# Rogers Group Financial
# Online Client Access User Guide

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## Getting started

Viewing your Rogers Group Financial portfolio is now possible through our new Online Client Access window.

Account information, details of holdings, systematic transaction records and individual transactions are available for selected accounts.

The valuation date of individual holdings may vary, depending on the type of account and security displayed.  Some accounts are electronically updated daily, whereas updates to other accounts require manual intervention by your advisory team.  Manually updated accounts may not display a current value and/or transaction history.

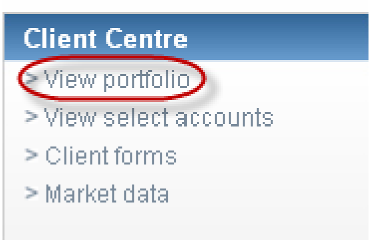
Please refer to the following instructions for account login steps, troubleshooting tips, as well as a short description of the information available on the site.

Please feel free to contact your advisory team if you have any questions or concerns.

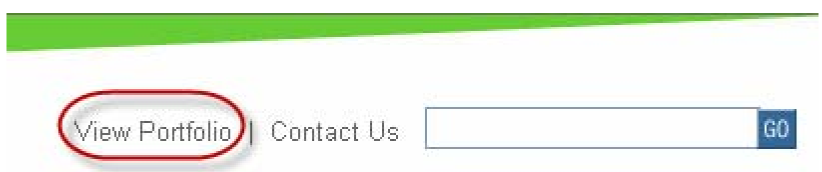
## Logging in

The login page can be accessed by clicking either of the "View Portfolio" links on the Rogers Group Financial website homepage (www.rogersgroup.com):

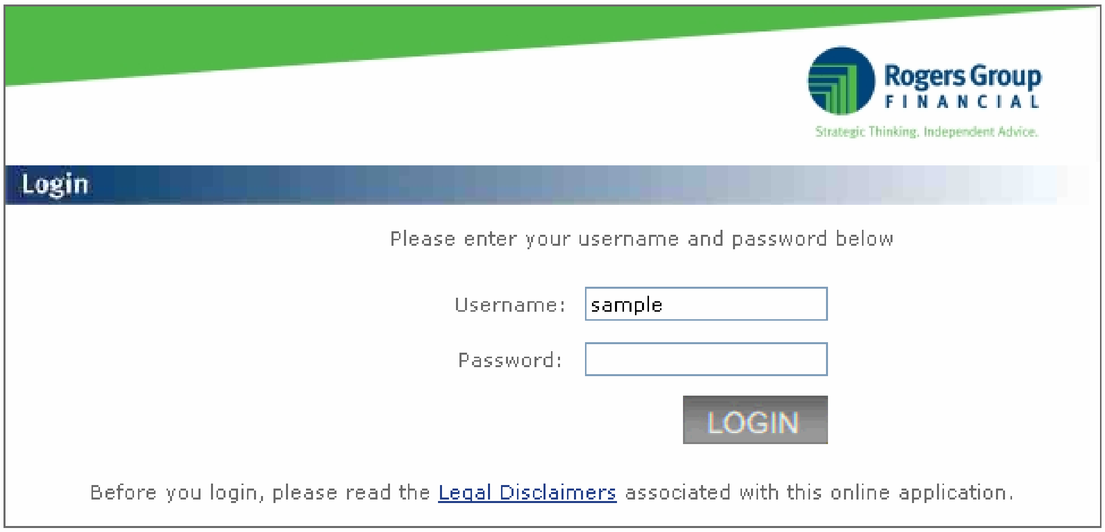
**From the Client Centre:**




**From the top of the homepage:**




Clicking the "View Portfolio" link will bring up the following login screen:

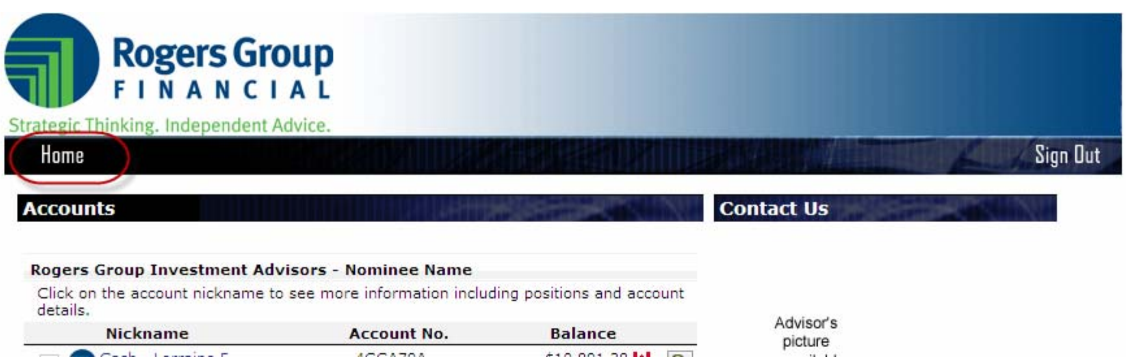



Once you request online access, you will receive a unique username and password (in separate emails) from your advisory team. Your username will be a sequence of numbers and letters.

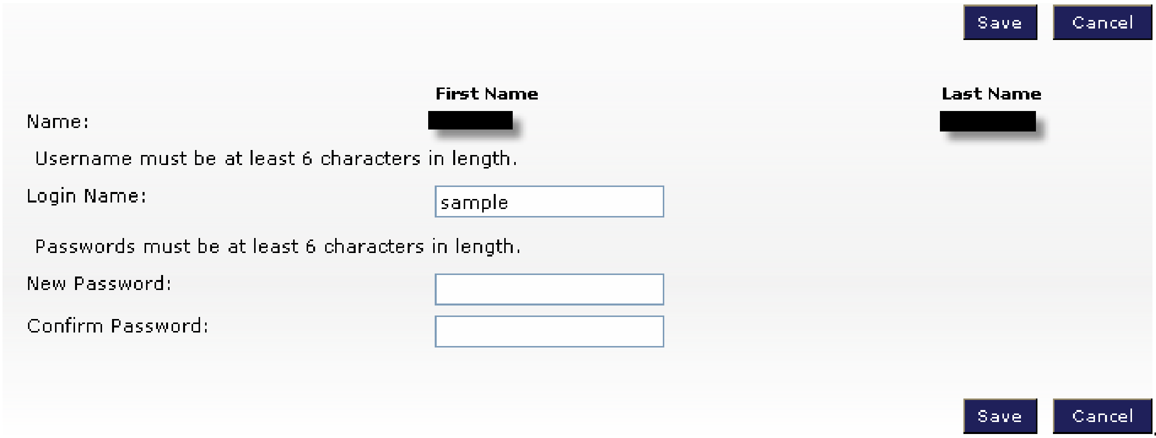
The first time you log in, you will be prompted to change your password. Your username may be changed at any time.

## Editing login information

To edit your login information, hover over the **Home** button. Click on **Edit Login** in the drop-down menu.




From the **Edit Login** information page, your username and password can be modified.


Save Cancel

First Name Last Name

Name: [redacted] [redacted]

Username must be at least 6 characters in length.

Login Name: sample

Passwords must be at least 6 characters in length.

New Password:

Confirm Password:

Save Cancel

Once edits have been made, click **Save** to retain your changes  You will now be directed back to the online access home page.

## If you have forgotten your password

If you have forgotten your password, please contact your advisory team - they will be happy to send a new password to you. Please be prepared with your secret answer and the personal information you provided on your Portal User Agreement so that the team may verify your identity prior to resetting your password.

## For questions or concerns regarding login

If you have any questions or concerns, please contact a member of your advisory team during business hours, either by phone or email.

# Home page layout

## Accounts

Your portfolio may include any of the following account types:  Nominee Name, Client Name, Unofficial, Annuity and Insurance.

### Rogers Group Investment Advisors - Nominee Name

Nominee name accounts are grouped under the heading “Rogers Group Investment Advisors– Nominee Name”.  These accounts are held through Rogers Group Investment Advisors Ltd’s carrying dealer, National Bank Correspondent Network (“NBCN”).

These accounts may hold stocks, bonds, mutual funds, GICs and other securities, and may be registered or non-registered.

NBCN provides a daily electronic update for nominee name accounts. This update is uploaded to your online portfolio (one business day delay), and includes prices, balances and transactions, but does not include book values.

### Rogers Group Investment Advisors - Client Name

Client name accounts are grouped under the heading "Rogers Group Investment Advisors – Client Name". These accounts are held in the client's name directly with the mutual fund company.

Client name accounts have an associated "O" account (identified by the "O" at the end of the account number) which appears in the nominee name section of the account listing. The "O" account is required to track deposits and withdrawals within the related client name mutual fund account. The balance of the "O" account is generally zero, unless a recent trade is clearing through the account.

The values and details of client name accounts are manually added and updated. Because of this (and data source/timing differences), the value of client name investments appearing in the online access window may differ from official statements. All client name transactions may not be displayed.

### Rogers Group Financial Advisors - Unofficial

Unofficial accounts are grouped under the heading "Rogers Group Financial Advisors – Unofficial", and are further grouped into three sub-headings: Investments (including GICs, segregated/pooled funds, savings accounts), annuities and insurance (life, disability, long-term care, critical illness, health).

The values/details of unofficial accounts are manually added and updated. Because of this (and data source/timing differences), the value and details of unofficial accounts appearing in the online access window may differ from official statements. All unofficial transactions may not be displayed.

## Asset allocation

The pie graph at the bottom of the home page illustrates the asset class mix of your portfolio.

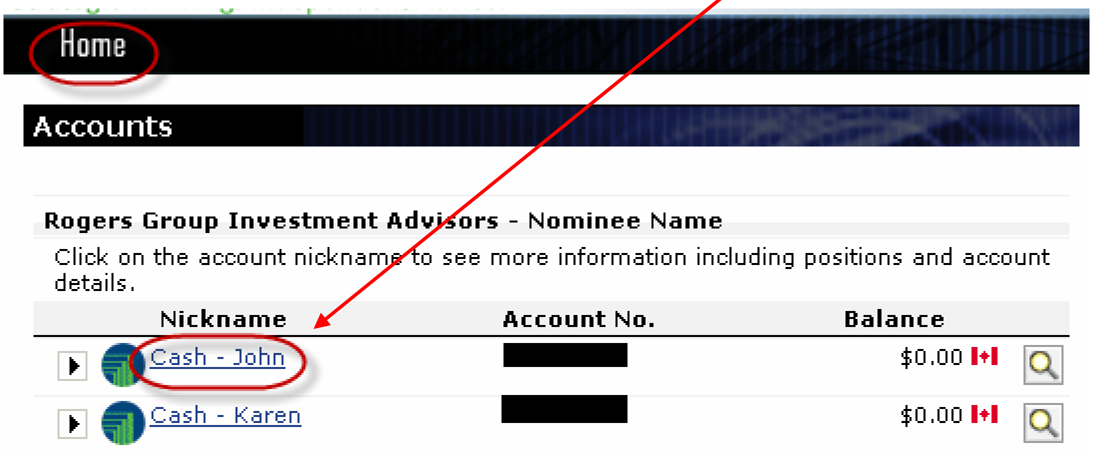
## Disclaimer

Clicking the "disclaimer" link (available at the bottom of each page) will provide further explanation and disclosure regarding:

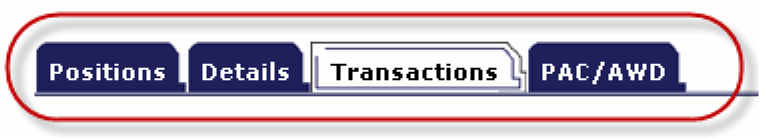
- Asset allocation
- US dollar accounts
- PAC/AWD (Pre-Authorized Chequing/Automatic Withdrawal)
- Disclosure and explanatory notes
- Glossary
- Privacy and Security

# Account details

To view the details of a specific account, click on the account **Nickname**. To return to the home page, click on the "**Home**" button in the top left corner of your screen.

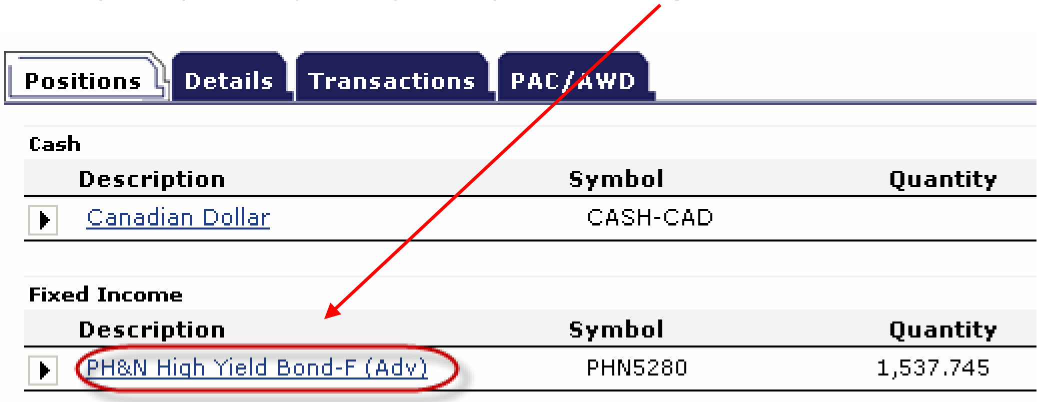



After selecting an account by clicking on the account nickname, additional information about the account can be viewed by clicking the Positions, Details, Transactions and PAC/AWD tabs.




# Positions

Click the **Positions** tab to list all of the positions associated with the account.  View detailed information about a specific position by clicking on the position **Description**.




Click **Back** to return to the account listing page.

## Details

Click the **Details** tab to reveal additional information about the selected account.  Click **Back** to return to the account listing page.

## Transactions

Click the **Transactions** tab for a listing of transactions occurring within the selected account from January 1, 2007 onward.

Nominee name accounts will display a complete transaction history. Client name and unofficial accounts may not include all transactions.   Click **Back** to return to the account listing page.

## PAC/AWD

Click the **PAC/AWD** tab for a listing of the systematic activity occurring within the account.  This summary shows the regularly scheduled deposits to, or withdrawals from, your bank account and/or investment account.

There are a variety of transaction types which may appear on this screen, and differences in the kind of information displayed for each transaction type.  Please refer to the glossary on the PAC/AWD screen for more information.

Click **Back** to return to the account listing page.

***If you have any questions, please do not hesitate to contact your advisory team.***