

## Accessing the Online Valuation Service

- Farley & Thompson takes the security of your investment information seriously.
- To gain access to the Farley & Thompson Online Valuation Service you will need to complete a Client User Registration Form and return it to us by post. This can be found in the Downloads section of our website at [www.farleyandthompson.co.uk](http://www.farleyandthompson.co.uk).
- On receipt of your form we will endeavour to set up your access within 48 hours and will notify you by email of your Username and Password.
- You will have 60 days after receipt of these emails to access your online account or the randomly generated password will expire.
- When you log in for the first time for security reasons you will be asked to reset your password to one of your own choosing comprising a minimum of 8 characters to include one number. It is your responsibility to keep these access details secure and not to divulge them to others. We strongly advise you to change your password regularly by using the facility provided and to ensure that the password you select is sufficiently robust.
- Online valuations are only accessible to clients who have securities registered in our Nominee or ISA service. We are sorry but we are unable to provide this facility for Own Name shareholdings.
- Our website Terms & Conditions, Online Security and Cookie Policy can all be found via the Home Page. You will be required to confirm that you have read the Terms & Conditions as part of the registration process.
- Access to your information via the online valuation service uses an electronic security measure known as encryption. We use 128-bit, 2-way data encryption technologies to keep your information confidential. This process is built into most Internet browsers using a mechanism known as Secure Sockets Layer (SSL).
- This is a 'view-only' service and no alterations can be made to the data displayed. Please be aware of the sensitive nature of the information presented. We would not recommend accessing your account from an un-trusted computer or over an open network.
- A comprehensive User Guide for the Online Valuation Service is available in the Downloads section of our website.