

We're improving the way you log in

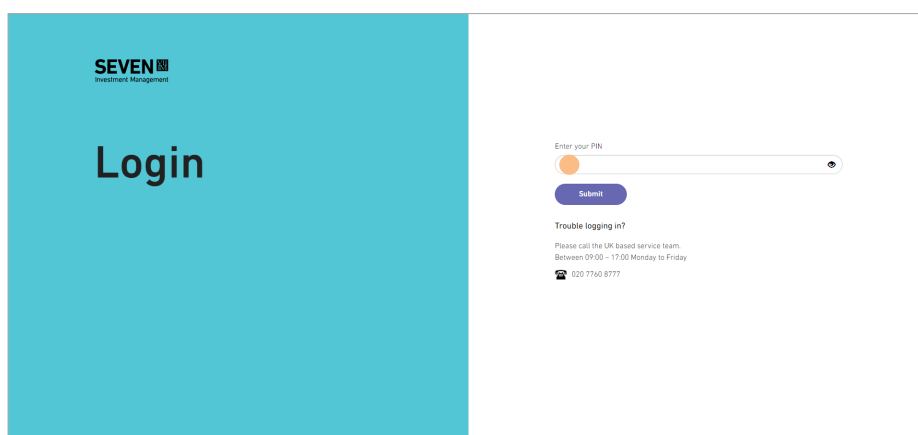
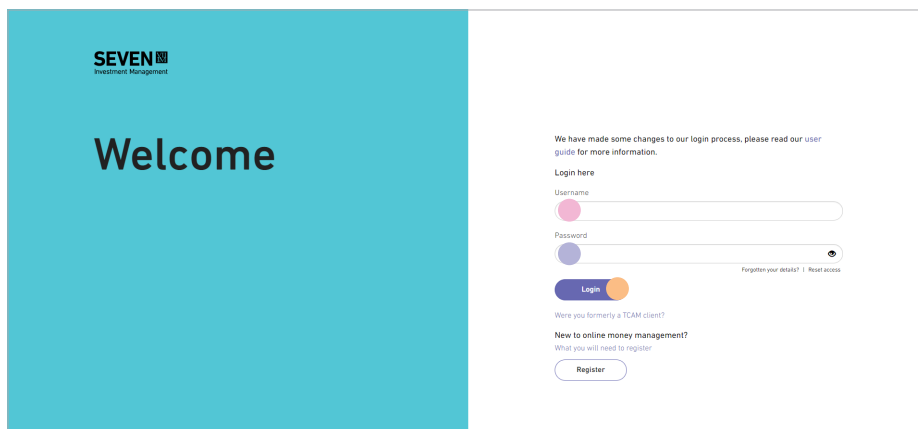
We take our online security seriously, ensuring your personal and investment data is safe. We have introduced an enhanced login process which we need to move you to.

- If you have an existing login and are logging in to view your own investments please read **section 1**.
- If you are logging in to view investments held on behalf of a trustee or power of attorney your login details have not changed and you can continue to log in as you do now.
- If you are new to 7IM's Online services and wish to view your own investments please read **section 2**.
- If you are new to 7IM's Online services and wish to view investments held on behalf of a trustee or power of attorney please read **section 3**.

Section 1 – If you have an existing login

You will need access to your email address and your mobile phone.

1. On the Welcome page, please enter your current username (IM reference number) into the username field. ●
2. In the password field, please enter your full current password (you were previously asked for two characters). ●
3. Click on 'Login', you will then be asked to enter your PIN. ●

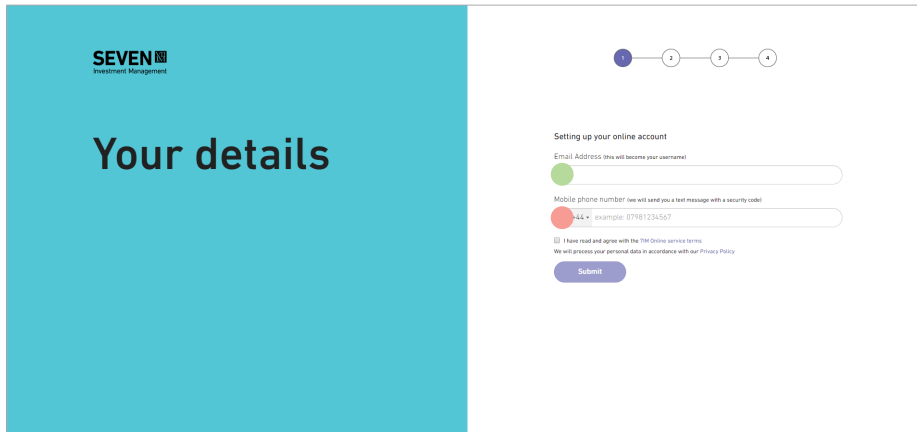


On the 'Your details' page you will need to enter your:

- a. Email address ●
- b. Mobile phone number ●

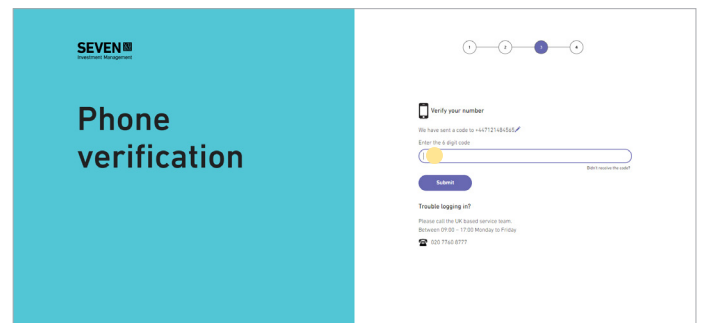
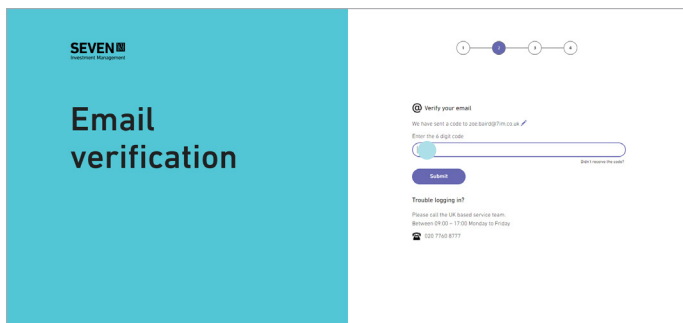
If you do not have a mobile phone number please call us on 020 7760 8777.

Read and tick to confirm you agree to the 7IM Online service terms.



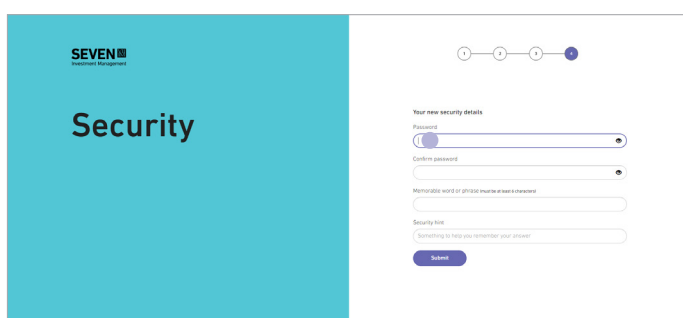
4. On the Verification page, enter the verification code we have sent to your email address. If you do not receive a verification code you can request a new code by using the 'Didn't receive the code' (link) and we will send you a new code. ●

5. On the second verification page, enter the verification code we have sent to your mobile phone. If you do not receive a verification code you can request a new code by using the 'Didn't receive the code' (link) and we will send you a new code. ●



6. On the security details screen, you will need to create a password, with a memorable word and a hint. Your password must contain a minimum of 10 characters and at least 3 of the following: ●

- a number
- a lowercase letter
- a uppercase letter
- a special character



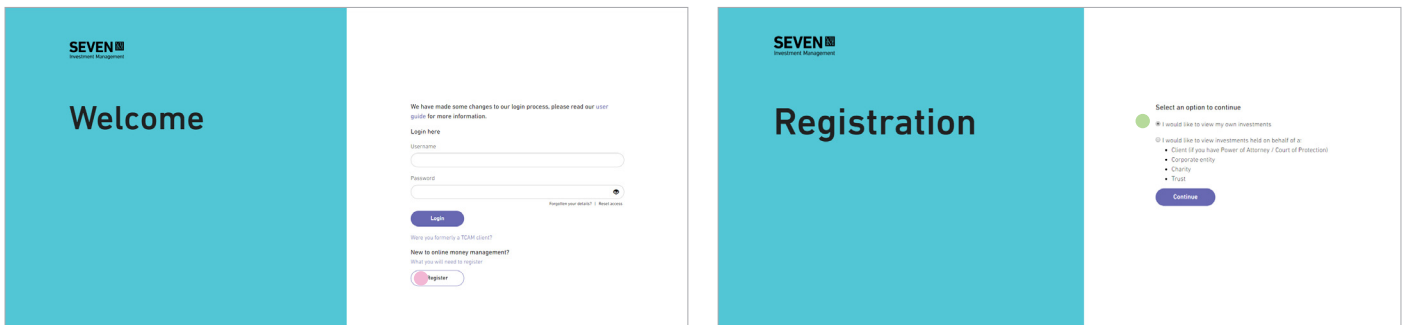
7. You have now updated your login details.
8. Next time you log in your login details will be:
 - Username – this will now be your email address.
 - Password – this will now be the password you have created in step 7 that is a minimum of 10 characters. You will need to enter all of the characters.
 - Security code – we have replaced the PIN with a security code which will be sent directly to your mobile phone.

If you experience any issues when updating your login details, please call us on 020 7760 8777.

Section 2 – New to 7IM's Online services

You will need access to your email address and your mobile phone.

1. On the Welcome page, please click on the 'Register' button. ●
2. On the 'Registration' page, choose the 'I would like to view my own...' option and click continue. ●



3. Enter the following details so we can verify you:

- Your last name ●
- Your date of birth ●
- Your National Insurance Number ●

If you do not have a National Insurance Number, click the 'I do not have a National Insurance Number' tick box and you will be requested to enter the last 4 digits of the bank account details you provided on your application form.

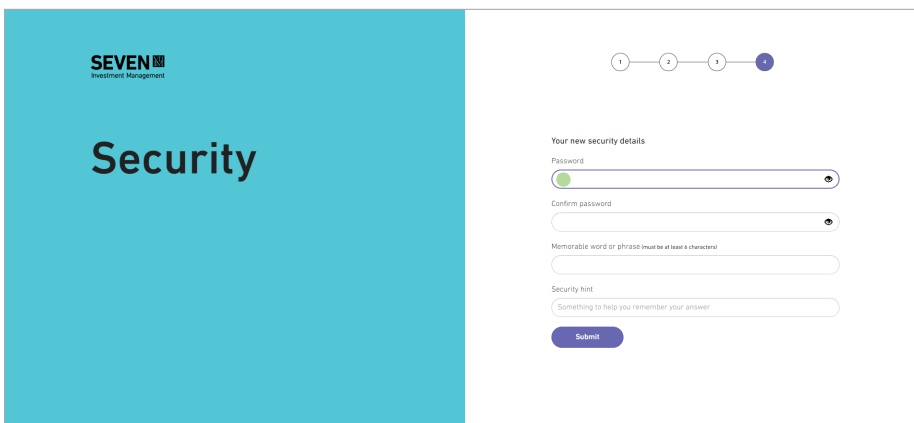
- Your email address ●
- Your mobile phone number ●

Read and tick to confirm you agree to the 7IM Online service terms.

4. On the Verification page, enter the verification code we have sent to your email address. If you do not receive a verification code within a couple of minutes you can request a new code by using the 'Didn't receive the code' (link) and we will send you a new code. ●
5. On the second verification page, enter the verification code we have sent to your mobile phone. If you do not receive a verification code within a couple of minutes you can request a new code by using the 'Didn't receive the code' (link) and we will send you a new code. ●



6. On the security details screen you will need to create a password, a memorable word and hint. Your password must contain a minimum of 10 characters and at least 3 of the following: ●
 - a number
 - a lowercase letter
 - a uppercase letter
 - a special character



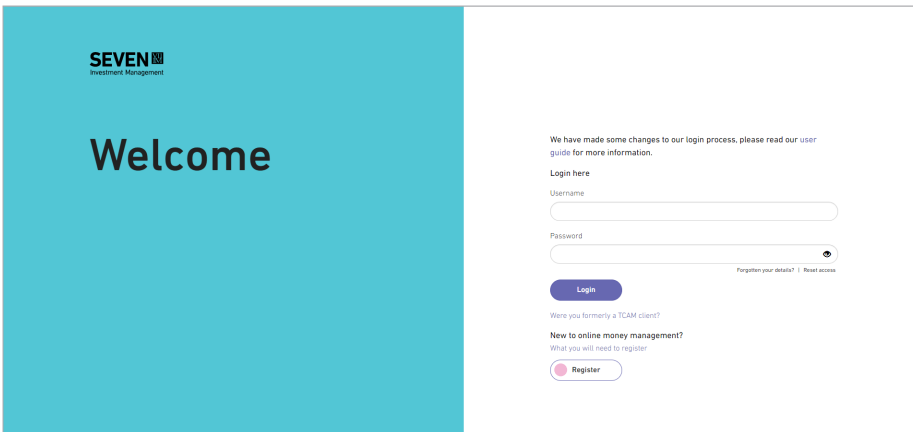
7. You have now created your login details.
8. Next time you log in your login details will be:
 - Username – this will be your email address.
 - Password – this will now be the password you have created in step 6 that is a minimum of 10 characters. You will need to enter all of the characters when logging in.
 - Security code – a security code will be sent directly to your mobile phone.

Section 3 – New to 7IM’s Online services, viewing investments on behalf of a trustee or power of attorney

You will need access to your email address and your mobile phone.

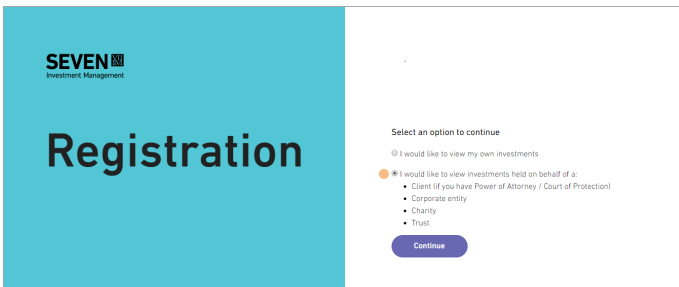
Before you can register for online access, please ensure you have the reference that was on your 'Welcome Letter' as you will need to enter that on screen. If you have not received this letter please call us on 020 7760 8777.

1. On the Welcome page, please click on the 'Register' button. ●



2. On the 'Registration' page, choose the 'I would like to view investments held on behalf of a:' ●

- Client (if you have a power of attorney)
- Corporate entity
- Charity
- Trust

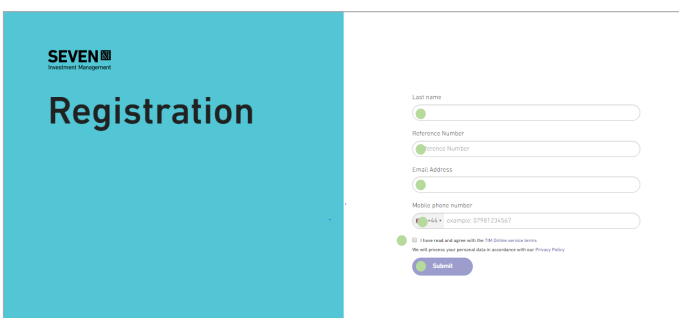


3. Enter the following details so we can verify you: ●

- Your last name
- Your reference
- Your email address
- Your mobile phone number

If you do not have a mobile phone number you will not be able to register for online access.

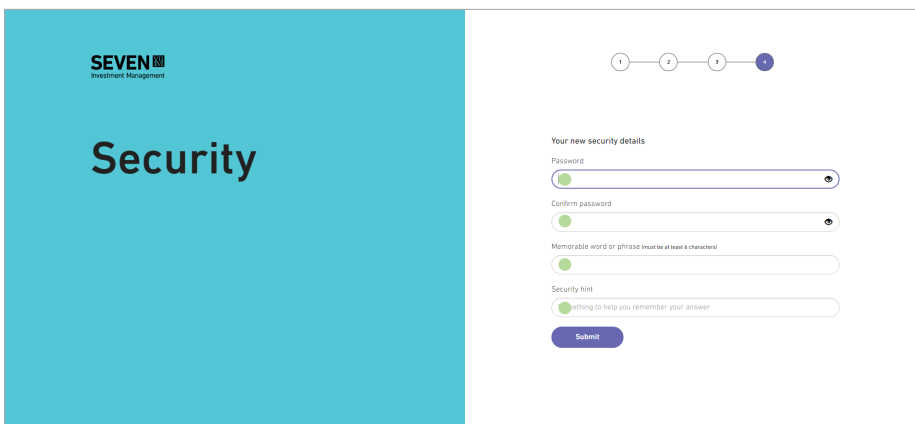
Read and tick to confirm you agree to the 7IM Online service terms.



4. On the Verification page, enter the verification code we have sent to your email address. If you do not receive a verification code within a couple of minutes you can request a new code by using the 'Didn't receive the code' (link) and we will send you a new code. ●
5. On the second verification page, enter the verification code we have sent to your mobile phone. If you do not receive a verification code within a couple of minutes you can request a new code by using the 'Didn't receive the code' (link) and we will send you a new code. ●



6. On the security details screen you will need to create a memorable word and hint. Your password must contain a minimum of 10 characters and at least 3 of the following: ●
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7. You have now created your login details.
8. Next time you log in your login details will be:
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