

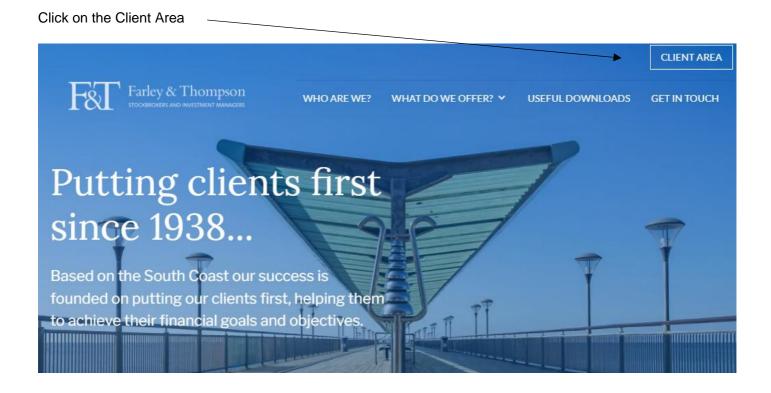
## Online Valuation Service (access notes and user guide)

## **Accessing the Online Valuation Service**

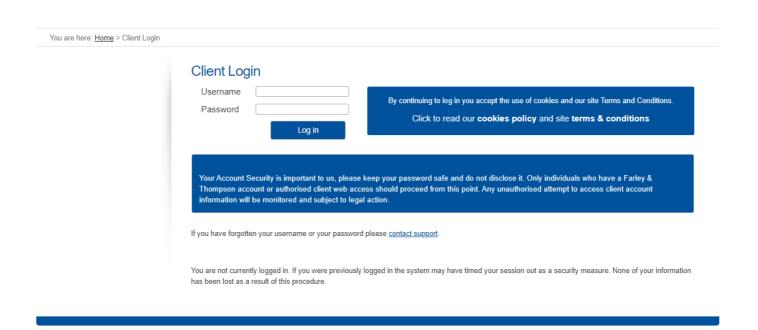
- Farley & Thompson takes the security of your investment information seriously.
- To gain access to the Farley & Thompson Online Valuation Service you will need to complete a client User Registration Form. This is available from the Downloads section of our website or upon request.
- On receipt of your form we will endeavour to set up your access within 48 hours and you will be notified by way of an automated 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.
- For security reasons when you log in for the first time you will be asked to reset your password to one of your own choosing, comprising a minimum of 8 characters to include upper case letters, lower case letters, numeric digits and special characters.
- It is your responsibility to keep these access details secure and not to divulge them to others. You will be
  advised to change your password regularly by using the facility provided and to ensure that the
  password you select is sufficiently robust. A password cannot be used if it matches any of the previous 7
  passwords.
- If your account is unused for 90 days it will be blocked and you will need to contact us to restore access. If you do not use the account for more than 180 days it will be permanently deleted.
- 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 Site Terms & Conditions, Online Security and Cookie Policy can all be found via the Home Page of our website at farleyandthompson.co.uk. You will be required to confirm that you have read the Site 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 do not recommend accessing your account over an open network.

## **User Guide for the Online Valuation Service**

The Farley & Thompson home page is located at www.farleyandthompson.co.uk



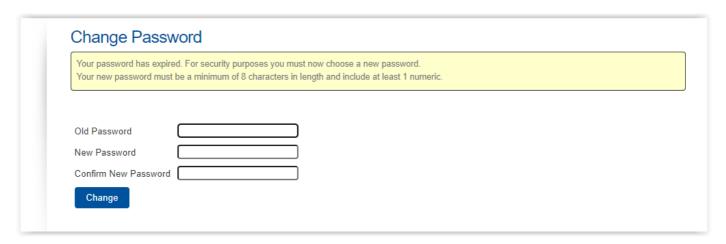
Input your Username and Password (these will be sent to you when you register for the service. You will be forced to change the autogenerated password)



Once you have logged on using your one-time password you will be prompted to change it.

Enter the one-time password into the Old Password box.

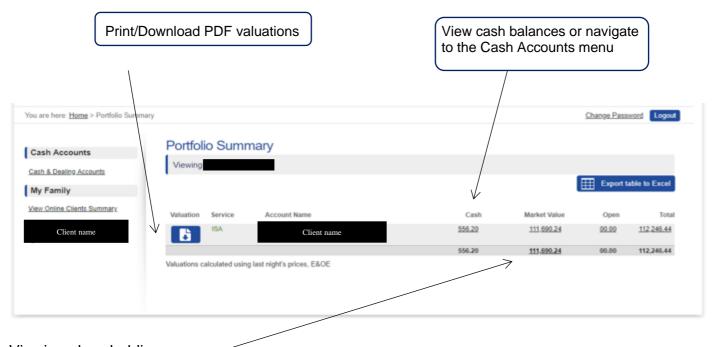
Now enter your new password - it must be at least 8 characters in length and contain upper and lower case letters, numeric digits and special characters.



On entering the site, you will be presented with the **Portfolio Summary** page that will list your account(s) with Farley & Thompson. If you have requested access to multiple accounts this page will list all account holders together with each service.

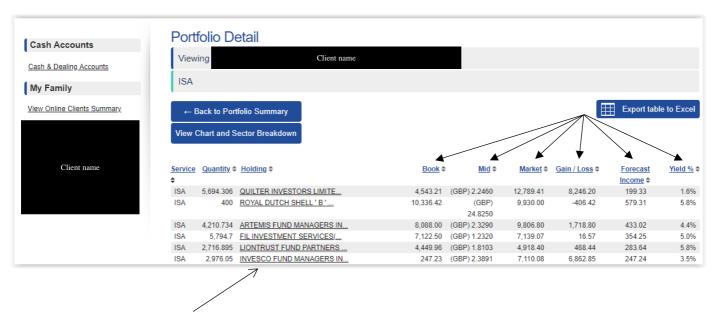
If you hover the mouse over the different areas of the screen you will see that you can interrogate the data or access a printout.

To access a simple valuation we would recommend downloading via the PDF symbol on this page.



## Viewing shareholdings

By clicking on the market value for each service or on the combined total on the Portfolio Summary page you will be presented with the **Portfolio Detail** page. This will list your shareholdings showing the cost, price, value, gain/loss, forecast income and yield% for each line of stock. Information can be sorted by column contents or exported to a spreadsheet.



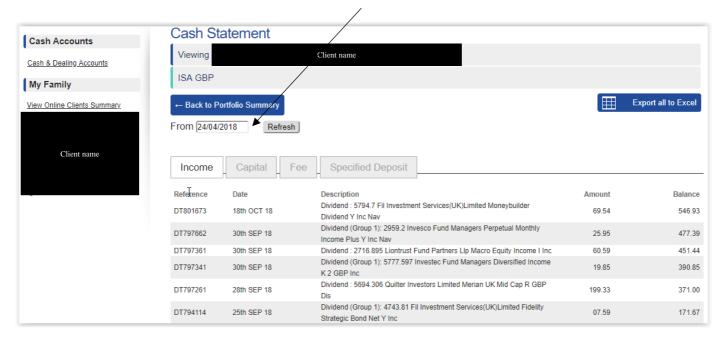
Hover the mouse over the stock name for its full description if it has been curtailed. Further interrogation by clicking on the stock name will display all purchases, sales and corporate events. You can also download a copy of trade confirmations.

To review and interrogate cash items click on Cash & Dealing Accounts.

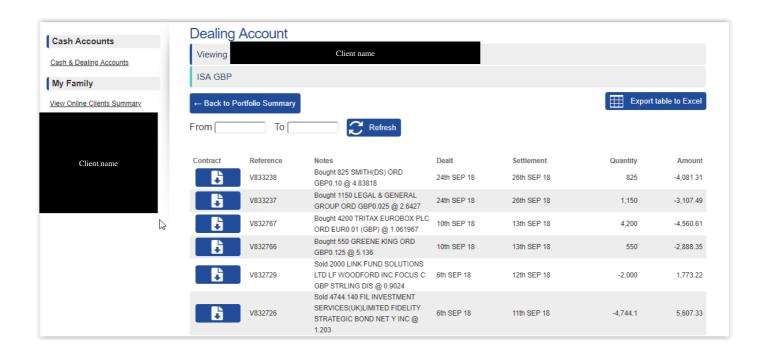


By clicking on the capital or income balances you will be presented with the history of the account.

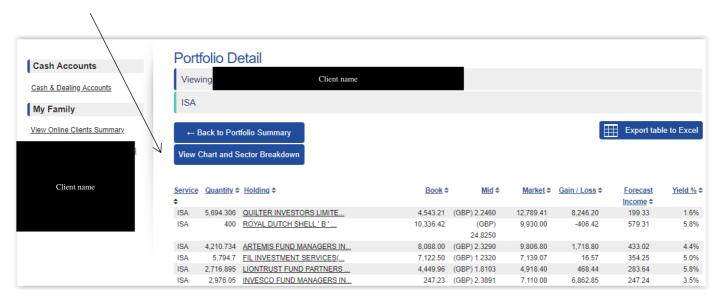
You can choose to show more or less information by changing the date.

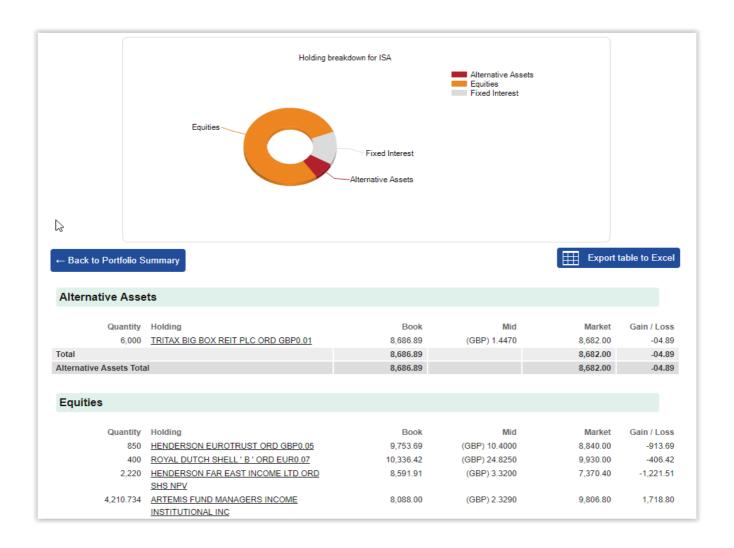


Clicking on the Dealing Account balance will present a list of transactions. You can view or download the trade confirmation.



The View Chart and Sector Breakdown button enables you to see your holdings by the major asset classes of Fixed Interest, Equity and Alternative Assets, both as a list and by donut chart.





If you have any questions in relation to your account please get in touch. If you forget your username or password email us at webval@farleyandthompson.co.uk