

INVESTOR PORTAL CLIENT GUIDE

2018



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1. AN INTRODUCTION TO INVESTOR PORTAL

Investor Portal provides you with a new, easy-to-use and intuitive way to view your financial information. Investor Portal is a cloud-based web service. This means that you can open it from a device that has an internet connection: desktop, laptop, tablet, phone, or smart TV.

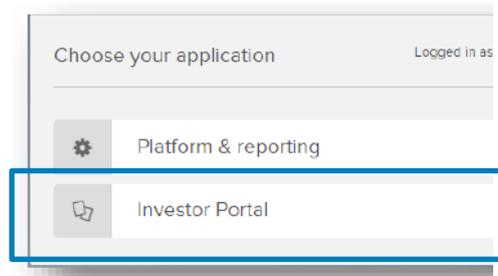
Investor Portal is designed to be mobile friendly, giving you online access to up-to-date information about your investment portfolios: valuations, asset breakdowns, performance charts, and more.

2. LOGGING IN TO INVESTOR PORTAL

Log in to Investor Portal, using your Praemium username and password, at:

<http://www.praemium.com.au/anz-private/>

You will see the following options, which allow you to access either the current Praemium platform (also known as **Platform & reporting**) or **Investor Portal**.

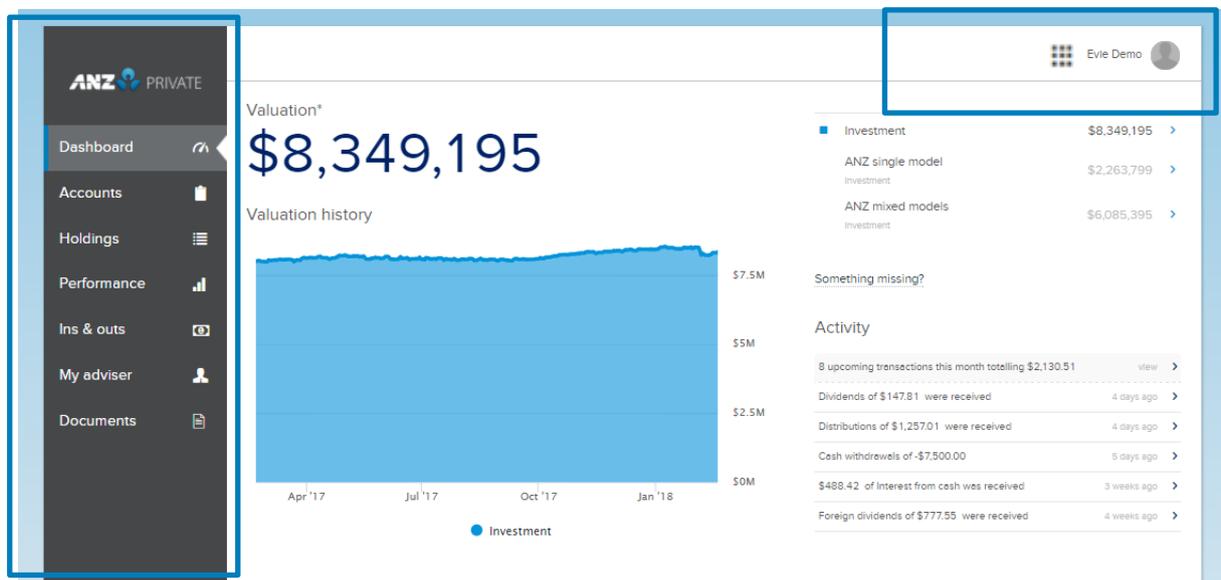


3. VIEWING YOUR PORTFOLIO

3.1 Dashboard

The Investor Portal **dashboard** gives you an overview of your investment portfolio.

You will see an **app selector**  which enables you to switch from Investor Portal and Platform & Reporting portal at any time.



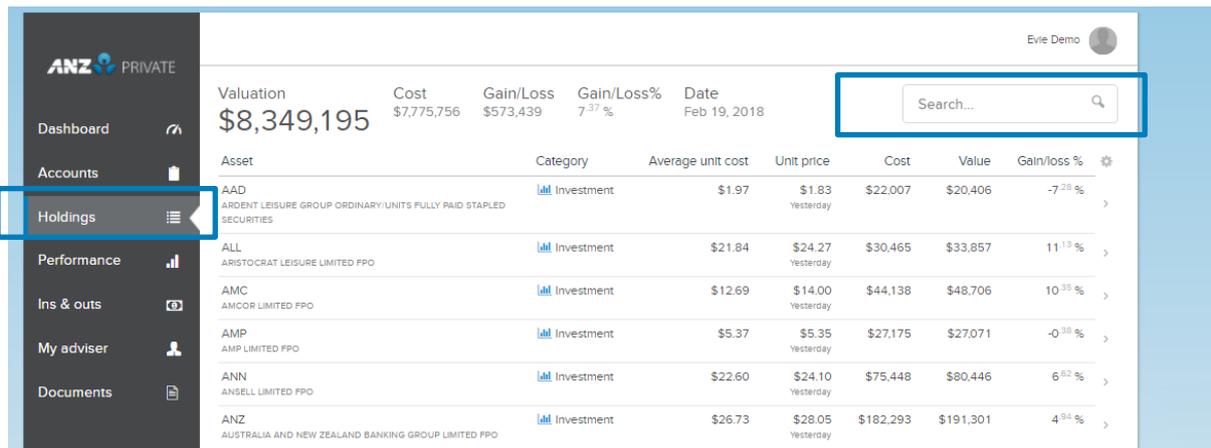
3.2 Accounts

If you have more than one account, by default all accounts are consolidated in your dashboard. You can easily add and remove accounts using the **Account Selector** available from your user name in the top corner of the window.



3.3 Holdings

The **Holdings** tab lists all your investments. There is a handy search field to help find the investment you are looking for.



You can click on a holding to show more detailed information, such as gain/loss and a share price history graph that includes average unit cost. The timeline handles below the graph allow you to quickly change the **From/To** dates for which you want to display the share price history, as highlighted in the example below.



3.4 Performance

The **Performance** tab displays the performance of the portfolio over multiple time horizons. If you have more than one account, you can select which account to display. You can also compare the portfolio against different benchmarks. The default percentage calculation method is Time Weighted Return (TWR).



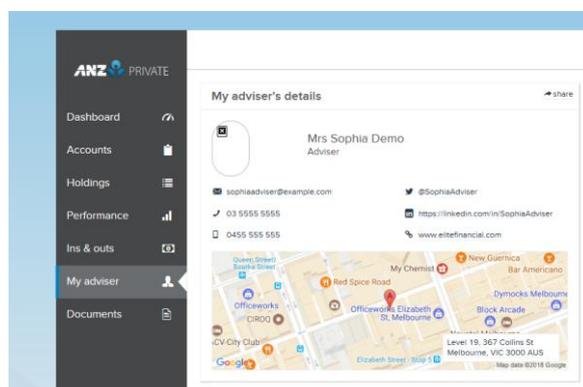
3.5 Ins & Outs

The **Ins & Outs** tab shows the cash inflows (additions and income) and outflows (expenses and withdrawals) over different time horizons. The future line (vertical and dotted) shows future expected income (e.g. income declared but not paid).



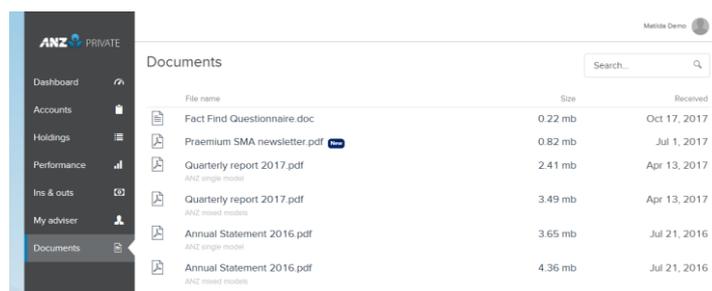
3.6 My adviser

My adviser tab shows your adviser's contact details.



3.7 Documents

The **Documents** tab allows you to print documents from Investor Portal.



4. FREQUENTLY ASKED QUESTIONS

The following are some of the questions we have been asked about Investor Portal.

4.1 Where does the data come from?

The information in Investor Portal comes from the Platform & Reporting portal. The holdings are the ones currently maintained in the system and the pricing and performance information is calculated within the system.

4.2 Does Investor Portal work with all internet browsers?

Typically, most people are using recent versions of the most common internet browsers, so viewing Investor Portal will not be a problem.

Known non-compatible browsers are early versions of Internet Explorer (version 8 and below). If you are using an early version of IE, we recommend downloading the latest version of Chrome or Firefox.

4.3 How do I access Investor Portal from my mobile phone, iPad or tablet?

All you need is your username, password, and the Investor Portal web address (URL) to log in.

4.4 How long does it take Investor Portal to load?

The time it takes for your data to display in Investor Portal depends on several factors, such as your internet download speed. However, when you first log in to Investor Portal, this initial download of data may take longer than any subsequent occasions that you log in.

Basically, all data is downloaded the first time you log in, whereas for subsequent logins, existing data is refreshed.

4.5 How up-to-date is the information in Investor Portal?

In line with the ASX, **prices for Australian assets in Investor Portal are on 20 minute delay.** A status line at the bottom of your dashboard gives you information on when your asset prices were last updated, but you can refresh your Investor Portal page at any time to update your account with the latest ASX prices.

Market prices and valuations for **non – Australian assets** in Investor Portal are based on **close-of-business prices from the previous day.**

If there are changes that occur during the day to your portfolio, click **Refresh my data** from the user name menu. Portfolio data is also based on the recalculation (As At) date of the portfolio. If there are changes that occur during the day to the portfolio in Praemium, click **Sync accounts** in the **Account Status** box available by clicking **Status/Refresh** from the user name menu.

	Account date
✔ Hemingway Family	May 23, 2016
✔ Ernest Hemingway	May 23, 2016

*Account dates may vary during reporting periods.
Transactions entered today may not be shown until tomorrow.*

We are working towards syncing accounts automatically. Until then your data will be refreshed nightly and you will retain the ability to sync accounts below.

[Sync accounts](#)