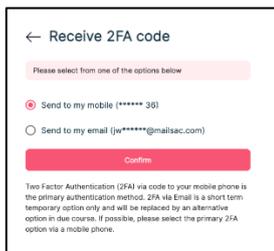
Result

On agreeing to the terms and conditions, the *Continue* button becomes available.



5. Select *Continue*.

Result



Information

You can choose to receive a verification code by text to your registered mobile phone number, or by email to your registered email account.

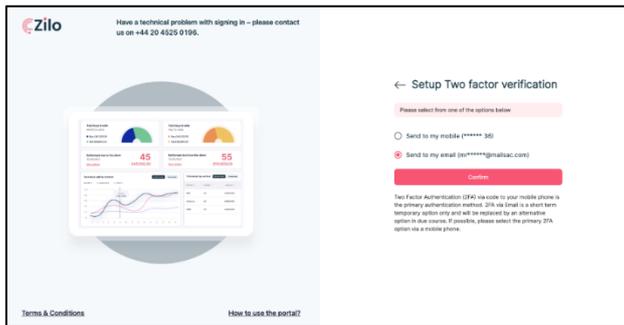
By default, the code will be sent to your registered mobile phone number.

6. Select *Send to my email*.

Information

Selecting *Send to my email* means that the code will be sent to your registered email address.

Example

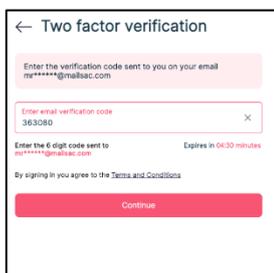


7. Select *Confirm*.

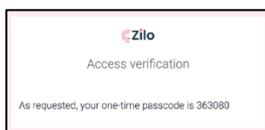
Information

Selecting confirm means that the code will be sent to your registered email address.

Result



Example

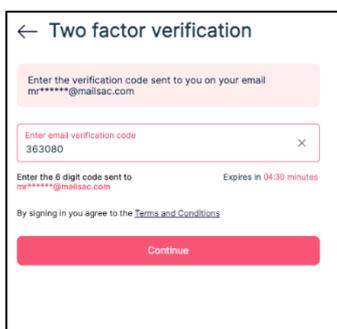


8. Enter the *email verification code*.

Note

The code is time sensitive. You have 5 minutes to enter the code.

Example



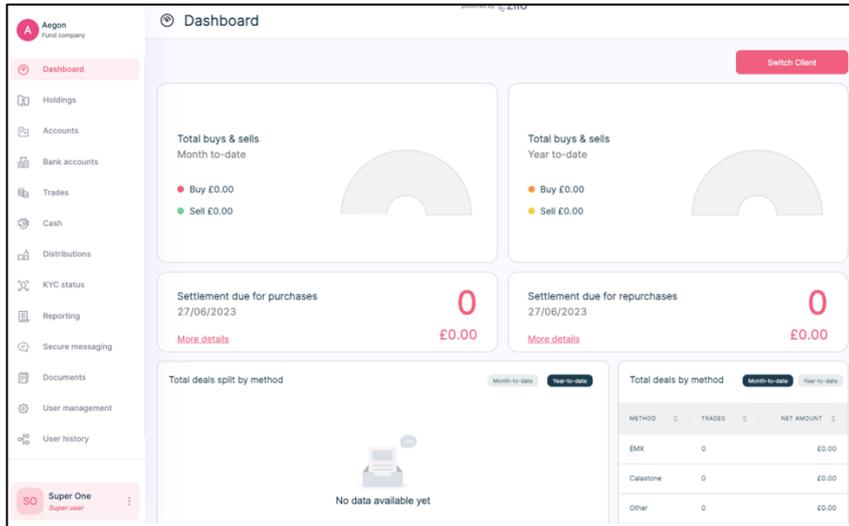
Information

On entering the code, the *Continue* button becomes available.

9. Select *Continue*.

Result

On successful login, you are taken to the *Distributor Portal Dashboard*.



User account created-first sign in email verification

If you were the initiating user in the Distributor registration, and you nominated yourself as a user, your user account will be created as part of registration to use the portal.

Once Distributor account creation is approved, you will receive an email informing you that your account has been created and that you can sign in.

Prerequisites

- You were the initiating user and nominated yourself as a user during the registration to use the portal.

Sign in:

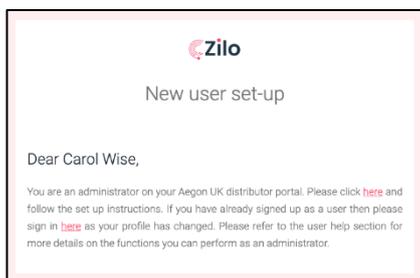
1. Select the link in the email.

Note

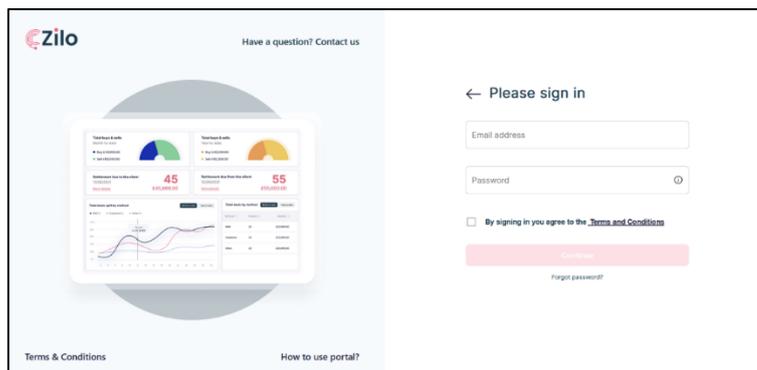
Since you have previously created an account in the distributor portal, select the second link.

sign in [here](#) as your profile has changed. Please refer to the user help section for more details on the functions you can perform as an administrator.

Information



Result



2. Enter your *Email address*.

Information



3. Enter your *Password*.

Information



4. Select to agree to the terms of use.

Information



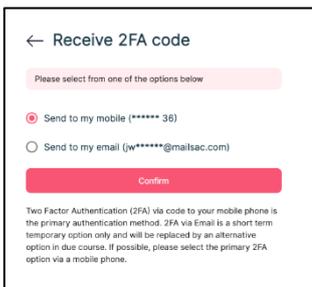
Result

On agreeing to the terms and conditions, the *Continue* button becomes available.



5. Select *Continue*.

Result



Information

You can choose to receive a verification code by text to your registered mobile phone number, or by email to your registered email account.

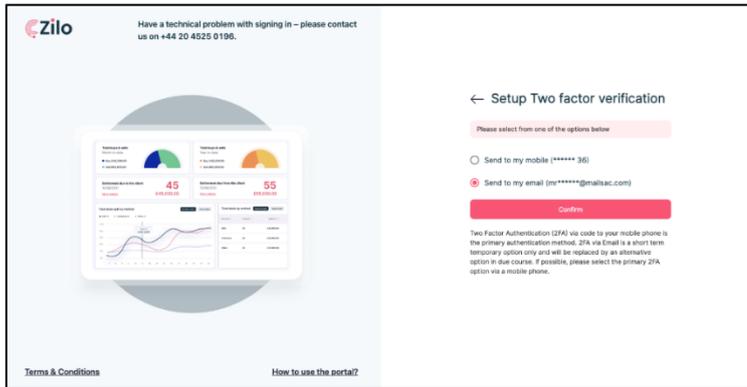
By default, the code will be sent to your registered mobile phone number.

Select *Send to my email*.

Information

Selecting *Send to my email* means that the code will be sent to your registered email address.

Example

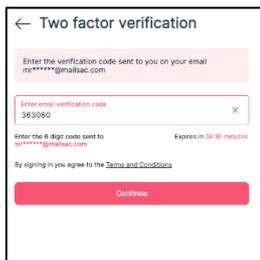


6. Select *Confirm*.

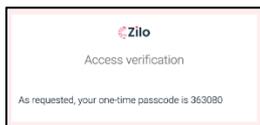
Information

Selecting confirm means that the code will be sent to your registered email address.

Result



Example

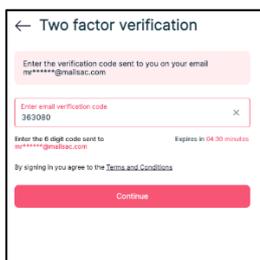


7. Enter the *email verification code*.

Note

The code is time sensitive. You have 5 minutes to enter the code.

Example



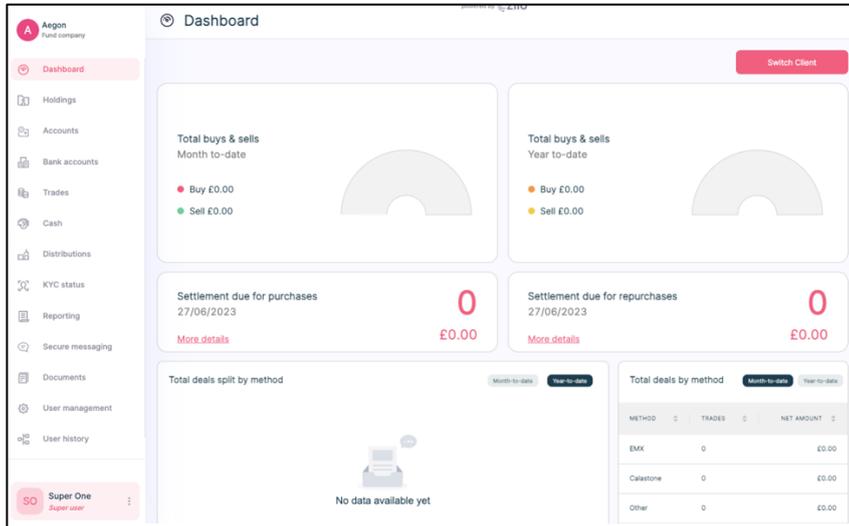
Information

On entering the code, the *Continue* button becomes available.

8. Select *Continue*.

Result

On successful login, you are taken to the *Distributor Portal Dashboard*.



Authorised signatory account created-first time sign in email verification

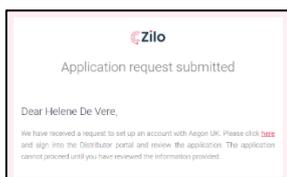
If you are nominated as an authorised signatory, you will receive an email.

As an authorised signatory(s) you must review and approve the application. If you do not approve the application, registration cannot proceed. A portal account will not be created, and the full functions of the portal cannot be used.

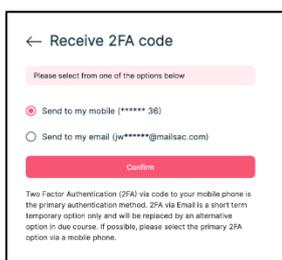
Sign in:

1. Select the link in the email.

Information



Result



Information

You can choose to receive a verification code by text to your registered mobile phone number, or by email to your registered email account.

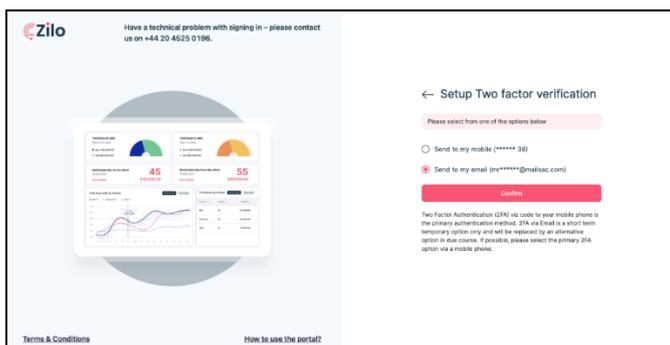
By default, the code will be sent to your registered mobile phone number.

2. Select *Send to my email*.

Information

Selecting *Send to my email* means that the code will be sent to your registered email address.

Example



3. Select *Confirm*.

Information

Selecting confirm means that the code will be sent to your registered email address.

Result

← Two factor verification

Enter the verification code sent to you on your email m*****@mailiac.com

Enter email verification code

Enter the 6 digit code sent to m*****@mailiac.com Expires in 04:30 minutes

By signing in you agree to the [Terms and Conditions](#)

Continue

Example

Zilo

Access verification

As requested, your one-time passcode is 363080

4. Enter the *email verification code*.

Note

The code is time sensitive. You have 5 minutes to enter the code.

Example

← Two factor verification

Enter the verification code sent to you on your email m*****@mailiac.com

Enter email verification code 363080

Enter the 6 digit code sent to m*****@mailiac.com Expires in 04:30 minutes

By signing in you agree to the [Terms and Conditions](#)

Continue

Information

On entering the code, the *Continue* button becomes available.

5. Select *Continue*.

Result

6. Enter your new password.

Information

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

7. Re-enter the same password.

Note

You should carefully review the terms and conditions of use. To gain access you must agree to the terms and conditions of use.

8. Agree to the terms and conditions of use.

Information

Result

On agreeing to the terms and conditions, the *Continue* button is available.

9. Select *Continue*.

Result

10. Enter your *Email address*.

Example



← Please sign in

Email address
martybailey@mailsac.com

11. Enter your *Password*.

Information



← Please sign in

Email address
martybailey@mailsac.com

Password

Note

You should carefully review the terms and conditions of use.

12. Select to agree to the terms of use.

Information



By signing in you agree to the [Terms and Conditions](#)

Result

On agreeing to the terms and conditions, the *Continue* button is available.



By signing in you agree to the [Terms and Conditions](#)

Continue

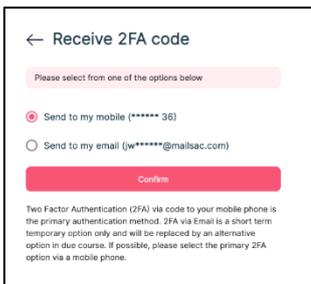
[Forgot password?](#)

13. Select *Continue*.

Note

By selecting *Continue*, you are agreeing to the terms and conditions of use.

Result



← Receive 2FA code

Please select from one of the options below

Send to my mobile (***** 36)

Send to my email (jw*****@mailsac.com)

Confirm

Two Factor Authentication (2FA) via code to your mobile phone is the primary authentication method. 2FA via Email is a short term temporary option only and will be replaced by an alternative option in due course. If possible, please select the primary 2FA option via a mobile phone.

Information

You can choose to receive a verification code by text to your registered mobile phone number, or by email to your registered email account.

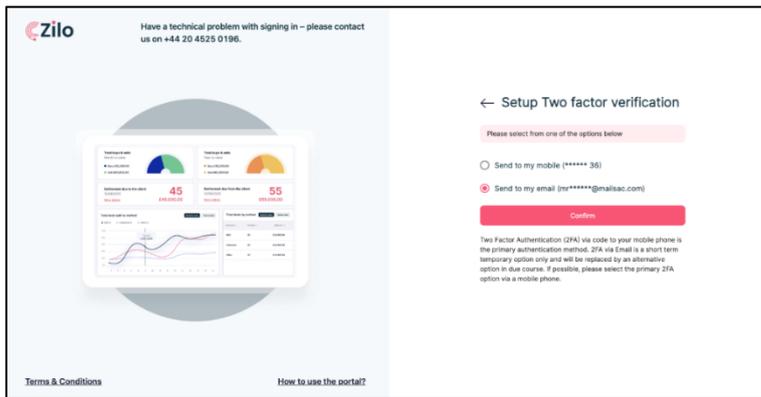
By default, the code will be sent to your registered mobile phone number.

14. Select *Send to my email*.

Information

Selecting *Send to my email* means that the code will be sent to your registered email address.

Example

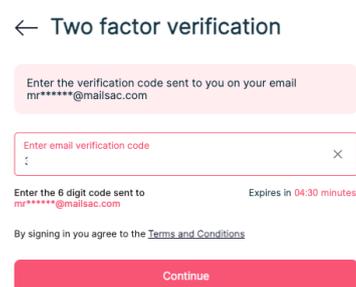


15. Select *Confirm*.

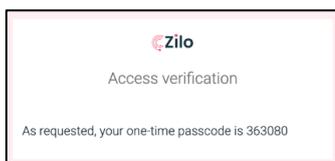
Information

Selecting confirm means that the code will be sent to your registered email address.

Result



Example



16. Enter the *email verification code*.

Note

The code is time sensitive. You have 5 minutes to enter the code.

Example

← Two factor verification

Enter the verification code sent to you on your email
mr*****@mallsac.com

Enter email verification code
363080

Enter the 6 digit code sent to
mr*****@mallsac.com Expires in 04:30 minutes

By signing in you agree to the [Terms and Conditions](#)

Continue

Information

On entering the code, the *Continue* button becomes available.

17. Select *Continue*.

Result

powered by ZILo

HD Helene De Vere
Authorised signatory

User requests

User requests

Below requests are pending for your approval

VIEW HISTORICAL

INSTITUTION NAME	FUND COMPANY	REGISTRATION ID	REQUESTED BY	REQUESTED DATE TIME	ACTION
Neologica Investments	Aegon UK	01255482	Tara Fitzpatrick	08/03/2023 14:42	View Form Authorise Reject

< 1 > 10 / page

You will be able to view a summary of the access request.

18. Select *View Form*.

Result

powered by  ZILO

Authorized Signatory

User requests HD Helene
Authorized signatory

← User requests / Application details 🖨️

Important

Please note, as part of your review and authorisation of the data entered, you will be required to agree to the Declarations and Consents (including the Terms & Conditions) below, as part of your authorisation.

If you agree to the declarations and consents, please return to the "Authorisation" screen, and click on "Authorise". Subject to any other required authorisations your account will then be established. Alternatively, if you have any queries about the information shown on the View Form screen, please return to the "Authorisation" screen and click on "Reject". Your account will not then be established, and you can take up any issues that you have with the inputter of your information.

Prior to placing any investment in the Aegon Asset Management UK ICVC fund range, please read up-to-date versions of:

- The Aegon Asset Management UK ICVC Prospectus and the Key Investor Information Document (KIID) for the share class of the fund(s) in which you are investing. The Prospectus and KIID include details of the objectives, risks and fund charges, plus other relevant information specific to your chosen fund(s);
- The Supplementary Information Document (SID) which contains practical and useful information about investing with Aegon Asset Management UK ICVC; and
- The Aegon Asset Management UK ICVC Institutional Application Terms and Conditions Document.
- The Aegon Asset Management Privacy Statement which explains how your personal data is processed

Click [here](#) for links to these documents

As part of your account set-up process you need to self-certify your residency for tax purposes. Please click [here](#) for explanatory notes relating to the self-certification process. [Tax Regulations](#) require Aegon Asset Management to obtain information about each investor's tax residency. In some circumstances (including if we do not receive a valid self-certification from you) we are required to share information about your account(s) with HMRC who may in turn share this information with tax authorities in other jurisdictions. Please note that investment in shares in Aegon Asset Management UK ICVC by or on behalf of US Persons (as defined in the Prospectus) is not permitted.

Application number: ZILO1678286294580

Fund company: Aegon UK

Company details

Entity type: Financial Institution
Registered name: Neologica investments
Legal form: Limited liability company
Company registration number: 01255482
Country of registration: United Kingdom
Registration date: 08/04/2013
Website: --
Registered address: 5-7 Lime Street London United Kingdom E9 7RS
Correspondence address: 5-7 Lime Street London United Kingdom E9 7RS
First name: --
Last name: --
Role: --
Phone number: --
Mobile number: --
Fax number: --
Email address: --

Tax details

GIN: 457894.45825.LE.468
FATCA entity: Foreign Financial Institution (FFI)
FATCA classification: Financial Institution / Partner Jurisdiction Financial Institution
CRS entity: Financial Institution (FE)
CRS classification: NRFI - International Organization

Tax residency

Primary residency: United Kingdom
TIN: 295482930
Are you a US person?: No

Beneficiary details (UBO)
<p>Bank details - Redemption account Account holder/Owner name: Neologica Finance Europe Limited Bank name: Cavendish Bank Account number: 23748423 Account currency: GBP Sort code: 202456</p> <p>Bank details - Distribution account Account holder/Owner name: Neologica Finance Europe Limited Bank name: Cavendish Bank Account number: 23748423 Account currency: GBP Sort code: 202456</p>
<p>Authorised signatory - 1 Full name: Helene De Vere Email address: hdevere@mailsac.com Phone number: +44 7458196936</p> <p>Administrator super user - 1 Full name: Aoife Khan Email address: akhan@mailsac.com Phone number: +44 7458196936</p> <p>Administrator super user - 2 Full name: Tara Fitzpatrick Email address: tfitzpatrick@mailsac.com Phone number: +44 7458196936</p>
<p>Documents</p> <p>Account designation: -- Account mandate: Pay away</p>

Consents and Declarations
<p>Coverall Renunciation Consent</p> <p>We the registered holder(s) from time to time of units/shares in Aegon Asset management UK ICVC wish you, Aegon Asset Management (UK) Plc ("Aegon") as the manager/Authorised Corporate Director to: -</p> <ul style="list-style-type: none"> i) accept our general authority hereby given via this declaration/authorisation, as a renunciation of the units/shares we may from time to time sell back to Aegon via any authorised channel, ii) pay the settlement proceeds of all redemptions of units/shares to our named account holder by Faster payments or CHAPS to our specified Redemption Account(s) , and iii) dispense with the requirement for separate renunciation for each redemption of units/shares <p>In consideration of Aegon's:</p> <ul style="list-style-type: none"> i) accepting the above renunciation of units/shares; and ii) settling the redemption proceeds as above <p>We hereby renounce title to any such units/shares and undertake that we: (i) will not seek to claim against Aegon for any costs, losses or expenses that we may incur; and (ii) will indemnify Aegon against any claims, losses and costs and expenses Aegon incurs; in each case as result of Aegon's acting in good faith in accordance with this declaration/authorisation pursuant to any error, omission, negligence, or fraud by a member of our staff, contractors, or agents. We further agree to provide individual forms of renunciation in relation to specific transactions and such other information as Aegon may from time to time require. This authorisation/declaration shall remain in force unless and until amended or withdrawn by us.</p> <p>Declarations</p> <ul style="list-style-type: none"> • We confirm that we have read and retained the most up-to-date Key Investor Information Document (KIID), Supplementary Information Document (SID) and prospectus for any Aegon Asset Management UK ICVC fund purchase we make. • We confirm that we have read the Aegon Asset Management UK ICVC Institutional Application Terms and Conditions Document and agree that the terms and conditions in that document shall govern the contract between Aegon Asset Management UK Plc and us, together with the Aegon Asset Management UK ICVC prospectus current at the date of any application for shares in Aegon Asset Management UK ICVC funds. • We confirm that any information we provide to Aegon Asset Management UK Plc is complete and accurate to the best of our knowledge and belief, that we have all necessary consents and rights to provide such information, and that we will notify Aegon Asset Management UK Plc immediately should any information provided cease to be complete and accurate in any respect. • We acknowledge that information we provide regarding our tax status and residency and information regarding the account holder and (where applicable) any beneficial owners or other controlling persons we have identified may be reported to the tax authorities of the country in which our account(s) is/are maintained and exchanged with tax authorities of another country or countries in which the account holder may be tax resident where those countries (or tax authorities in those countries) have entered into Agreements to exchange financial account information. • We confirm that any application made by us for shares in Aegon Asset Management UK ICVC funds will not be made in violation of any applicable law or regulation and that the shares subscribed for will not be acquired and will not be held in violation of such applicable law or regulation. • We undertake to identify any beneficial owners (within the meaning of Regulation 6 of the Money Laundering Regulations 2007) and to notify Aegon Asset Management UK Plc as soon as possible of any changes to the identity and/or details of beneficial owners. • We acknowledge that Aegon Asset Management UK Plc reserves the right at any time to: (a) request further information to identify any investor or any other beneficial owners if required; and (b) to refuse any application to invest if, in its reasonable opinion, it does not obtain sufficient evidence to confirm the identity of investors, including beneficial owners. • We confirm that we are not a US Person (as defined in the Aegon Asset Management UK ICVC prospectus) and that the shares we apply for are not being acquired directly or indirectly by or on behalf of, or for the account of, a US Person, an 'employee benefit plan' (as defined in Section 3(3) of the U.S. Employee Retirement Income Security Act 1974) or a 'plan' (as defined in Section 4975(e) (1) of the U.S. Internal Revenue Code 1986). We further confirm that we will notify Aegon Asset Management UK plc in the event that we become a US Person or hold the shares on behalf of, or for the account or benefit of, a US Person. • We confirm our agreement that any additional investment that we may in future seek to make in the shares Aegon Asset Management UK ICVC funds shall be made on the basis of the statements set out above.

Note

You should carefully review the form.

19. Select the back arrow to return to the authorisation screen.

Information

<

Result



The Authorise and Reject buttons are available.

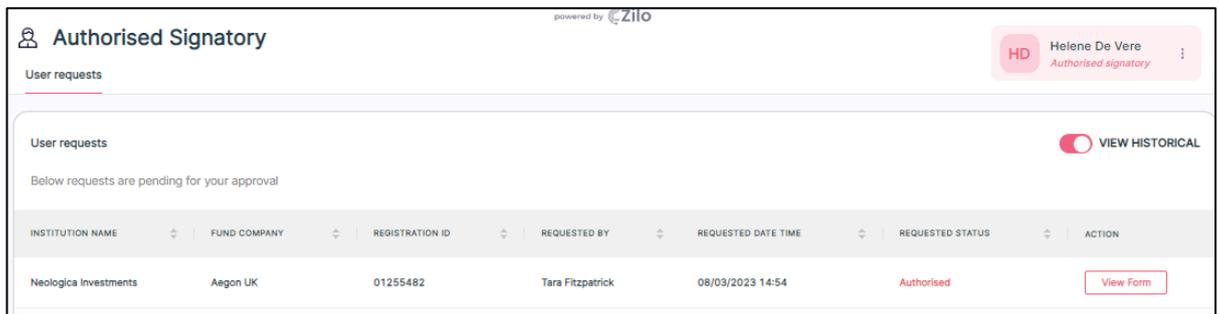
20. Select *Authorise*.

Note

If *Reject* is selected the set-up process will fail.

Result

On authorisation, the approval request will no longer be visible. However, selecting *View Historical* with the slider will enable you to view the request.



Multi-user

Multi-user signing into the Distributor Portal-mobile phone verification

You must sign-in to the Distributor Portal. The method of signing in is the same for all user types: super user, dealer, user, or authorised signatory.

In this example, the user has multiple user accounts with different clients.

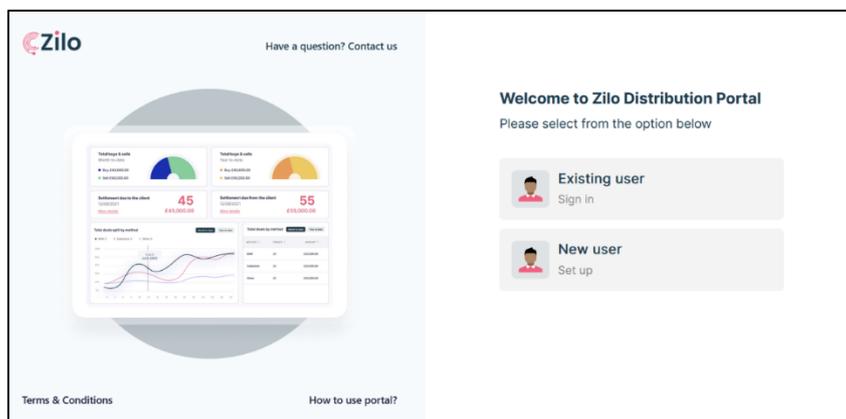
Prerequisites

- An account must have been created.
- You must have verified your mobile phone number.

Log-in to the Distributor Portal:

1. Navigate to the *Distributor Portal*.

Result

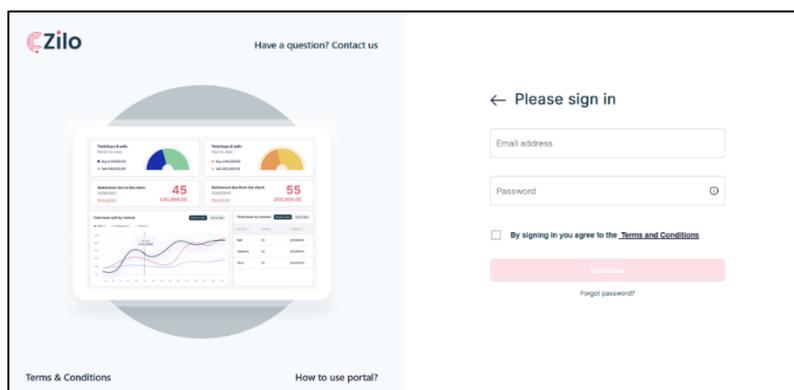


2. Select *Existing User*.

Information



Result



3. Enter your *Email address*.

Information



← Please sign in

Email address
martybbailey@mailsac.com

4. Enter your *Password*.

Information



← Please sign in

Email address
martybbailey@mailsac.com

Password

5. Select to agree to the terms of use.

Information



By signing in you agree to the [Terms and Conditions](#)

Result

On agreeing to the terms and conditions, the *Continue* button becomes available.



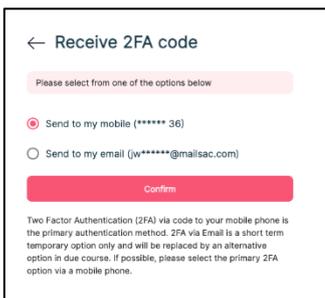
By signing in you agree to the [Terms and Conditions](#)

Continue

[Forgot password?](#)

6. Select *Continue*.

Result



← Receive 2FA code

Please select from one of the options below

Send to my mobile (***** 36)

Send to my email (jw*****@mailsac.com)

Confirm

Two Factor Authentication (2FA) via code to your mobile phone is the primary authentication method. 2FA via Email is a short term temporary option only and will be replaced by an alternative option in due course. If possible, please select the primary 2FA option via a mobile phone.

Information

You can choose to receive a verification code by text to your registered mobile phone number, or by email to your registered email account.

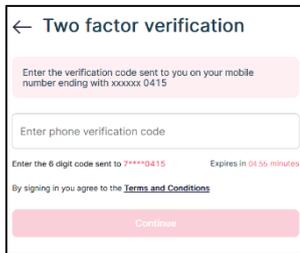
By default, the code will be sent to your registered mobile phone number.

7. Select *Confirm*.

Information

Selecting confirm means that the code will be sent to the default option, your registered mobile phone number.

Result



Example

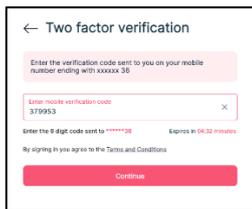


8. Enter the *Phone verification code*.

Note

The code is time sensitive. You have 5 minutes to enter the code.

Example

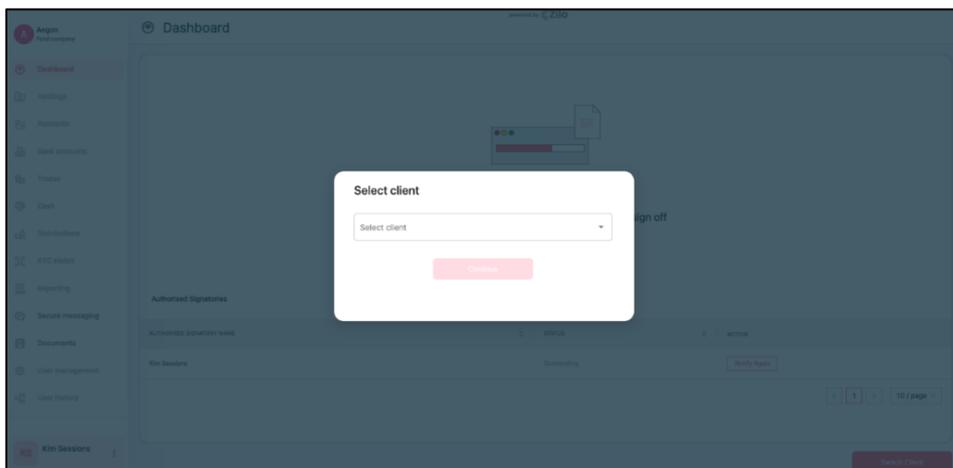


Information

On entering the code, the *Continue* button becomes available.

9. Select *Continue*.

Result



10. Select a client from the drop-down menu.

Information



Select client

Select client
Big Company plc ac GROSS - Client ID - 000005026 X

Big Company plc ac GROSS - Client ID - 000005026

Big Company plc ac PRIVATE - Client ID - 000005027

Result



Select client

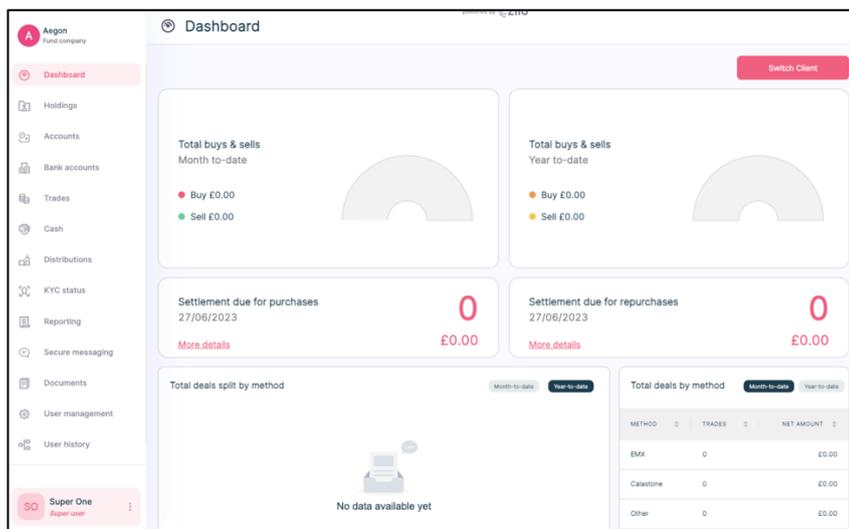
Select client
Big Company plc ac PRIVATE - Client ID - 000005027 X

Continue

The *Continue* button becomes available.

11. Select *Continue*.

On successful login, you are taken to the *Distributor Portal Dashboard* for the client selected.



Aegon Fund company

Dashboard

Switch Client

Total buys & sells Month to-date

Buy £0.00
Sell £0.00

Total buys & sells Year to-date

Buy £0.00
Sell £0.00

Settlement due for purchases 27/06/2023 £0.00
More details

Settlement due for repurchases 27/06/2023 £0.00
More details

Total deals split by method

No data available yet

Total deals by method

METHOD	TRADES	NET AMOUNT
EMX	0	£0.00
Calystone	0	£0.00
Other	0	£0.00

Note: you can switch back to the client drop down menu by pressing *Switch Client*.



Multi-user signing into the Distributor Portal-email verification

You must sign-in to the Distributor Portal. The method of signing in is the same for all user types: super user, dealer, user, or authorised signatory.

In this example, the user has multiple user accounts with different clients.

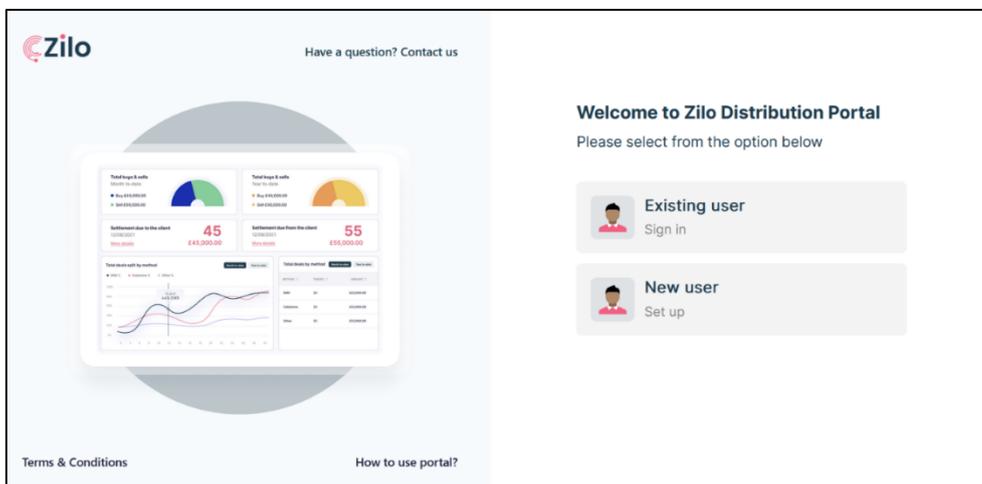
Prerequisites

- An account must have been created.
- You must have verified your email address.

Log-in to the Distributor Portal:

1. Navigate to the *Distributor Portal*.

Result

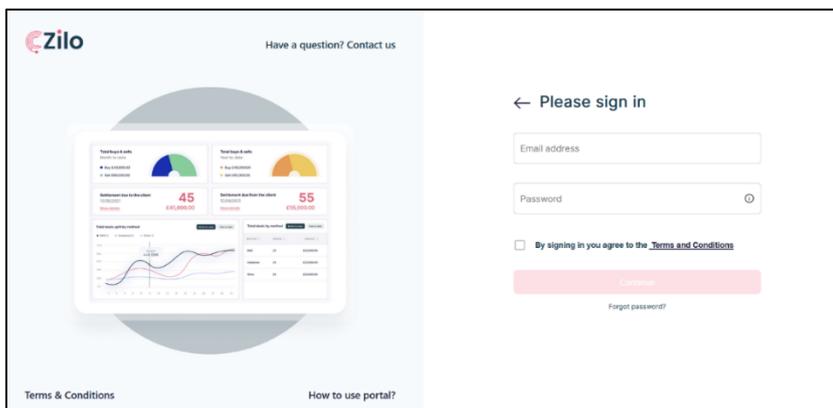


2. Select *Existing User*.

Information



Result



3. Enter your *Email address*.

Information



← Please sign in

Email address
martynbailey@mailisac.com

4. Enter your *Password*.

Information



← Please sign in

Email address
martynbailey@mailisac.com

Password

5. Select to agree to the terms of use.

Information



By signing in you agree to the [Terms and Conditions](#)

Result

On agreeing to the terms and conditions, the *Continue* button becomes available.



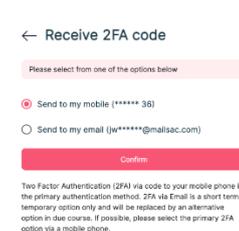
By signing in you agree to the [Terms and Conditions](#)

Continue

[Forgot password?](#)

6. Select *Continue*.

Result



← Receive 2FA code

Please select from one of the options below

Send to my mobile (*****) 36)

Send to my email (jw*****)@mailisac.com

Confirm

Two Factor Authentication (2FA) via code to your mobile phone is the primary authentication method. 2FA via Email is a short term temporary option only and will be replaced by an alternative option in due course. If possible, please select the primary 2FA option via a mobile phone.

Information

You can choose to receive a verification code by text to your registered mobile phone number, or by email to your registered email account.

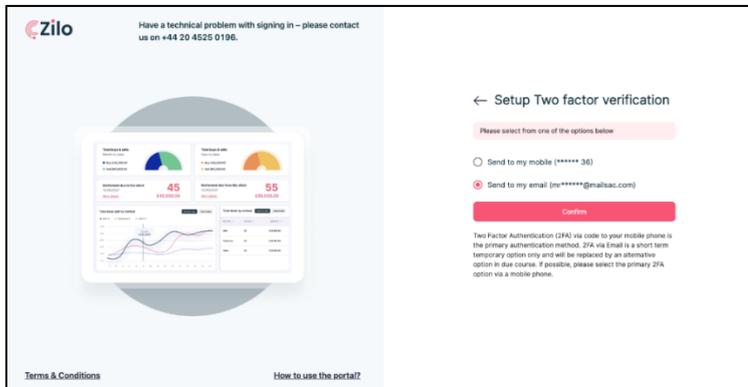
By default, the code will be sent to your registered mobile phone number.

7. Select *Send to my email*.

Information

Selecting *Send to my email* means that the code will be sent to your registered email address.

Example

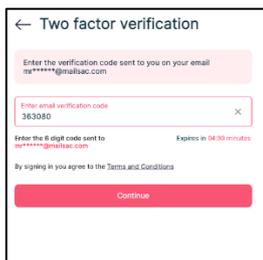


8. Select *Confirm*.

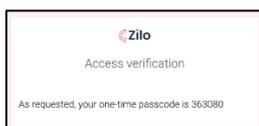
Information

Selecting confirm means that the code will be sent to your registered email address.

Result



Example

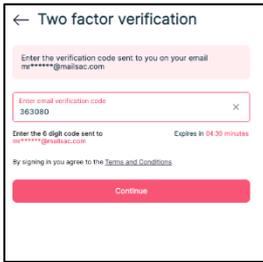


9. Enter the *email verification code*.

Note

The code is time sensitive. You have 5 minutes to enter the code.

Example

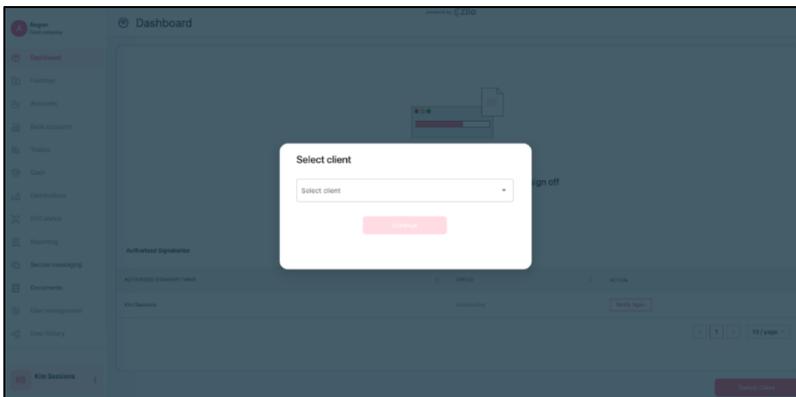


Information

On entering the code, the *Continue* button becomes available.

10. Select *Continue*.

Result



12. Select a client from the drop-down menu.

Information



Result

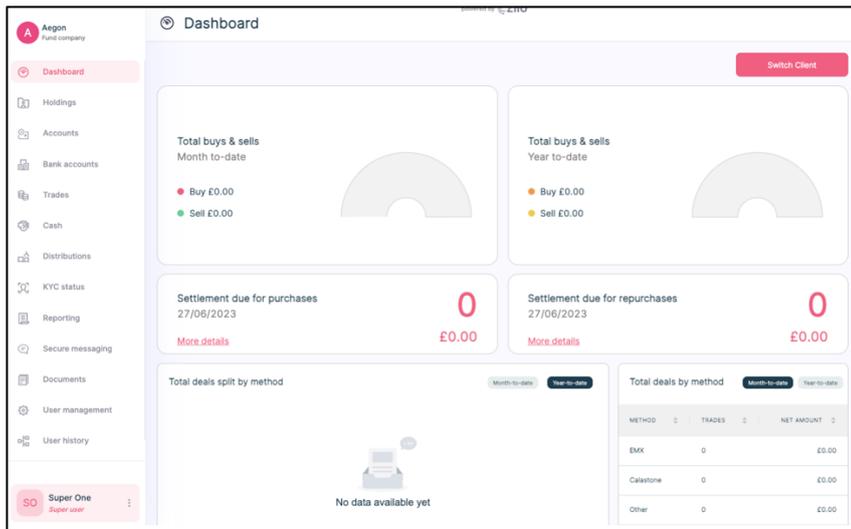


The *Continue* button becomes available.

13. Select *Continue*.

Result

On successful login, you are taken to the *Distributor Portal Dashboard* of the client selected.



Note: you can switch back to the client drop down menu by selecting *Switch Client*.



User switching between clients

When you are logged into one client, you can switch to another client from within the Distributor portal.

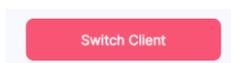
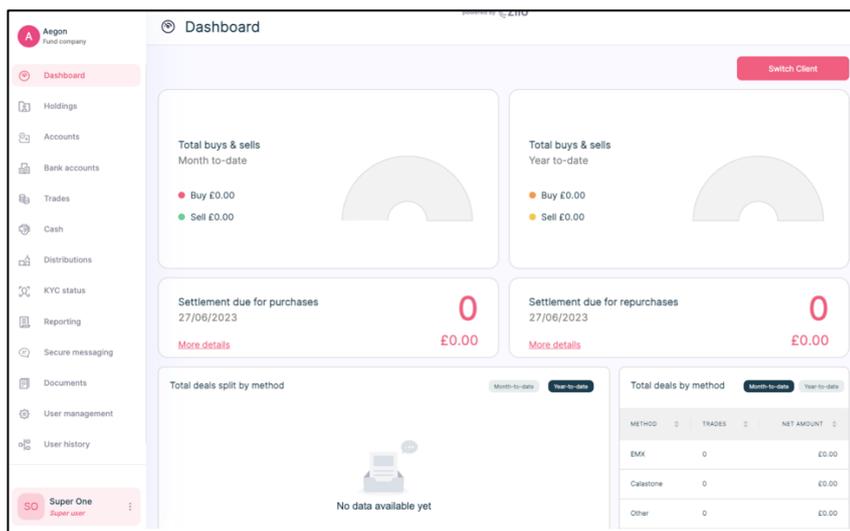
Prerequisites

- You have been given access to more than a single client user account.
- You have logged into one of the clients.

Switch:

1. Select *Switch Client*.

Information



Result



2. Select a different client from the drop-down menu.

Result

Aegon
Fund company
Dashboard
Switch Client

- Dashboard
- Holdings
- Accounts
- Bank accounts
- Trades
- Cash
- Distributions
- KYC status
- Reporting
- Secure messaging
- Documents
- User management
- User history

SO
Super One
Super user

Total buys & sells
Month to-date

● Buy £0.00

● Sell £0.00



Total buys & sells
Year to-date

● Buy £0.00

● Sell £0.00



Settlement due for purchases
27/06/2023

0

£0.00

[More details](#)

Settlement due for repurchases
27/06/2023

0

£0.00

[More details](#)

Total deals split by method

Month-to-date
Year-to-date



No data available yet

Total deals by method

Month-to-date
Year-to-date

METHOD	TRADES	NET AMOUNT
EMX	0	£0.00
Callstone	0	£0.00
Other	0	£0.00

Account management

Signing into the Distributor Portal-email verification code expires

You must sign-in to the Distributor Portal. The method of signing in is the same for all user types: super user, dealer, user, or authorised signatory.

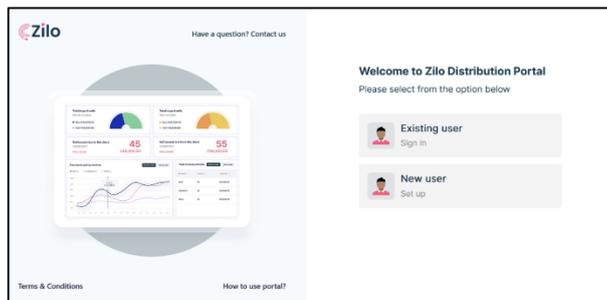
Prerequisites

- An account must have been created.
- You must have verified your email address.

Log-in to the Distributor Portal:

1. Navigate to the *Distributor Portal*.

Result

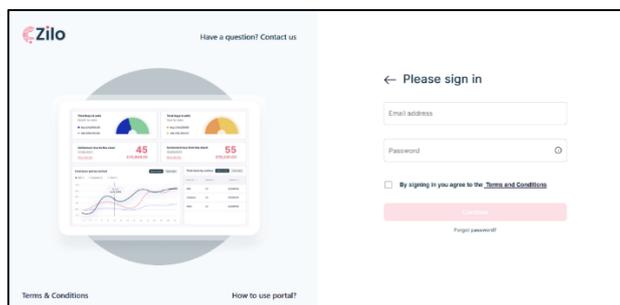


2. Select *Existing User*.

Information



Result



3. Enter your *Email address*.

Information



4. Enter your *Password*.

Information



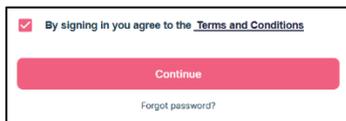
5. Select to agree to the terms of use.

Information



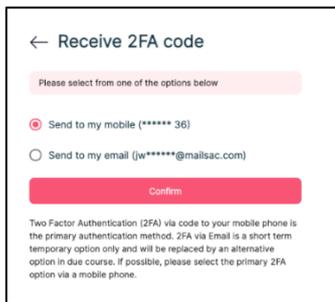
Result

On agreeing to the terms and conditions, the *Continue* button becomes available.



6. Select *Continue*.

Result



Information

You can choose to receive a verification code by text to your registered mobile phone number, or by email to your registered email account.

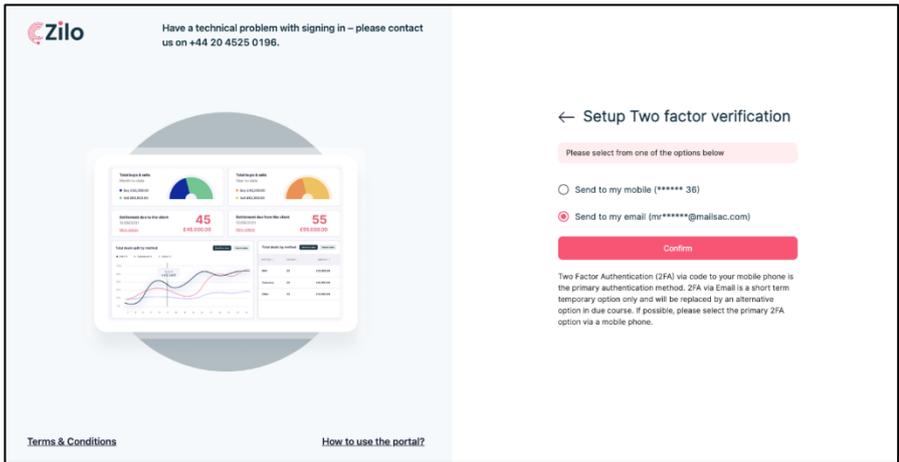
By default, the code will be sent to your registered mobile phone number.

7. Select *Send to my email*.

Information

Selecting *Send to my email* means that the code will be sent to your registered email address.

Example

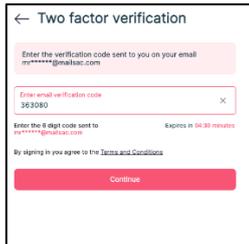


8. Select *Confirm*.

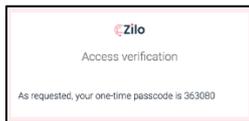
Information

Selecting confirm means that the code will be sent to your registered email address.

Result



Example

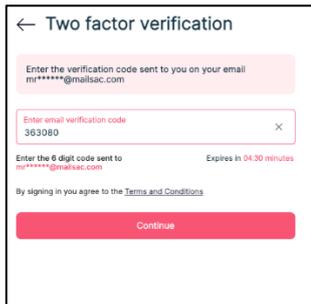


9. Enter the *email verification code*.

Note

The code is time sensitive. You have 5 minutes to enter the code.

Example

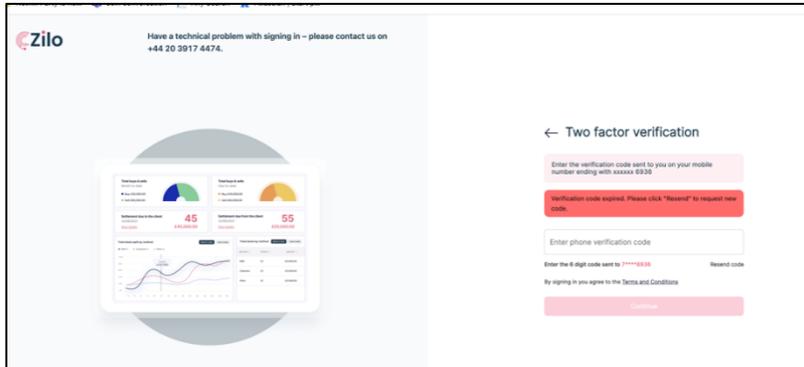


Information

On entering the code, the *Continue* button becomes available.

10. Select *Continue*.

Result



The verification code has expired.

11. Select *Resend code*.

Information

A code is sent to the Email address that you registered with.

12. Enter Email *verification code*.

Note

The code is time sensitive. You have 5 minutes to enter the code.

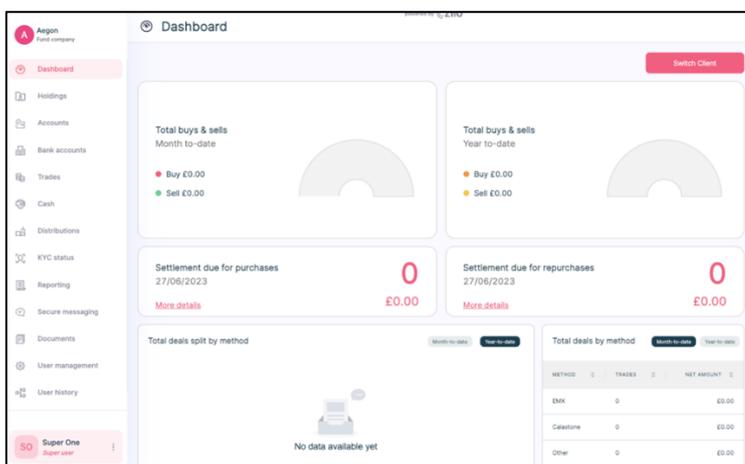
Information

The *Continue* button become available.

13. Select *Continue*.

Result

On successful login, you are taken to the *Distributor Portal Dashboard*.



Resetting your password

You can reset your password at any time from within the portal. Select your profile icon on the bottom left corner of the portal. The profile icon can be selected from any screen within the portal.

This example shows a super user. All user types can reset their password in the same way.

Prerequisites:

- You are logged into the Distributor Portal.

Reset password:

- Navigate to your profile icon.

Example



- Select the profile icon.

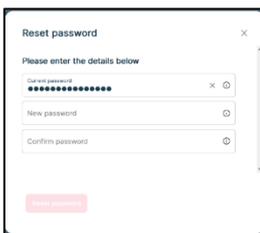
Result

A new pane is opened offering 3 options: *My profile*, *Reset password* or *Logout*.

- Select *Reset password*.

Result

A new pane appears.

A screenshot of a 'Reset password' dialog box. It has a title bar with 'Reset password' and a close button. Below the title, it says 'Please enter the details below'. There are three input fields: 'Current password' (with a strength indicator), 'New password', and 'Confirm password'. Each field has a clear button (X) and a help icon (i). At the bottom, there is a pink 'Reset password' button.

- Enter your *New password*.

Information

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	Must be changed every 90 days.

5. Re-enter your *New password*.

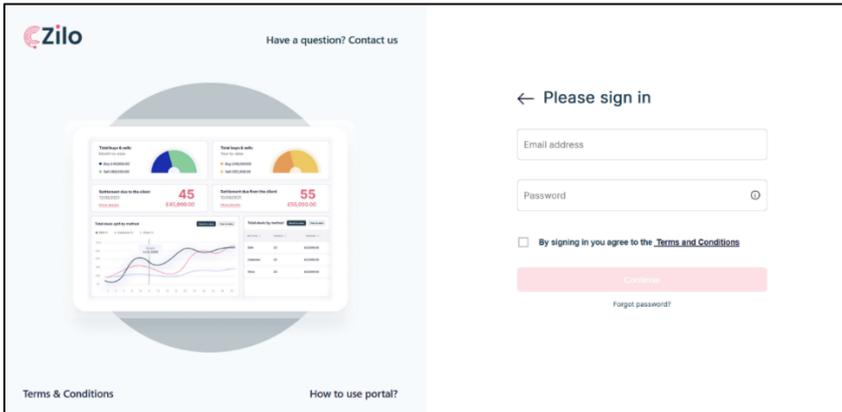
Result

The *Reset password* button becomes available.

6. Select *Reset password*.

Result

You are automatically logged out. You can sign in using your new password.



7. Enter your *Email address*.

Information



8. Enter your *Password*.

Information



9. Select to agree to the terms of use.

Information



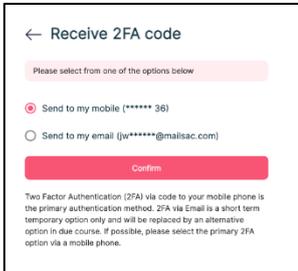
Result

On agreeing to the terms and conditions, the *Continue* button becomes available.



10. Select *Continue*.

Result



Information

You can choose to receive a verification code by text to your registered mobile phone number, or by email to your registered email account.

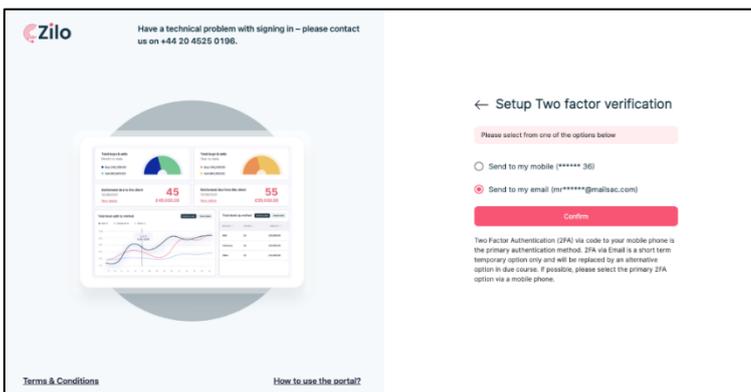
By default, the code will be sent to your registered mobile phone number.

11. Select *Send to my email*.

Information

Selecting *Send to my email* means that the code will be sent to your registered email address.

Example

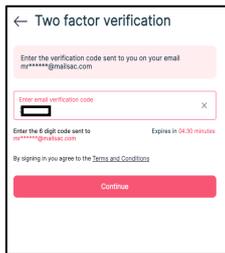


12. Select *Confirm*.

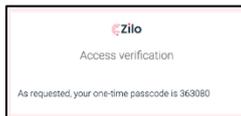
Information

Selecting confirm means that the code will be sent to your registered email address.

Result



Example



A one-time-passcode (OTP) will be from ZILO™. Enter the numerical OTP into the prompt screen. The OTP will expire after 5 minutes. If an OTP expires you must request a new one.

13. Enter the *verification code*.

Note

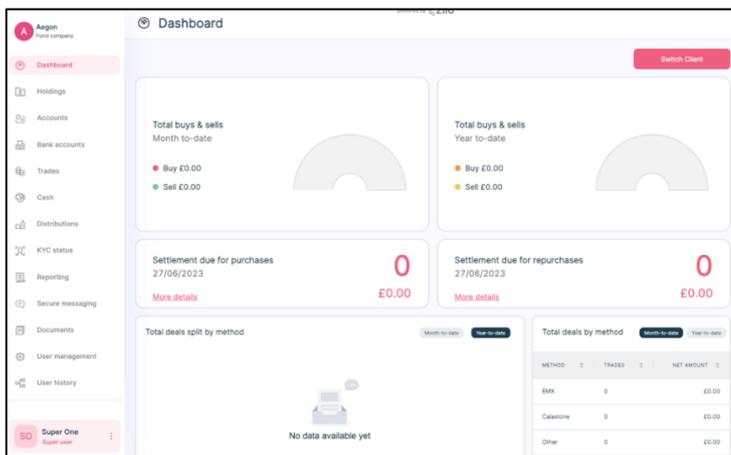
The code is time sensitive.

Information

On entering the code, the *Continue* button becomes available.

14. Select *Continue*.

Result



Resetting your password multiple client user accounts sign into the same account

You can reset your password at any time from within the portal. Select your profile icon on the bottom left corner of the portal. The profile icon can be selected from any screen within the portal.

This example shows a super user. All user types can reset their password in the same way. The super user has Distributor Portal user accounts with multiple clients.

Prerequisites:

- You are logged into the Distributor Portal.

Reset password:

- Navigate to your profile icon.

Example



- Select the profile icon.

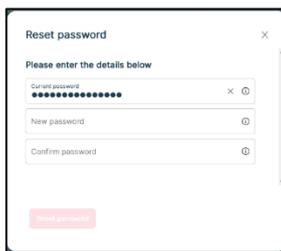
Result

A new pane is opened offering 3 options: *My profile*, *Reset password* or *Logout*.

- Select *Reset password*.

Result

A new pane appears.

A screenshot of a 'Reset password' dialog box. The title bar says 'Reset password' with a close button (X). Below the title, it says 'Please enter the details below'. There are three input fields: 'Current password' (with a clear button 'X' and an eye icon), 'New password' (with an eye icon), and 'Confirm password' (with an eye icon). A pink 'Reset password' button is at the bottom left.

- Enter your *New password*.

Information

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	Must be changed every 90 days.

5. Re-enter your *New password*.

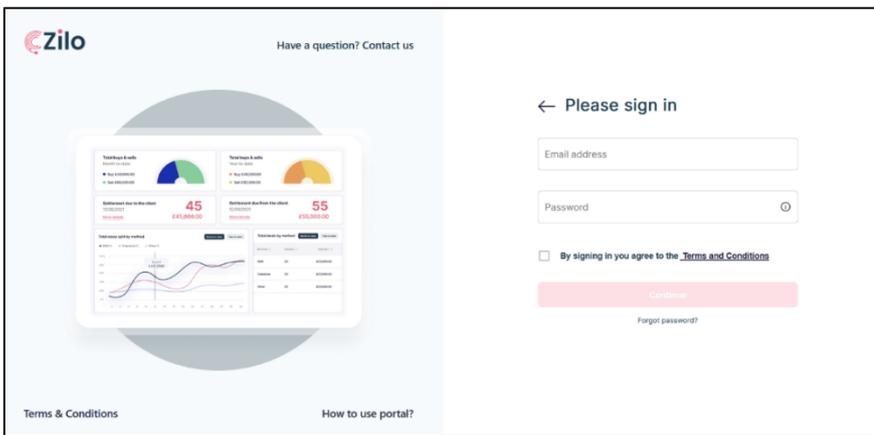
Result

The *Reset password* button becomes available.

6. Select *Reset password*.

Result

You are automatically logged out. You can sign in using your new password.



7. Enter your *Email address*.

Information



8. Enter your *Password*.

Information



9. Select to agree to the terms of use.

Information



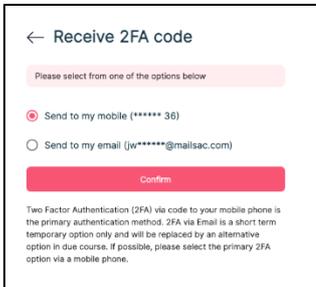
Result

On agreeing to the terms and conditions, the *Continue* button becomes available.



10. Select *Continue*.

Result



Information

You can choose to receive a verification code by text to your registered mobile phone number, or by email to your registered email account.

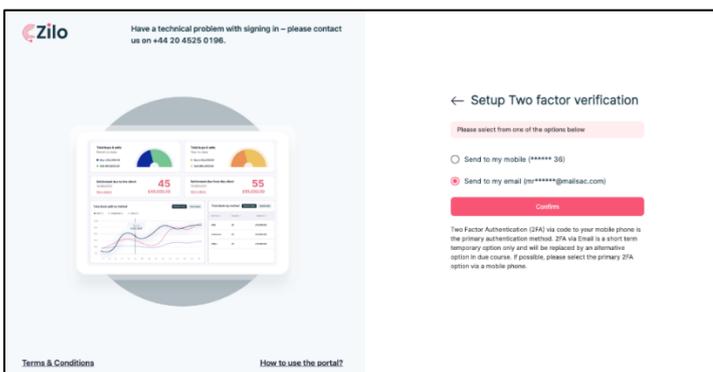
By default, the code will be sent to your registered mobile phone number.

11. Select *Send to my email*.

Information

Selecting *Send to my email* means that the code will be sent to your registered email address.

Example

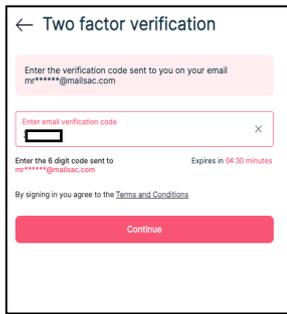


12. Select *Confirm*.

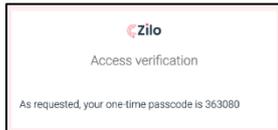
Information

Selecting confirm means that the code will be sent to your registered email address.

Result



Example



A one-time-passcode (OTP) will be from ZILO™. Enter the numerical OTP into the prompt screen. The OTP will expire after 5 minutes. If an OTP expires you must request a new one.

13. Enter the *verification code*.

Note

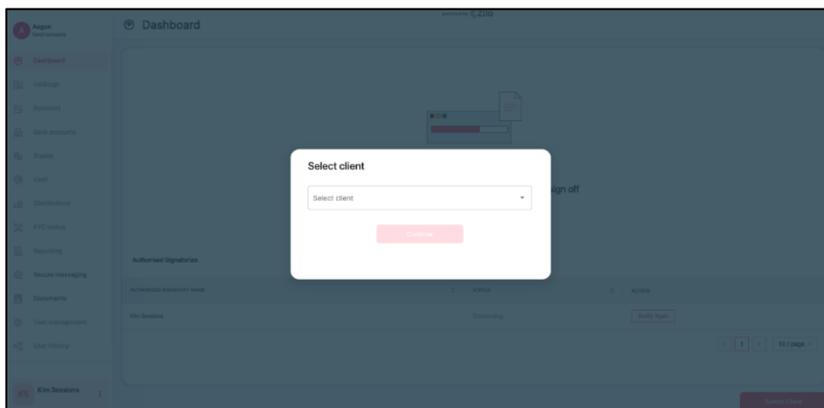
The code is time sensitive.

Information

On entering the code, the *Continue* button becomes available.

14. Select *Continue*.

Result



15. Select the required client from the drop-down menu.

Information



Result

The *Continue* button becomes available.

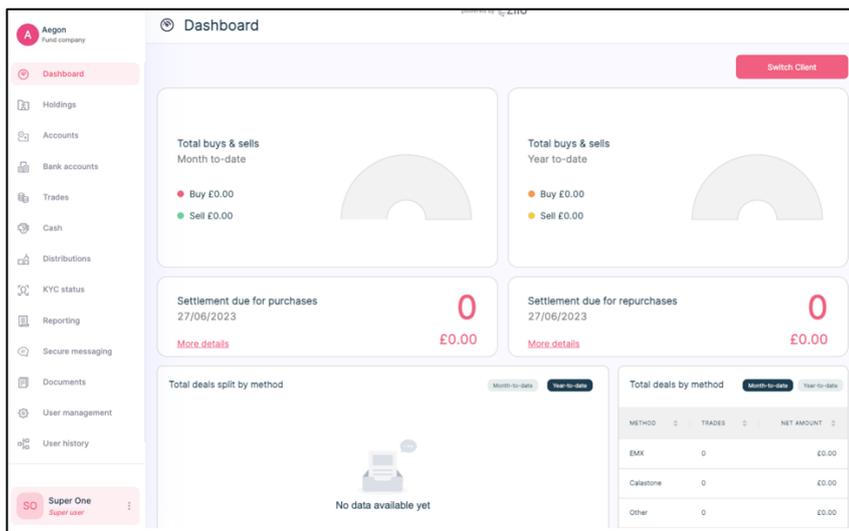


16. Select *Continue*.

Information

The super user selects the same client portal in which they reset their password.

Result



Resetting your password multiple client user accounts- signing into a different client portal

You can reset your password at any time from within the portal. Select your profile icon on the bottom left corner of the portal. The profile icon can be selected from any screen within the portal.

This example shows a super user. All user types can reset their password in the same way. The super user has Distributor Portal user accounts with multiple clients.

Prerequisites:

- You are logged into the Distributor Portal.

Reset password:

- Navigate to your profile icon.

Example



- Select the profile icon.

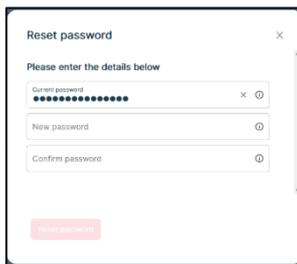
Result

A new pane is opened offering 3 options: *My profile*, *Reset password* or *Logout*.

- Select *Reset password*.

Result

A new pane appears.

A screenshot of a 'Reset password' dialog box. It contains three input fields: 'Current password' (with a masked password), 'New password', and 'Confirm password'. Each field has a clear (X) and help (?) icon. A 'Reset password' button is at the bottom.

- Enter your *New password*.

Information

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	Must be changed every 90 days.

5. Re-enter your *New password*.

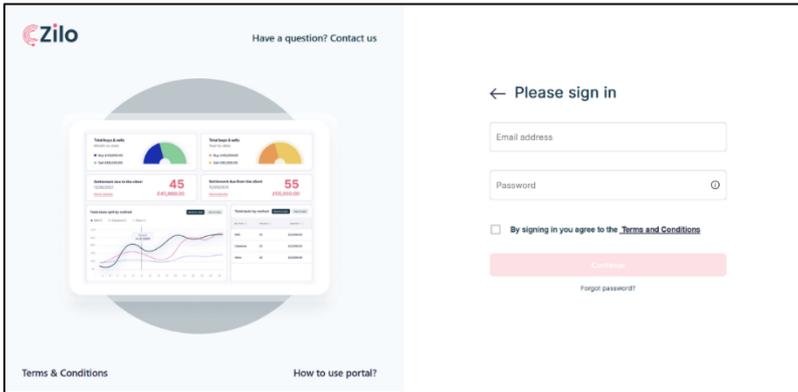
Result

The *Reset password* button becomes available.

6. Select *Reset password*.

Result

You are automatically logged out.



7. Open a different Client Distributor portal.

Information



8. Enter your *Email address*.

Information

Email address
kevinhart@mailsac.com

9. Enter your *Password*.

Information

Email address
kevinhart@mailsac.com

Password
●●●●●●●●●●●●●●●●

9. Select to agree to the terms of use.

Information

By signing in you agree to the [Terms and Conditions](#)

Result

On agreeing to the terms and conditions, the *Continue* button becomes available.

By signing in you agree to the [Terms and Conditions](#)

[Continue](#)

[Forgot password?](#)

10. Select *Continue*.

Result

← Please sign in

Email address

Password

Username and/or password are incorrect, please note that the account will be locked after 3 incorrect attempts

By signing in you agree to the [Terms and Conditions](#)

Please do not add this page to your favourites. If you would like to add this site to your favourites please add the previous page.

[Continue](#)

[Forgot password?](#)

An error message is displayed. If you change your password in one client portal, the passwords in other client portals are unchanged.

To sign into this portal, you must use the appropriate password.

Resetting your password-forgotten password

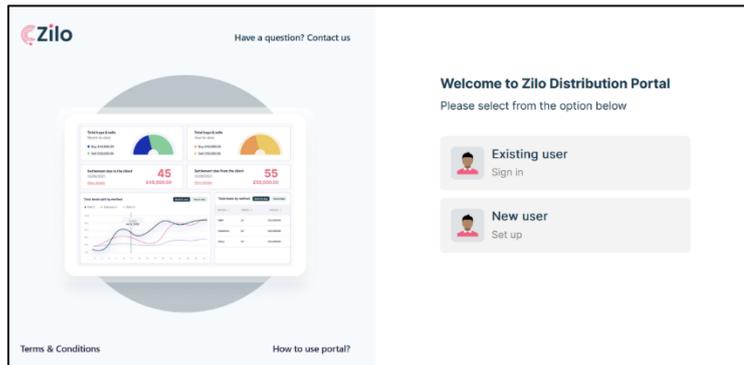
If you forget your password, you can request that your password is reset from the login page.

A request to reset your password requires authorisation.

Reset password:

1. Navigate to the *Distributor Portal*.

Result

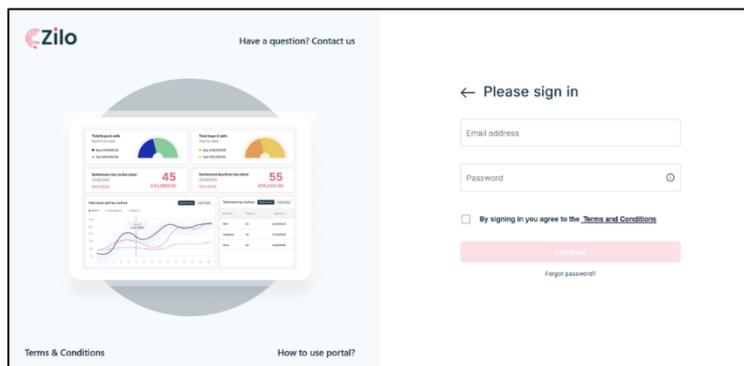


2. Select *Existing User*.

Information



Result



3. Select *Forgot password?*

Information



Result

4. Enter your email address.

Information

This is your username and the email address you used when you registered.

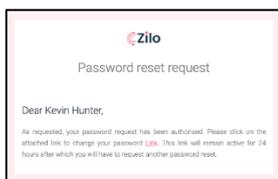
5. Select *Request to reset password*.

Result

An email is sent to your email account with instructions on how to reset your password.

Password reset requests, in the case of forgotten passwords, require authorisation.

Example



6. Select the link.

Result

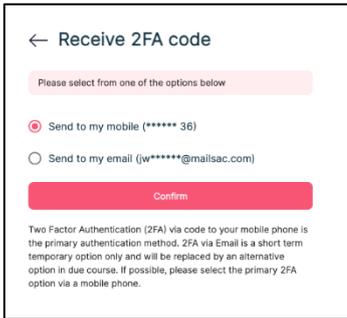
7. Enter New password.
8. Re-enter new password.

Result

The *Change Password* button becomes available.

9. Select *Change Password*.

Result



Information

You can choose to receive a verification code by text to your registered mobile phone number, or by email to your registered email account.

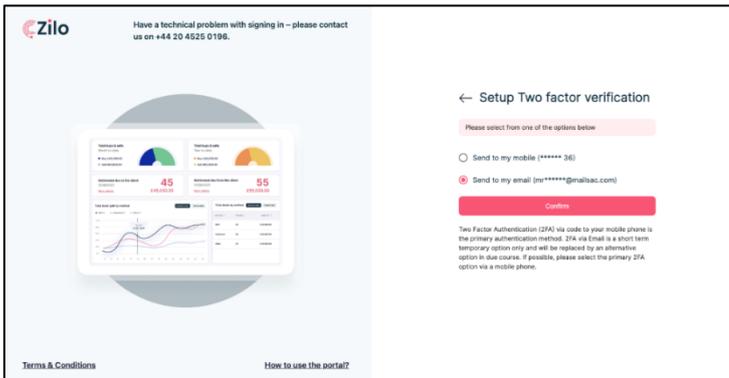
By default, the code will be sent to your registered mobile phone number.

10. Select *Send to my email*.

Information

Selecting *Send to my email* means that the code will be sent to your registered email address.

Example

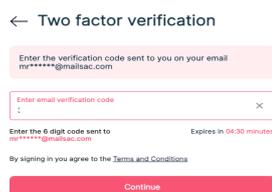


11. Select *Confirm*.

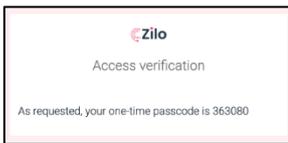
Information

Selecting confirm means that the code will be sent to your registered email address.

Result



Example



A one-time-passcode (OTP) will be from ZILO™. Enter the numerical OTP into the prompt screen. The OTP will expire after 5 minutes. If an OTP expires you must request a new one.

12. Enter the *verification code*.

Note

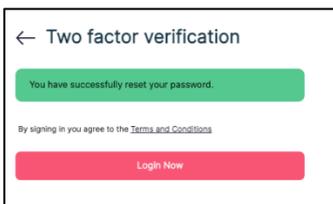
The code is time sensitive.

Information

On entering the code, the *Continue* button becomes available.

13. Select *Continue*.

Result



14. Enter your *Email address*.

Information



15. Enter your *Password*.

Information



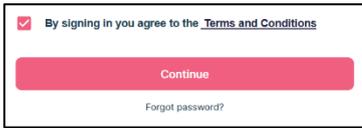
16. Select to agree to the terms of use.

Information

By signing in you agree to the [Terms and Conditions](#)

Result

On agreeing to the terms and conditions, the *Continue* button becomes available.



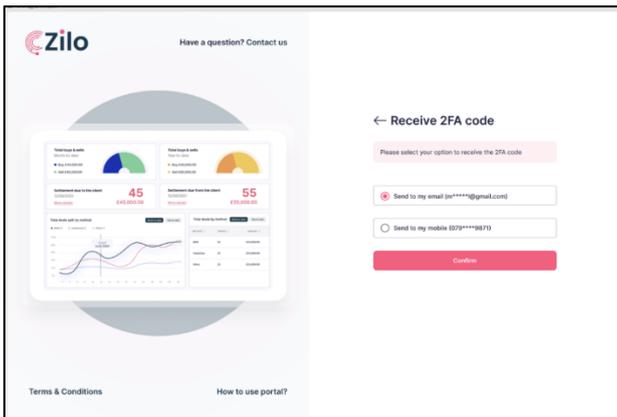
By signing in you agree to the [Terms and Conditions](#)

[Continue](#)

[Forgot password?](#)

17. Select *Continue*.

Result



Zilo Have a question? Contact us

← Receive 2FA code

Please select your option to receive the 2FA code

Send to my email (n*****@gmail.com)

Send to my mobile (079****9871)

[Continue](#)

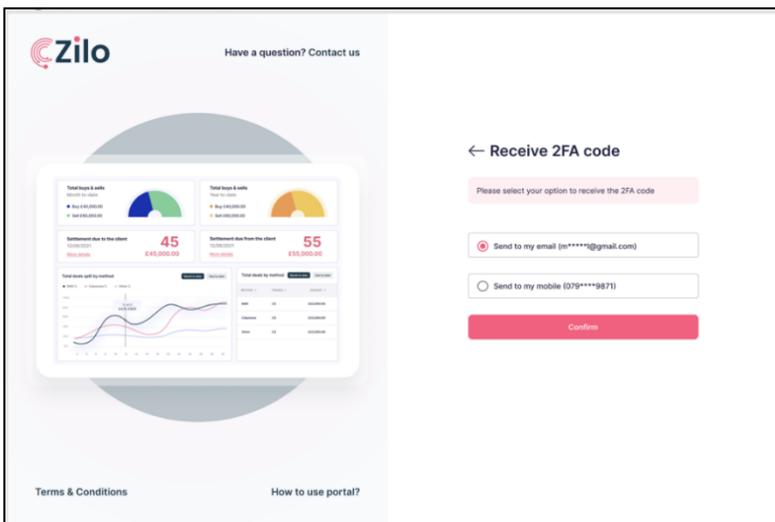
Terms & Conditions How to use portal?

18. Select *Send to my Email*.

Information

Selecting *Send to my email* means that the code will be sent to your registered email address.

Example



Zilo Have a question? Contact us

← Receive 2FA code

Please select your option to receive the 2FA code

Send to my email (n*****@gmail.com)

Send to my mobile (079****9871)

[Confirm](#)

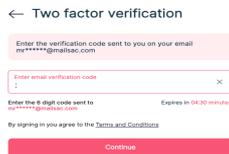
Terms & Conditions How to use portal?

19. Select *Confirm*.

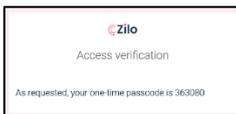
Information

Selecting confirm means that the code will be sent to your registered email address.

Result



Example



A one-time-passcode (OTP) will be from ZILO™. Enter the numerical OTP into the prompt screen. The OTP will expire after 5 minutes. If an OTP expires you must request a new one.

20. Enter the *verification code*.

Note

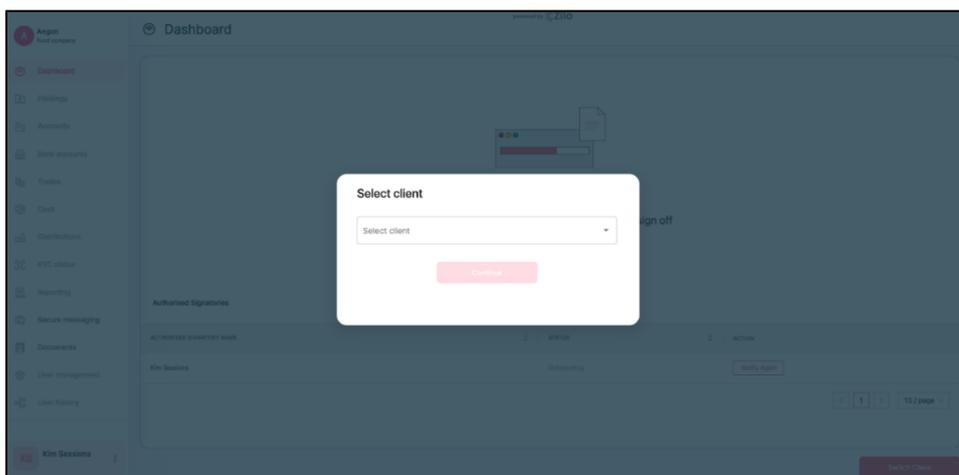
The code is time sensitive.

Information

On entering the code, the *Continue* button becomes available.

21. Select *Continue*.

Result



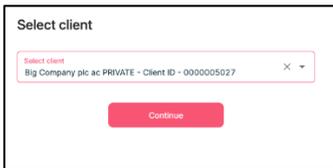
22. Select the required client from the drop-down menu.

Information



Result

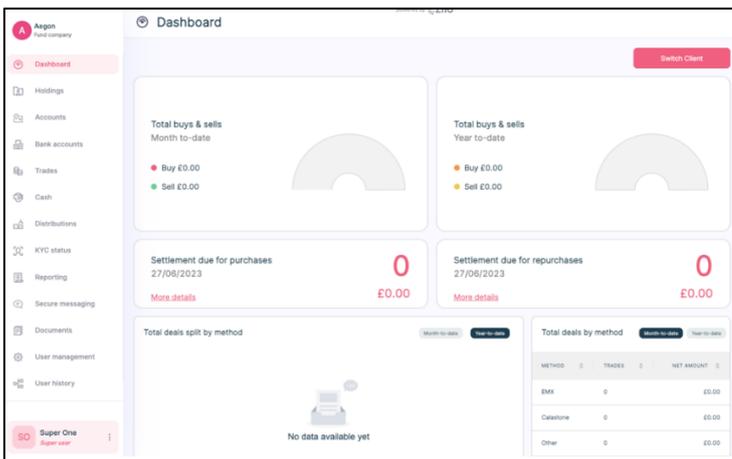
The *Continue* button becomes available.



23. Select *Continue*.

Information

Result

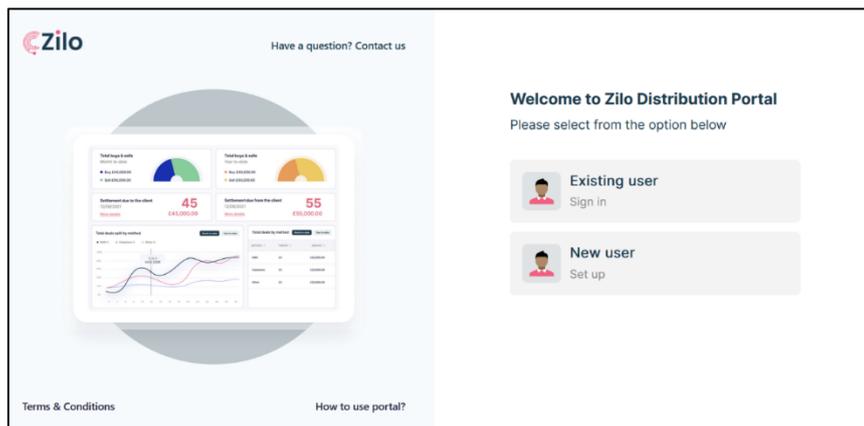


Viewing the terms and conditions of using the portal before logging in
You can view the terms and conditions of using the portal at any time from the Distributor portal landing page.

View:

1. Navigate to the *Distributor Portal*.

Result



2. Select *Terms & Conditions*.

Information



Result

You are taken to the terms and conditions for using the portal.

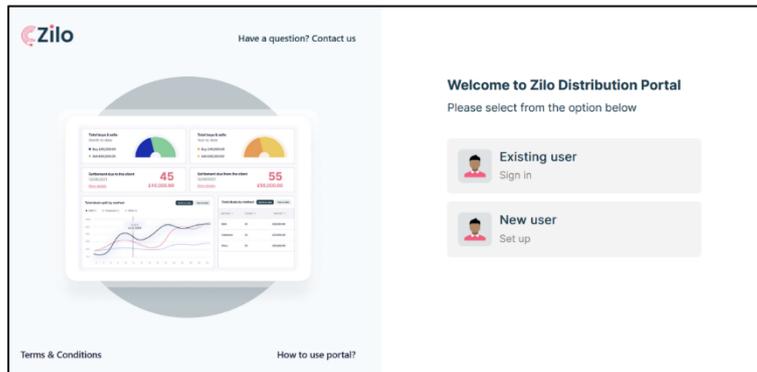
Viewing the terms and conditions of using the portal while logging in

You can view the terms and conditions while logging in to the Distributor portal.

View:

1. Navigate to the *Distributor Portal*.

Result

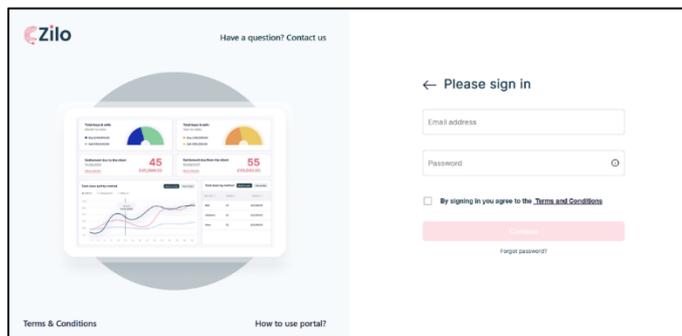


2. Select *Existing User*.

Information



Result



3. Select *Terms and Conditions*.

Information



Result

You are taken to the terms and conditions of using the portal.

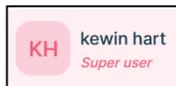
Logging out of your account

When you are logged into the Distributor portal you can log out of your account. After a period of inactivity, you will be automatically logged out- logging out when you leave your computer is good security practice.

Log out:

1. Navigate to your profile icon.

Information



2. Select the profile icon.

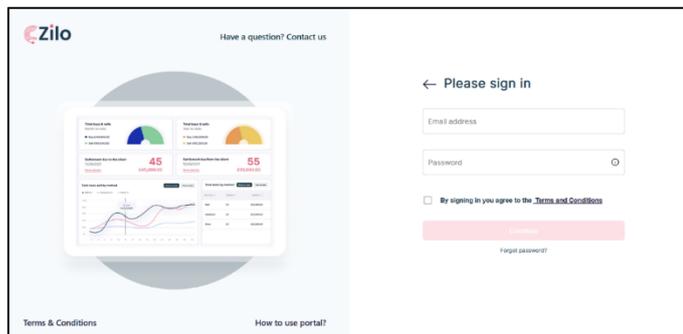
Result

A new pane is opened offering 3 options: *My profile*, *Reset password* or *Logout*.

3. Select *Logout*.

Result

You are logged out from your account.



Viewing your profile

Your profile provides information about your account including your account type.

View:

1. Navigate to your profile icon.

Information



2. Select the profile icon.

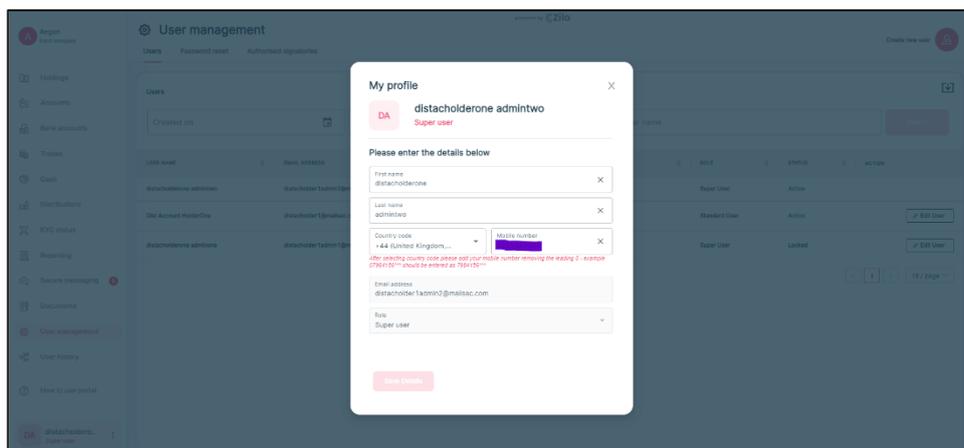
Result

A new pane is opened offering 3 options: *My profile*, *Reset password* or *Logout*.

3. Select *My profile*.

Result

Your profile information is displayed.



Document history

Document history is recorded in reverse chronological order.

Creator	Date	Approver	Date	Notes
RG	29/05/23			First version published
RG	24/06/23			Amended to reflect the introduction of verification by email. Amended to reflect the introduction of multi-user access.