RBC Wealth Management™

Online Services

User guide

May 2011

Contents

1 Introduction

1.1 What is in this Online Services user guide?

The following user guide gives you an overview of the online banking service offered to clients of the RBC subsidiary companies that comprise RBC's Wealth Management network as well as step by step instructions to help you navigate around the Online Services site and to assist you on how to use the service.

Please note that the screens referred to throughout this manual are meant as a guide only. As the system is constantly being enhanced with new features, the screens may change over time.

1.2 Why choose Online Services?

Online Services can help you make the most of your time. In a secure environment, you can view all your banking details, as well as certain types of investment holdings, giving you more control and flexibility over your everyday finances. With a few clicks of your mouse, you will be able to:

- Check the balance of your account(s)
- Check the securities in your portfolios
- View transaction histories on your account(s)
- View information relating to your other products
- Download information for use in spreadsheets and other software packages

1.3 E-Services

E-Services provide general or technical assistance directly relating to the operation of Online Services system. Please contact E-Services if you have a technical query:

Telephone: +44 (0) 1534 283 885

Email: iwmeservices@rbc.com

Hours of service: 8.30am – 5.30pm GMT or BST Monday – Friday (except bank holidays)

For queries relating specifically to your products, please continue to contact your Relationship Manager directly.

1.4 Getting started

In order to access Online Services you will need to have an account with one of the RBC subsidiary companies offering this service as well as Internet access via your computer. You can gain access to Online Services by completing and returning a Set-Up Request Form directly to your Relationship Manager, who will also be able to provide you with the application form.

Upon receipt and verification of the form, your Online Services login number and first time password will be sent to you separately, by your preferred means of communication.

1.5 System requirements

	Operating System	Browser
PC User	Microsoft® Windows 98/NT/2000/XP	Microsoft® Internet Explorer Version 7 or above Cookies and JavaScript must be enabled

Important information for clients with Windows XP SP2 (Service Pack 2)
Service Pack 2 for Windows XP provides important new security updates, including new functionality in Internet Explorer. This includes a new “Pop-Up Blocker” that prevents web applications from opening new windows. By default, this new functionality will block the Extract functionality provided by Online Services. To resolve the issue, please follow the instructions below. 1. Open Internet Explorer 2. Select the Tools menu 3. Select the Internet Options menu item 4. Click on the Security Tab 5. Click on the Trusted Sites icon to select it 6. Click on the Sites button 7. Add **https://*.royalbank.com** to the list of trusted sites. This procedure will add the royalbank.com domain to the list of trusted sites and will allow the extract function to operate correctly.

2 Privacy and security

RBC Wealth Management treats security issues extremely seriously and the privacy of your data is of utmost importance to us. RBC has gone to great lengths to ensure your confidentiality and security. We use one of the highest commercially available levels of encryption for all online banking sessions and whenever personal or financial information is requested of you.

We strongly recommend that you regularly refer to RBC's security website for important updates: http://www.rbc.com/privacysecurity/

Please note that the contact numbers listed in the above site apply to RBC clients who hold accounts in Canada only. For international accounts, please contact iwmeservices@rbc.com or telephone +44 (0) 1534 283 885.

You should also adopt certain practices to help protect your security during online banking sessions. In addition to reading the information in this section, please see **Section 4 – Passwords and personal identification data**.

2.1 Cache

Most browsers store cache images or files that you have viewed locally to improve performance (known as 'caching'). There are a number of procedures you can follow to minimise the risk of local caches:

- Set your browser so that no cache for encrypted pages is created on your local disk
- Do not enable any option to remember passwords
- Do not use your browser's "back" or "forward" navigation buttons, instead please always use the functional navigation options within the Online Services website
- Close the browser immediately after you complete your access to a secure site. This will mean that if you wish to carry out further internet activities you will have to open the browser again. However, this is regarded as best practice in order to limit the storage of sensitive information on your machine.

2.2 Cookies

- Online Services uses temporary cookie files that will be saved on your PC only for as long as your browser session is active, which is necessary to manage your Online Services session. The information stored in the temporary cookie is very limited. This includes a session ID and site personal preferences; however it does not contain sensitive personal information. To use Online Services, you must have cookies enabled in your web browser.
- To set this feature in Internet Explorer 6, navigate to the *Tools > Internet Options* menu and select *Privacy*. For further information, please refer to the Internet Explorer 6 help documentation. This can be accessed via the *Help* menu item in the toolbar, or on the Internet via http://support.microsoft.com.

2.3 Time out facility

- It is important to properly log out after an online banking session. If you forget, we will automatically log you out after 20 minutes has elapsed with no activity.

2.4 Security reminder

- Remember that standard email, those sent from outside a protected environment, are unencrypted and are therefore not considered secure. You should never send any personal or financial information when corresponding with RBC by email.
- If you are accessing Online Services through a computer which is not your own, you should take precautions to ensure that your personal information remains secure at all times.

2.5 Extracting information

- Remember that any data extracted out of the system, for example via export to a Microsoft Excel file, implies that data will be outside of the security of Online Services, and the extracted file may reside on your local hard disk. You will need to ensure you protect any data on your hard disk.

3 Logging in

3.1 – How to find the login screen

Select an Online Services location from the dropdown menu on the main RBC homepage www.rbcwminternational.com, according to where your account(s) are held.

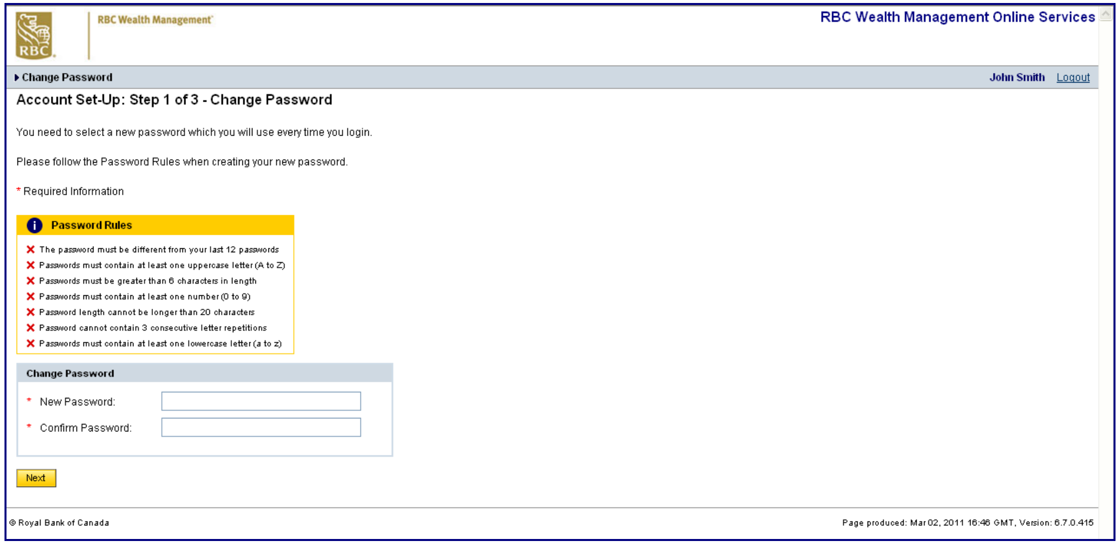
Note: you will be asked to carefully read the **Terms and Conditions of Use** and, if in agreement, select **Accept RBC Wealth Management Online Services Terms and Conditions – Proceed to Online Services**.

You will be asked to accept these Terms and Conditions when you log in for the first time, or if the document is changed or updated.

We recommend that you print a copy of the Terms and Conditions for your personal reference. They can also be directly accessed online at any time.

3.2 – First time users

Users logging in to Online Services for the first time will need to go through a three-stage **Account Set-Up** process:



Step 1 of 3 – Change Password

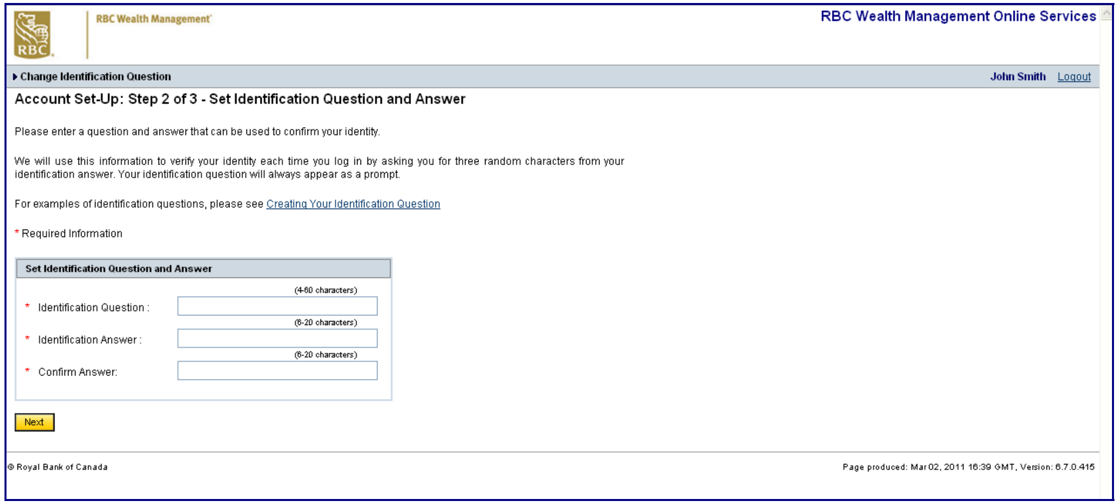
You will be asked to select a new password which will be used at every subsequent login.

The *Password Rules* will be displayed on the screen at this point, and should be followed when you are choosing a password.

When you have decided on a suitable password, it should be entered in the *New Password* box.

This password must them be confirmed in the box immediately below – *Confirm Password*.

After this has been successfully completed, you can proceed to the following screen by clicking **Next**.



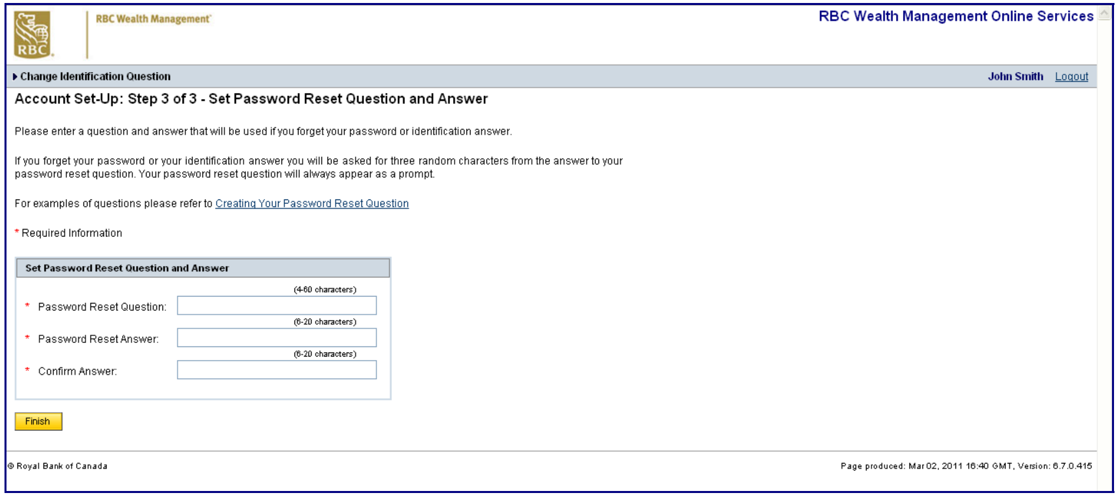
Step 2 of 3 – Set Identification Question and Answer

After selecting a password, you will be required to enter an identification question and answer.

This new information will be used to verify your identity when you log in by asking you for three characters at random from your chosen identification answer.

As with your initial password, you will need to confirm your identification answer by re-entering it in the *Confirm Answer* box.

At this point, you can move on to the third and final **Account Set-Up** screen by clicking **Next**.



Step 3 of 3 – Set Password Reset Question and Answer

Once you have confirmed your identification question and answer, you will be asked to provide a password reset question and answer.

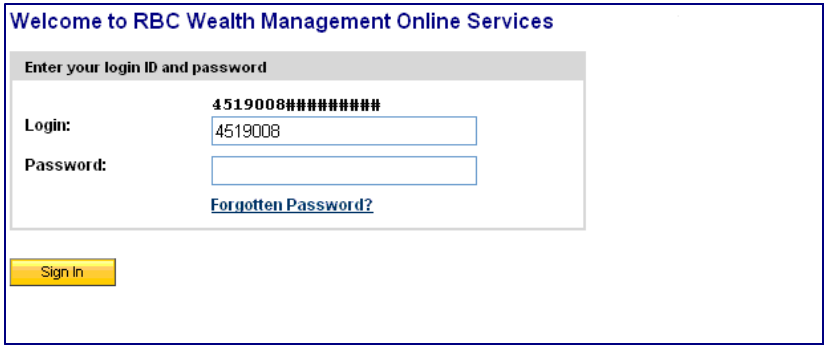
This information will be used to confirm your identity in the event that you forget your password or identification answer.

Your password reset question will always appear as a prompt.

The format at this stage is the same as with Step 2: provide a question followed by an answer which must then be confirmed.

Click **Finish** to complete the set-up process.

3.3 – Existing users



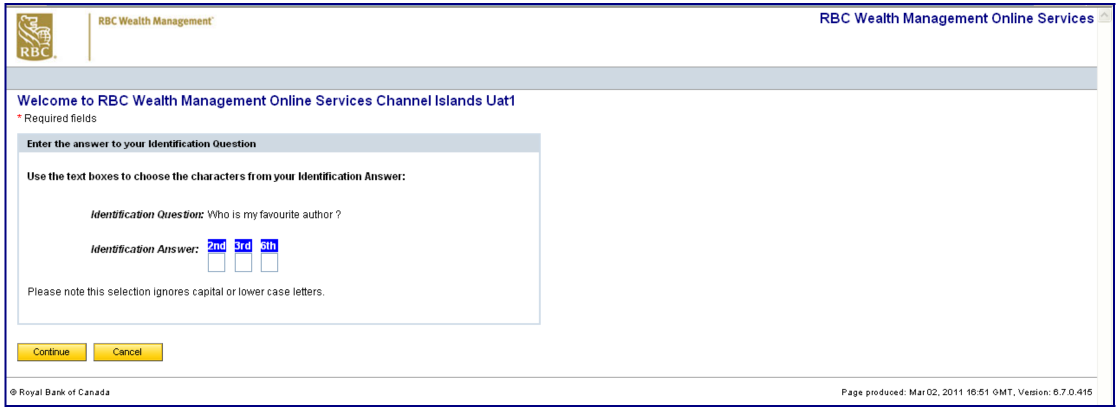
Client login

Enter your allocated login number and password, as supplied by E-Services, and click **Sign In**. Your login number will start with **4519008** and contain an additional nine digits.

You can check your previous logins by selecting the **Login History** link under the **Information** section of the navigation bar.

Forgotten your password?

Should you forget your password, just click the **Forgotten Password?** link and follow the on-screen instructions.



Added security

After entering your login number and password, another screen will appear, asking you to provide three characters from your identification answer.

The three characters selected are chosen at random by the system and will differ each time you see the screen.

Once you have confirmed this security information, you can proceed by clicking **Continue**.

3.4 – Logging out

When you are ready to log out, just click the blue **Logout** link on the right hand side of whichever screen you are currently on.

4 Passwords and personal identification data

4.1 Choosing your password

When choosing a password, it must:

- be between 6 and 50 characters long
- contain at least one numeric character
- contain at least one upper case and one lower case character

Clear instructions defining how passwords should be composed are also set out in the on-screen Password Rules.

Tips for creating unique passwords

- Always use passwords that would be difficult for others to guess.
- Use passwords that include a mix of letters, numbers and special characters.
- Don’t use obvious passwords such as your name, names of your family members, your address, or any other information that could easily be found by others.
- Avoid using the same password for multiple applications or internet services. You should use a unique password for each website and purpose.

If your login ID or password automatically appears in the sign-in page of a secure website, you should disable the auto complete function.

You must ensure that you protect your password by memorising it, never revealing it to anyone, even if asked, and not recording it in an insecure method. There are many scams in existence that attempt to convince you to volunteer your password. You should never do this, even if the request appears legitimate and may appear to be from RBC. The following site provides more information on how to protect your password against online fraud: http://www.rbc.com/privacysecurity/.

4.2 Choosing your identification/password reset question

Online Services imposes no technical limitations when you are choosing identification or password reset questions and answers. However, it is crucial that you choose questions specific to you, with answers that could not realistically be guessed by a third party.

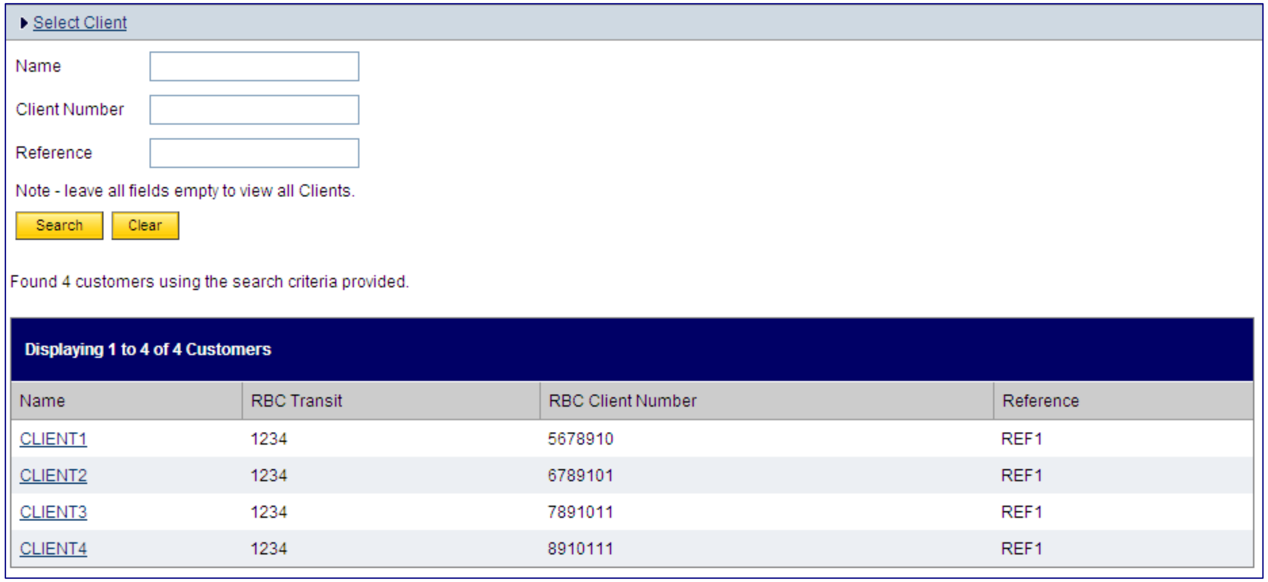
4.3 Changing your personal identification data

It is important that you change your password from time to time. Once you have initially accessed the site, simply click *Manage Passwords* from the right hand navigation bar under *Information*. Within this section, you will be able to click on self-titled links enabling you to change your:

- password
- identification question
- password reset question

To update any of this personal identification data, all you need to do is follow the clear on-screen instructions. However, should you require further information or wish to see relevant screenshots, please refer back to **Section 3.2 – First time users**.

5 Select client



Once logged in to Online Services you will be presented with the **Select Client** page. If you do not have multiple clients to choose from, you will be directed straight to the **Client Summary** page.

There are several ways to find a client within the list provided:

- Enter a full or partial name in the **Name** field
- Enter a client number in the **Client Number** field
- Enter a full or partial reference in the **Reference** field if applicable
- Any combination of the options described above

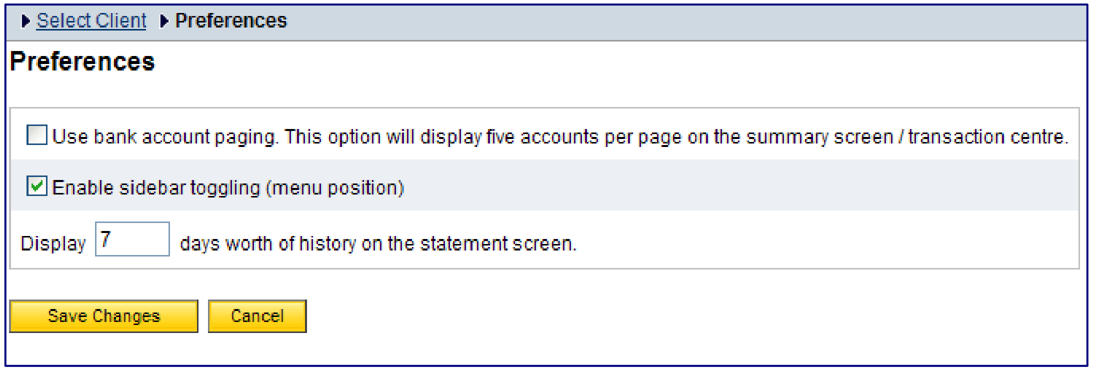
Then click **Search** to display your list of clients that match the criteria.

Note: as this is a filter, only clients who match the criteria will appear. If you click **Search** without any criteria specified, the system will display all clients that you have access to.

Client selection

By clicking the underlined **Client Name** link in the results table, you will open that client's **Client Summary** page.

5.1 Preferences



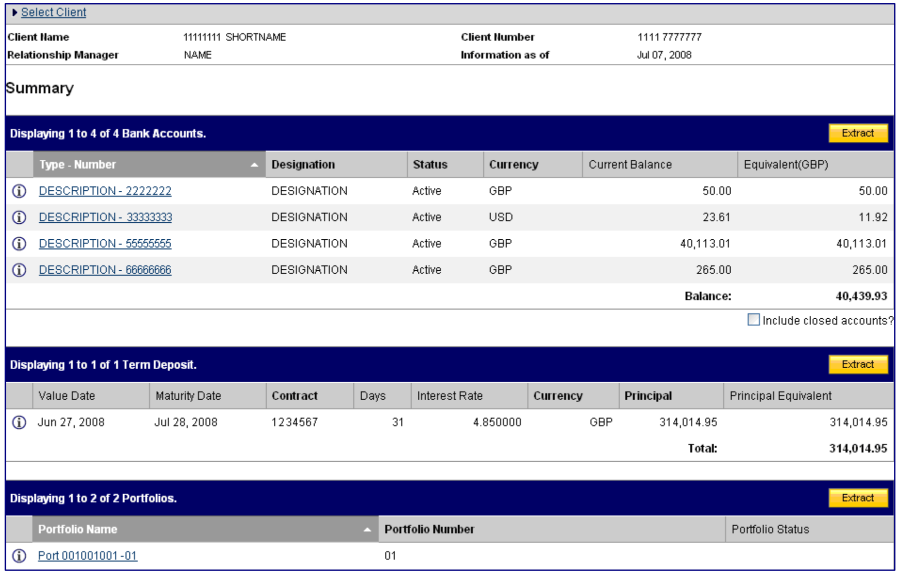
This section allows **paging** to be enabled for bank accounts on the summary screen, and the transaction centre pages. It will also allow you to set up your preferred account history period. You can specify how many days worth of transactions you would like to see.

To access the **Preferences** page, select the **Preferences** link in the navigation bar. To enable account **paging,** tick the **Use Bank Account Paging** checkbox – the system will then display five accounts at a time (If you have more than five accounts, click **Next** to view the remaining results). If you do not enable the **paging** option, all accounts will be displayed on one page.

To change the default value for the number of days statement history returned, replace the default value with your preferred number of days statement history Select **Save Changes** when finished

6 Consolidated holdings view

6.1 Summary of products



▸ Select Client

Client Name	11111111 SHORTNAME	Client Number	1111 7777777
Relationship Manager	NAME	Information as of	Jul 07, 2008

Summary

Displaying 1 to 4 of 4 Bank Accounts. Extract

Type - Number	Designation	Status	Currency	Current Balance	Equivalent(GBP)
DESCRIPTION - 2222222	DESIGNATION	Active	GBP	50.00	50.00
DESCRIPTION - 33333333	DESIGNATION	Active	USD	23.61	11.92
DESCRIPTION - 55555555	DESIGNATION	Active	GBP	40,113.01	40,113.01
DESCRIPTION - 66666666	DESIGNATION	Active	GBP	265.00	265.00
				Balance:	40,439.93

Include closed accounts?

Displaying 1 to 1 of 1 Term Deposit. Extract

Value Date	Maturity Date	Contract	Days	Interest Rate	Currency	Principal	Principal Equivalent
Jun 27, 2008	Jul 28, 2008	1234567	31	4.850000	GBP	314,014.95	314,014.95
						Total:	314,014.95

Displaying 1 to 2 of 2 Portfolios. Extract

Portfolio Name	Portfolio Number	Portfolio Status
Port 001001001-01	01	

You will be taken to the **Summary** screen once you have selected a client. Online Services provides an aggregated view of your clients' holdings on a single screen. Each product that your client holds will be displayed in a series of panels.

The following products are displayed:

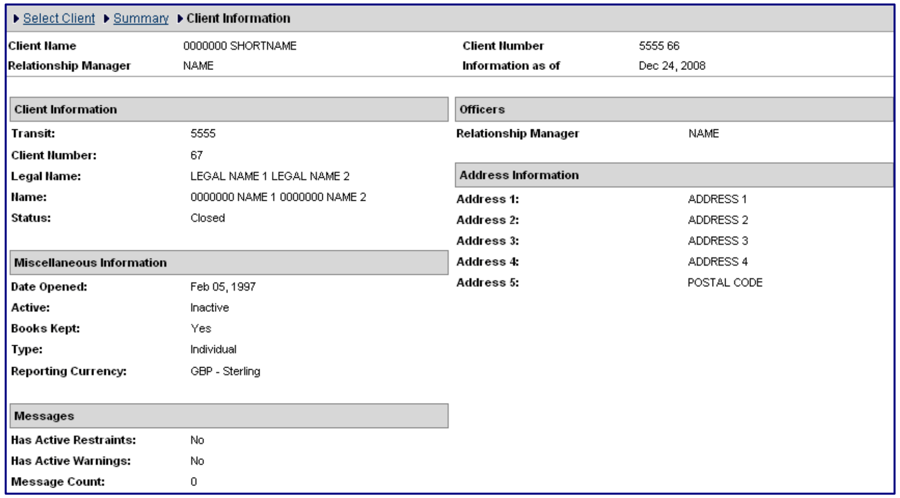
- Bank accounts
- Term deposits
- Securities portfolios

By default:

- Online Services will exclude closed accounts from your Bank Account Summary. Select the **Include closed accounts** option if you wish to view closed accounts.

- All bank accounts are displayed on the summary screen. A paging option is available which will display five accounts at a time. Please refer to section 5.1 (Preferences) to enable account paging.

6.2 Client information



▸ Select Client ▸ Summary ▸ Client Information

Client Name	0000000 SHORTNAME	Client Number	5555 66
Relationship Manager	NAME	Information as of	Dec 24, 2008

Client Information

Transit:	5555
Client Number:	67
Legal Name:	LEGAL NAME 1 LEGAL NAME 2
Name:	0000000 NAME 1 0000000 NAME 2
Status:	Closed

Miscellaneous Information

Date Opened:	Feb 05, 1997
Active:	Inactive
Books Kept:	Yes
Type:	Individual
Reporting Currency:	GBP - Sterling

Messages

Has Active Restraints:	No
Has Active Warnings:	No
Message Count:	0

Officers

Relationship Manager	NAME

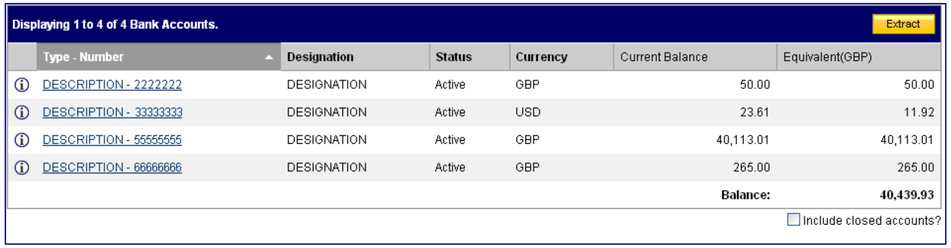
Address Information

Address 1:	ADDRESS 1
Address 2:	ADDRESS 2
Address 3:	ADDRESS 3
Address 4:	ADDRESS 4
Address 5:	POSTAL CODE

The **Client information** link within the navigation bar, directs you to the client's personal details, including contact addresses and basic account details.

7 Bank accounts

7.1 Bank accounts summary


Displaying 1 to 4 of 4 Bank Accounts. Extract

Type - Number	Designation	Status	Currency	Current Balance	Equivalent(GBP)
DESCRIPTION - 2222222	DESIGNATION	Active	GBP	50.00	50.00
DESCRIPTION - 33333333	DESIGNATION	Active	USD	23.61	11.92
DESCRIPTION - 55555555	DESIGNATION	Active	GBP	40,113.01	40,113.01
DESCRIPTION - 66666666	DESIGNATION	Active	GBP	265.00	265.00
				Balance:	40,439.93

Include closed accounts?

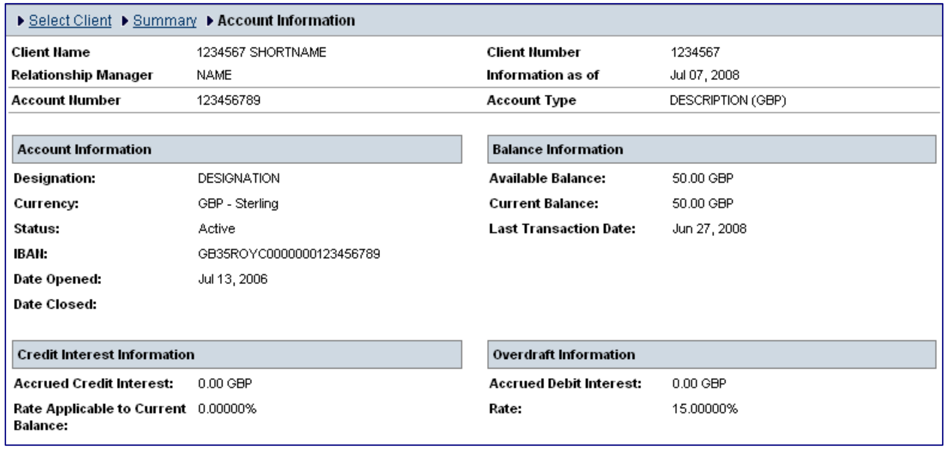
From the **Summary** screen you have two options:

- View the information of an account
- View a specific account statement

Both options are covered in the following sections.

By default, all bank accounts are displayed on the summary screen. A **paging** option is available which will display five accounts at a time. Please refer to section 5.1 (Preferences) to enable account paging.

7.2 Bank account information


Select Client ▸ Summary ▸ Account Information

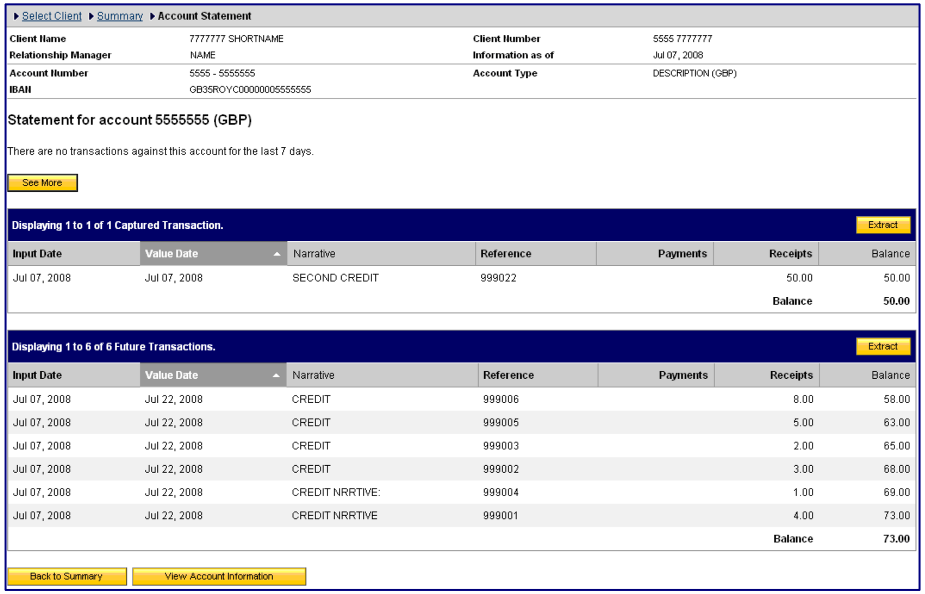
Client Name	1234567 SHORTNAME	Client Number	1234567
Relationship Manager	NAME	Information as of	Jul 07, 2008
Account Number	123456789	Account Type	DESCRIPTION (GBP)

Account Information		Balance Information	
Designation:	DESIGNATION	Available Balance:	50.00 GBP
Currency:	GBP - Sterling	Current Balance:	50.00 GBP
Status:	Active	Last Transaction Date:	Jun 27, 2008
IBAN:	GB35ROYC0000000123456789		
Date Opened:	Jul 13, 2006		
Date Closed:			

Credit Interest Information		Overdraft Information	
Accrued Credit Interest:	0.00 GBP	Accrued Debit Interest:	0.00 GBP
Rate Applicable to Current Balance:	0.00000%	Rate:	15.00000%

To view the information regarding a specific account, click the information icon ⓘ to the right of the underlined account.

7.3 Bank account statement


▸ Select Client ▸ Summary ▸ Account Statement

Client Name	7777777 SHORTNAME	Client Number	5555 7777777
Relationship Manager	NAME	Information as of	Jul 07, 2008
Account Number	5555 - 5555555	Account Type	DESCRIPTION (GBP)
IBAN	GB35ROYC00000005555555		

Statement for account 5555555 (GBP)

There are no transactions against this account for the last 7 days.

See More

Displaying 1 to 1 of 1 Captured Transaction. Extract

Input Date	Value Date	Narrative	Reference	Payments	Receipts	Balance
Jul 07, 2008	Jul 07, 2008	SECOND CREDIT	999022		50.00	50.00
					Balance	50.00

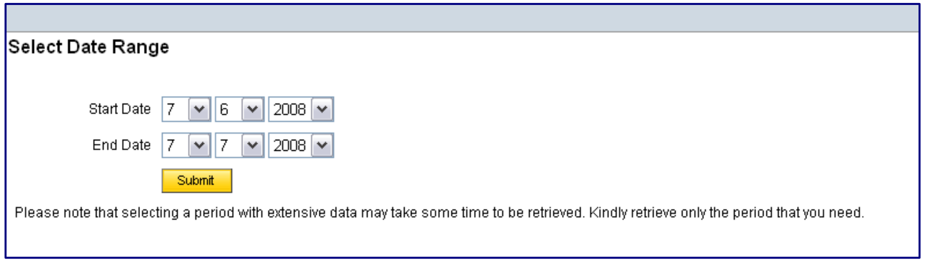
Displaying 1 to 6 of 6 Future Transactions. Extract

Input Date	Value Date	Narrative	Reference	Payments	Receipts	Balance
Jul 07, 2008	Jul 22, 2008	CREDIT	999006		8.00	58.00
Jul 07, 2008	Jul 22, 2008	CREDIT	999005		5.00	63.00
Jul 07, 2008	Jul 22, 2008	CREDIT	999003		2.00	65.00
Jul 07, 2008	Jul 22, 2008	CREDIT	999002		3.00	68.00
Jul 07, 2008	Jul 22, 2008	CREDIT NRRTIVE:	999004		1.00	69.00
Jul 07, 2008	Jul 22, 2008	CREDIT NRRTIVE	999001		4.00	73.00
					Balance	73.00

Back to Summary · View Account Information

The account statement can be viewed either by selecting the **View Account Statement** button at the bottom of the **Account information** screen or, directly from the **Summary** screen when you select the appropriate underlined account in the **Type – Number** column.

7.4 Account history


Select Date Range

Start Date 7 6 2008

End Date 7 7 2008

Submit

Please note that selecting a period with extensive data may take some time to be retrieved. Kindly retrieve only the period that you need.

By default, the past seven days of historical transactions are returned in the account history grid. To view transactions further in the past, select the **See More** button. To change the default value for the number of days statement history returned, refer to section 5.1 (Preferences).

You are able to search two years worth of historical transactions up to January 1 of that year. For example, if the date was July 2009, you would have the option to search transactions since January 1, 2007.

To execute a search, select the date range that you require and then select the **Submit** button.

7.5 Future transactions

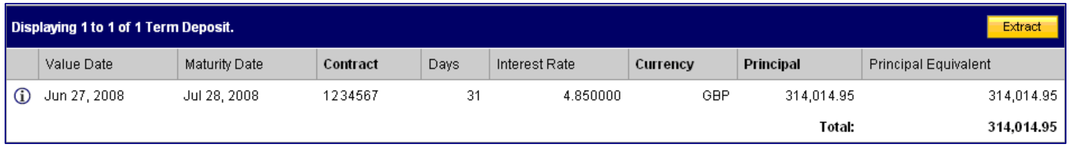
Transactions displayed in this grid have a value date greater than today. All future-dated transactions due against your account will be displayed here.

7.6 Captured today

Once the value date of a future-dated or same-day transaction is reached, the transactions will be displayed in the **Captured Today** grid.

8 Term deposits

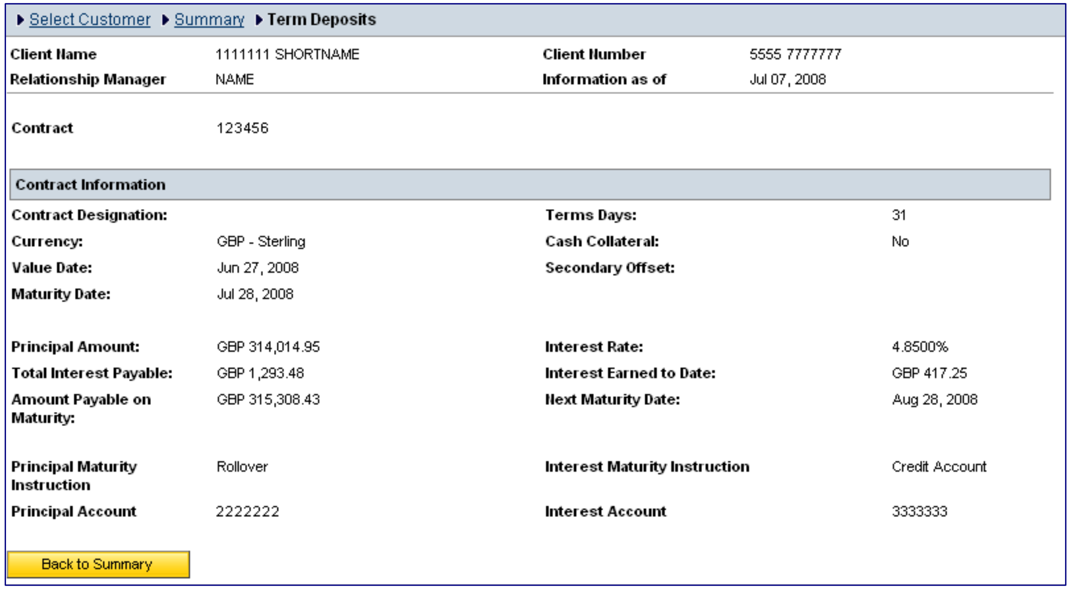
8.1 Term deposit summary


Displaying 1 to 1 of 1 Term Deposit. Extract

	Value Date	Maturity Date	Contract	Days	Interest Rate	Currency	Principal	Principal Equivalent
ⓘ	Jun 27, 2008	Jul 28, 2008	1234567	31	4.850000	GBP	314,014.95	314,014.95
							Total:	**314,014.95**

The **Term Deposit** summary view displays a list of the term deposits held by the selected client.

8.2 Term deposit information


Select Customer ▸ Summary ▸ **Term Deposits**

Client Name	1111111 SHORTNAME	**Client Number**	5555 7777777
Relationship Manager	NAME	**Information as of**	Jul 07, 2008

Contract 123456

Contract Information

Contract Designation:		**Terms Days:**	31
Currency:	GBP - Sterling	**Cash Collateral:**	No
Value Date:	Jun 27, 2008	**Secondary Offset:**	
Maturity Date:	Jul 28, 2008		
Principal Amount:	GBP 314,014.95	**Interest Rate:**	4.8500%
Total Interest Payable:	GBP 1,293.48	**Interest Earned to Date:**	GBP 417.25
Amount Payable on Maturity:	GBP 315,308.43	**Next Maturity Date:**	Aug 28, 2008
Principal Maturity Instruction	Rollover	**Interest Maturity Instruction**	Credit Account
Principal Account	2222222	**Interest Account**	3333333

Back to Summary

By selecting the information ⓘ icon on the **Summary** page, you will be able to view the detailed information relating to the selected term deposit.

9 Securities

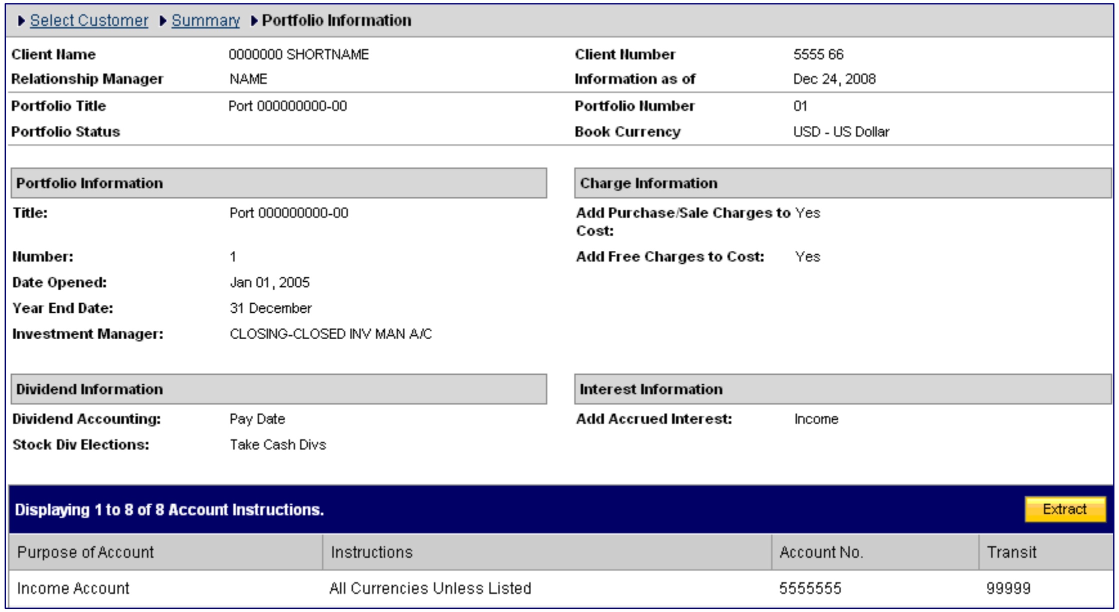
9.1 Security portfolios summary

The **Security Portfolios** summary view displays a list of the securities portfolios held by the selected client.

9.2 Include portfolios with zero holdings

Should you wish to hide the portfolios that currently have zero holdings, then clear the checkbox entitled **Include Portfolios with no holdings**.

9.3 Security portfolio information



To view the detailed information relating to the selected portfolio, click the information icon on the **Summary** page.

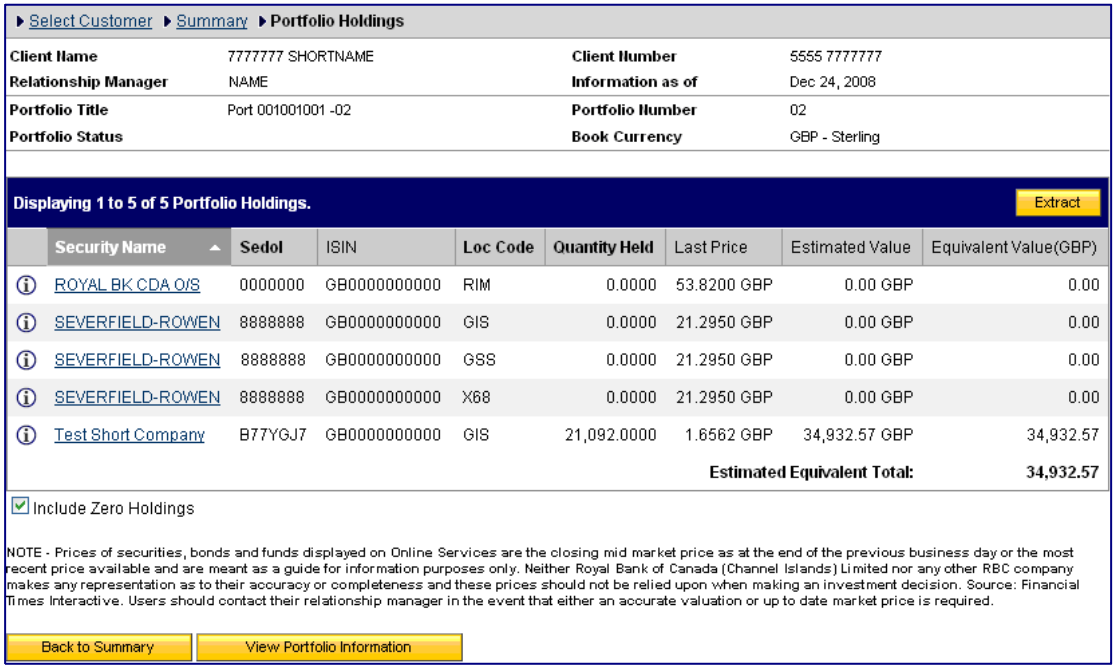
Report frequencies

This grid indicates the type and regularity of the various reports produced. The information can be extracted by selecting the **Extract** button.

Account instructions

This grid informs you of the accounts used for various currencies in which your portfolio is traded.

9.4 Securities portfolio holdings


▸ Select Customer ▸ Summary ▸ Portfolio Holdings

Client Name	7777777 SHORTNAME	**Client Number**	5555 7777777
Relationship Manager	NAME	**Information as of**	Dec 24, 2008
Portfolio Title	Port 001001001 -02	**Portfolio Number**	02
Portfolio Status		**Book Currency**	GBP - Sterling

Displaying 1 to 5 of 5 Portfolio Holdings. Extract

	Security Name	Sedol	ISIN	Loc Code	Quantity Held	Last Price	Estimated Value	Equivalent Value(GBP)
ⓘ	ROYAL BK CDA O/S	0000000	GB0000000000	RIM	0.0000	53.8200 GBP	0.00 GBP	0.00
ⓘ	SEVERFIELD-ROWEN	8888888	GB0000000000	GIS	0.0000	21.2950 GBP	0.00 GBP	0.00
ⓘ	SEVERFIELD-ROWEN	8888888	GB0000000000	GSS	0.0000	21.2950 GBP	0.00 GBP	0.00
ⓘ	SEVERFIELD-ROWEN	8888888	GB0000000000	X68	0.0000	21.2950 GBP	0.00 GBP	0.00
ⓘ	Test Short Company	B77YGJ7	GB0000000000	GIS	21,092.0000	1.6562 GBP	34,932.57 GBP	34,932.57
							Estimated Equivalent Total:	**34,932.57**

☑ Include Zero Holdings

NOTE - Prices of securities, bonds and funds displayed on Online Services are the closing mid market price as at the end of the previous business day or the most recent price available and are meant as a guide for information purposes only. Neither Royal Bank of Canada (Channel Islands) Limited nor any other RBC company makes any representation as to their accuracy or completeness and these prices should not be relied upon when making an investment decision. Source: Financial Times Interactive. Users should contact their relationship manager in the event that either an accurate valuation or up to date market price is required.

Back to Summary | View Portfolio Information

The holdings for a particular portfolio can be viewed by selecting the applicable underlined link in the **Portfolio Name** column on the **Summary** page. These can also be accessed by clicking the **View Portfolio Holdings** button on the **Portfolio Information** page:

Securities pricing

The system displays the prices of all securities in a portfolio, based on the latest market prices available from our internal database (typically, closing prices on the previous business day). This provides you with an estimated value for your portfolio without needing to wait for a quarterly statement.

Include zero holdings

If you wish to display all historical holdings, including those where you hold zero units, then simply tick the check box. If more than 10 results are returned, you can use the **Next** and **Previous** buttons to navigate through the data.

Portfolio information

The button at the bottom of the screen allows you to return to the **Portfolio Information** screen.

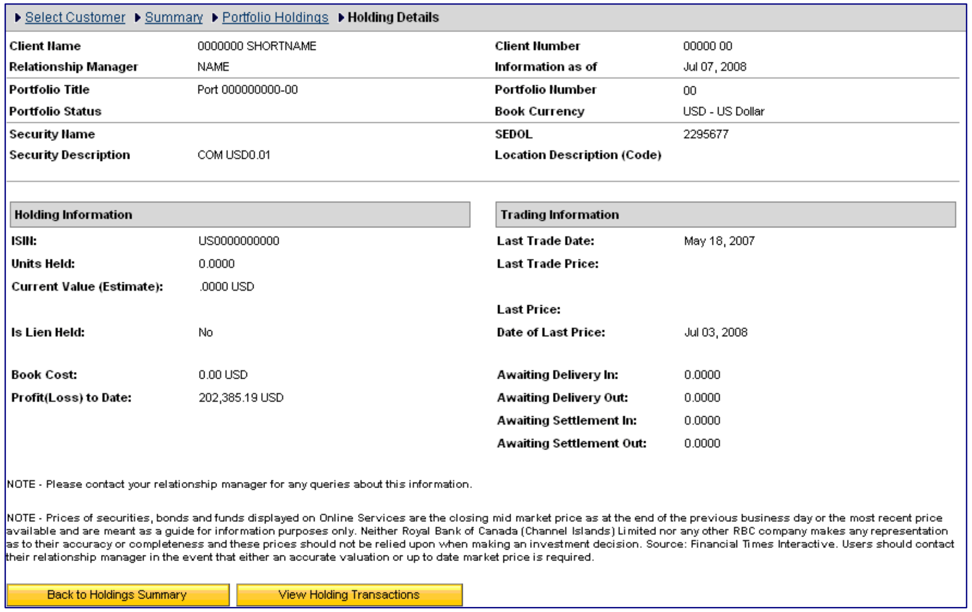
Portfolio holding information

By clicking the information ⓘ icon, alongside a **Portfolio Holding** summary, you will be able to view the detailed information relating to a holding.

Portfolio holding transactions

By selecting the underlined link in the **Security Name** column, you will be able to view the transactions made against this holding.

9.5 Securities portfolio holding details



▸ Select Customer ▸ Summary ▸ Portfolio Holdings ▸ Holding Details

Client Name	0000000 SHORTNAME	Client Number	00000 00
Relationship Manager	NAME	Information as of	Jul 07, 2008
Portfolio Title	Port 000000000-00	Portfolio Number	00
Portfolio Status		Book Currency	USD - US Dollar
Security Name		SEDOL	2295677
Security Description	COM USD0.01	Location Description (Code)	

Holding Information		Trading Information	
ISIN:	US0000000000	Last Trade Date:	May 18, 2007
Units Held:	0.0000	Last Trade Price:	
Current Value (Estimate):	.0000 USD		
		Last Price:	
Is Lien Held:	No	Date of Last Price:	Jul 03, 2008
Book Cost:	0.00 USD	Awaiting Delivery In:	0.0000
Profit(Loss) to Date:	202,385.19 USD	Awaiting Delivery Out:	0.0000
		Awaiting Settlement In:	0.0000
		Awaiting Settlement Out:	0.0000

NOTE - Please contact your relationship manager for any queries about this information.

NOTE - Prices of securities, bonds and funds displayed on Online Services are the closing mid market price as at the end of the previous business day or the most recent price available and are meant as a guide for information purposes only. Neither Royal Bank of Canada (Channel Islands) Limited nor any other RBC company makes any representation as to their accuracy or completeness and these prices should not be relied upon when making an investment decision. Source: Financial Times Interactive. Users should contact their relationship manager in the event that either an accurate valuation or up to date market price is required.

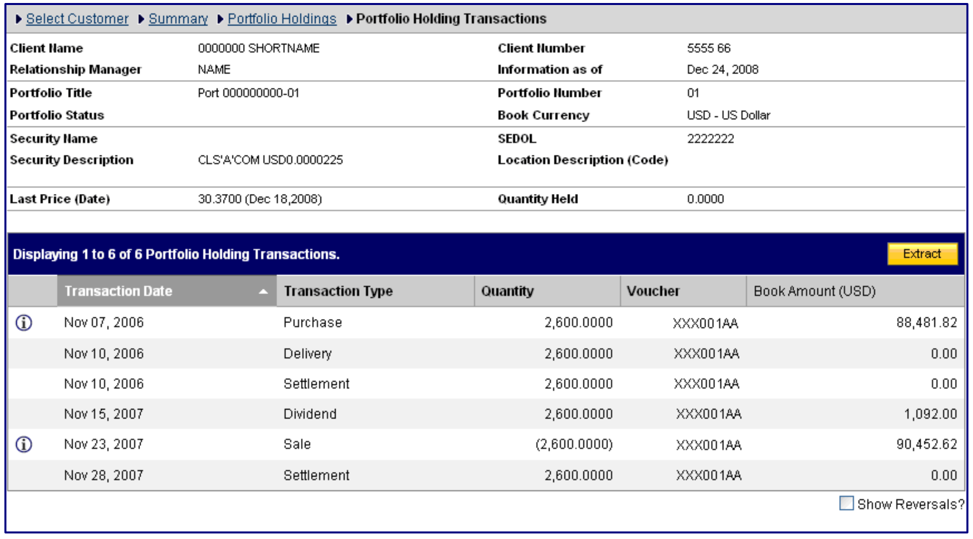
Back to Holdings Summary | View Holding Transactions

By selecting the ⓘ icon on the **Portfolio Holdings** screen, you will be able to view more detailed information relating to a holding.

Portfolio holding transactions

The transactions pertaining to the selected portfolio holding can be viewed by selecting the **View Holding Transactions** button.

9.6 Securities portfolio holding transactions



▸ Select Customer ▸ Summary ▸ Portfolio Holdings ▸ Portfolio Holding Transactions

Client Name	0000000 SHORTNAME	Client Number	5555 66
Relationship Manager	NAME	Information as of	Dec 24, 2008
Portfolio Title	Port 000000000-01	Portfolio Number	01
Portfolio Status		Book Currency	USD - US Dollar
Security Name		SEDOL	2222222
Security Description	CLS'A'COM USD0.0000225	Location Description (Code)	
Last Price (Date)	30.3700 (Dec 18,2008)	Quantity Held	0.0000

Displaying 1 to 6 of 6 Portfolio Holding Transactions. Extract

	Transaction Date	Transaction Type	Quantity	Voucher	Book Amount (USD)
ⓘ	Nov 07, 2006	Purchase	2,600.0000	XXX001AA	88,481.82
	Nov 10, 2006	Delivery	2,600.0000	XXX001AA	0.00
	Nov 10, 2006	Settlement	2,600.0000	XXX001AA	0.00
	Nov 15, 2007	Dividend	2,600.0000	XXX001AA	1,092.00
ⓘ	Nov 23, 2007	Sale	(2,600.0000)	XXX001AA	90,452.62
	Nov 28, 2007	Settlement	2,600.0000	XXX001AA	0.00

☐ Show Reversals?

To view the transactions that have been made against a holding, select the **View Holding Transactions** button on the **Holding Details** screen, or directly from the **Portfolio Holdings** screen by selecting the appropriate underlined holding in the **Security Name** column.

Portfolio holding details

To view the details relating to this holding, select the **View Holding Details** button.

9.7 Securities portfolio holding transaction detail

▸ Select Customer ▸ Summary ▸ Portfolio Holdings ▸ Portfolio Holding Transactions ▸ **Transaction Detail**

Client Name	NAME	**Client Number**	0000 000000
Relationship Manager	NAME	**Information as of**	Jul 07, 2008
Portfolio Title	Port 000000000-00	**Portfolio Number**	01
Portfolio Status		**Book Currency**	USD - US Dollar
Security Name	NAME	**SEDOL**	0000000
Security Description	NAMUSD1	**Location Description (Code)**	
Last Price (Date)	52.9000 (Feb 28,2007)	**Quantity Held**	0.0000

Transaction Information		**Pricing Information**	
Transaction Type:	SALE	**Price:**	48.93
Reference:	AAA777AA	**Book Cost:**	210,959.35
Number of Units:	-4334.0000	**Book Profit/Loss:**	0.00
Narrative:	Narrative	**Stock Currency Cost:**	210,959.35
		Stock Currency Profit/Loss:	0.00
Posted Date:	Oct 24, 2006		
Bargain Date:	Oct 04, 2006	**Consideration:**	212,069.55
Settlement Date:	Oct 10, 2006	**Broker Charges:**	(49.86)
Date Settled:	Oct 25, 2006	**Custodian Transaction Charges:**	(1,060.34)
Interest Information		**Accounting Exchange Rate:**	1.0000
Acc. Interest (Book):			
Acc. Interest (Stock):			
Acc. Interest:			

For certain types of transactions against a holding, further information can be obtained by selecting the ⓘ icon alongside the summary. The types of transaction for which there is currently additional information are:

- Sales
- Purchases
- Calls
- Multi Movements
- Free Movements

The screens will vary slightly, depending on the transaction type, but an example for a sale is displayed below.

10 Service request functionality

For users with access to service requests, there is a separate guide to this functionality which can be accessed through this link:

Service Request User Guide.pdf

If you have any questions about service requests, Online Services in general, or any other matter of your financial affairs, please contact your Relationship Manager.