AUGUST 2024

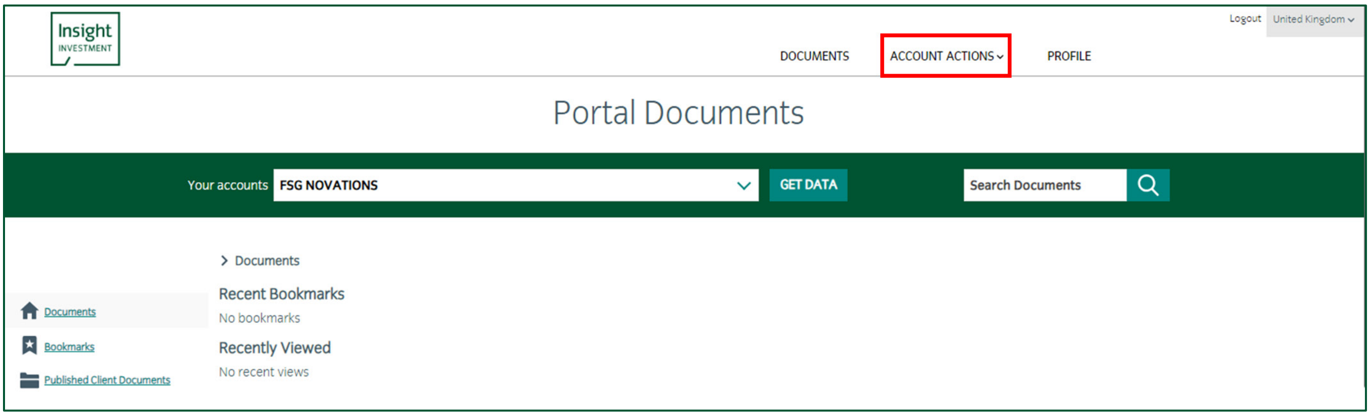
INSIGHT CLIENT PORTAL:
A GUIDE TO SUBMITTING CLIENT INSTRUCTIONS

INTRODUCTION

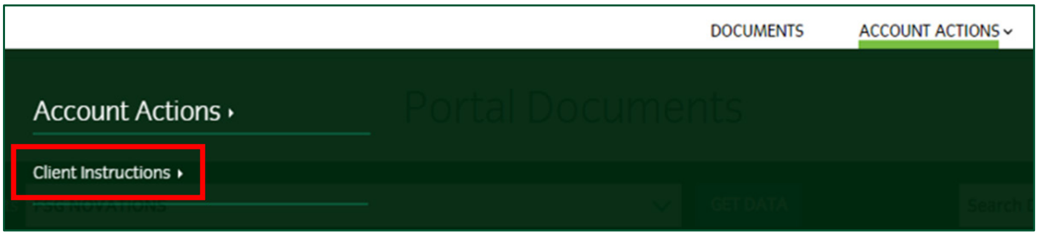
THIS USER GUIDE PROVIDES A STEP-BY-STEP GUIDE TO SUBMITTING A CLIENT INSTRUCTION TO INSIGHT USING THE INSIGHT CLIENT PORTAL.

STEP 1: NAVIGATE TO THE CLIENT INSTRUCTION PAGE

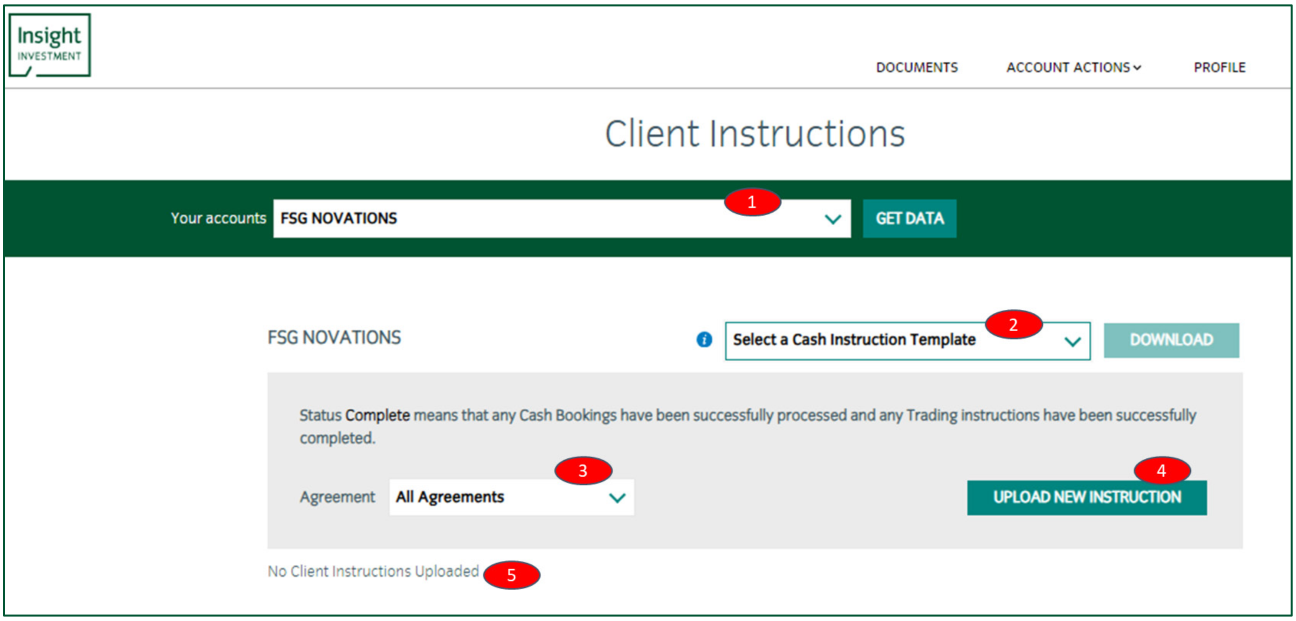
CLICK ON THE ACCOUNT ACTIONS OPTION IN THE MENU BAR AT THE TOP OF THE SCREEN:



SELECT CLIENT INSTRUCTION FROM THE ACCOUNT ACTIONS MENU OPTIONS:



YOU ARE PRESENTED WITH THE <u>CLIENT INSTRUCTION</u> PAGE:



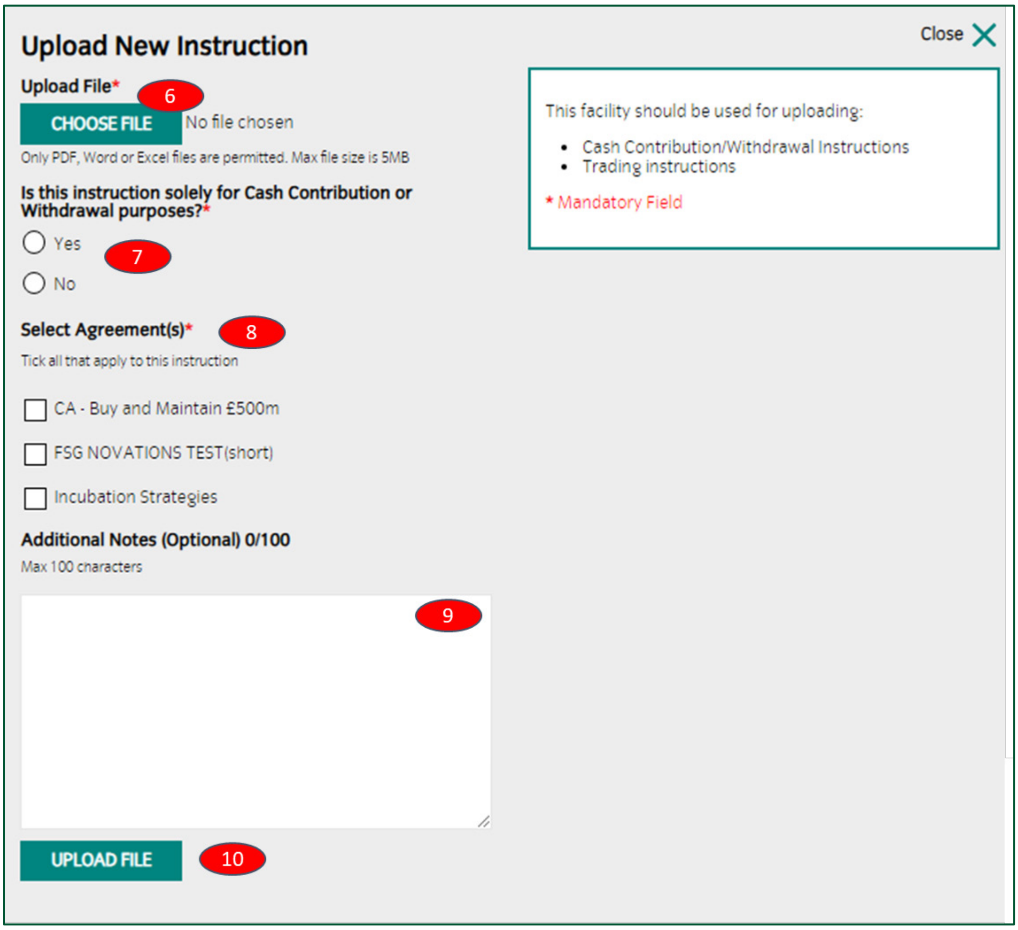
The image above shows the **Client Instructions** page before any client instructions have been uploaded for this client.

There are 5 features available on this screen:

1. **Your Accounts**: This drop-down list will contain all the client accounts that you have access to. Most users will only have access to a single client account. If you have access to multiple accounts, then you will be able to select the appropriate account and click Get Data to retrieve the data for that account.
2. **Select Cash Instruction Template**: Insight have made the latest versions of the Cash Instruction Templates (Contributions and Disinvestments) available for you to download and use. In some circumstances these templates may be tailored for specific clients. Please contact your Insight Investment Client Services Team if you require tailored templates.
3. **Agreement**: If your client has multiple Agreements with Insight Investment then you will be able to filter the list of previously uploaded instructions by Agreement.
4. **Upload New Instruction button**: Click this to open the Upload New Instruction window.
5. **Client Instruction History table**: Before any client instructions have been uploaded this table will be blank. See below for more details.

STEP 2: OPEN THE **UPLOAD NEW INSTRUCTION** WINDOW

CLICK ON THE **UPLOAD NEW INSTRUCTION** BUTTON TO OPEN THE WINDOW

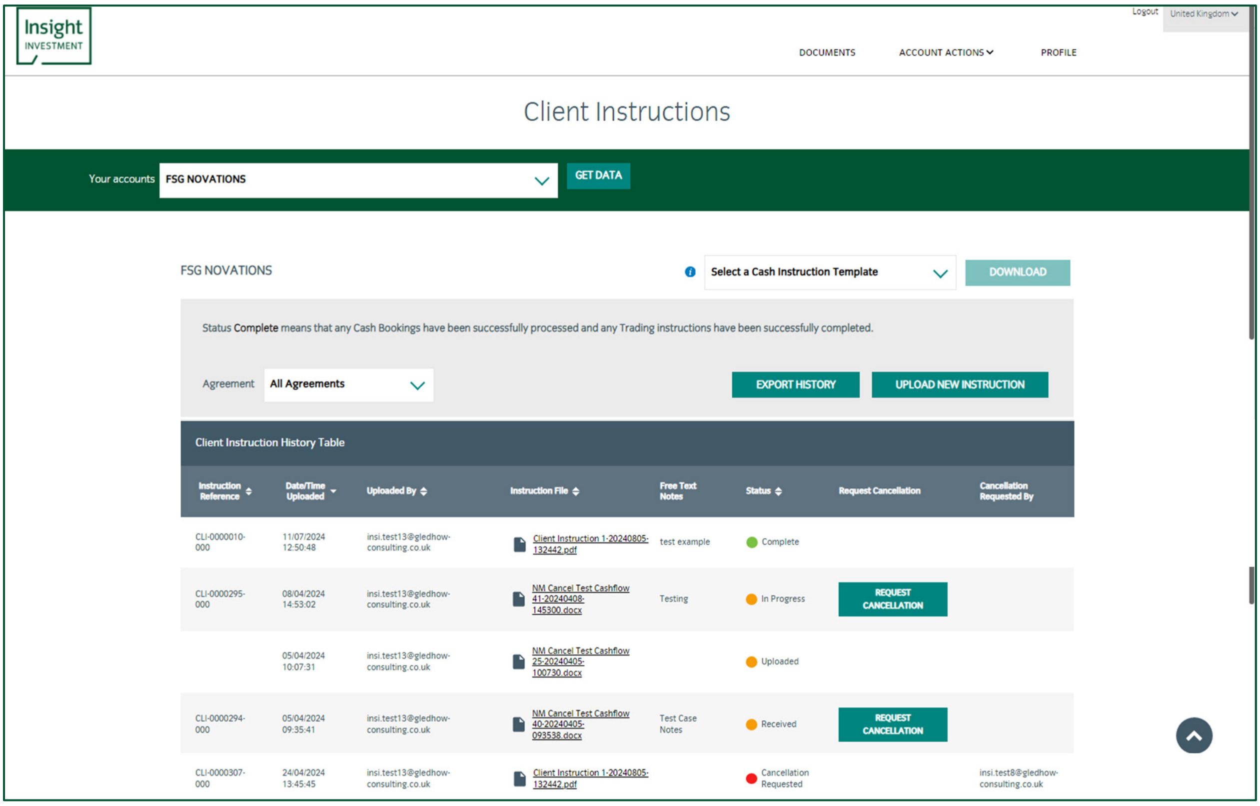


From this window you can:

6. **Choose File button**: Click on this button to browse your device for the Client Instruction file that you wish to upload. Files need to be smaller than 5MB and be in PDF, MS Word or MS Excel format.
7. **Is this instruction solely for Cash Contribution or Withdrawal purposes? question**: Answer Yes to this if your instruction solely concerns contributing or investing cash to or from the mandate and no associated trading requirements are set out.
8. **Select Agreement(s) checkboxes**: If your client has multiple agreements then please tick the box(es) to which this instruction applies.
9. **Additional Notes text box**: You can enter any additional information which may be useful to Insight in this box.
10. **Upload File Button:** When you have selected a file and entered all the relevant details into this form, click the Upload File button to submit your client instruction to the Insight Client Portal.

You will receive an on-screen success message when your client instruction successfully uploads. If you receive an error message then please wait a few minutes and try again, if you continue to receive the error message, then please contact your Insight Investment Client Services Team for further advice.

When you have successfully uploaded an instruction you will return to the main Client Instruction screen and you will see your uploaded instruction in the Client Instruction History table:



The Client Instruction History table provides you with a list of all the Client Instructions that have been uploaded, along with useful information against each one. The contents of the table can be sorted by most of these data columns:

1. **Instruction Reference**: This is the Insight Reference ID for the Client Instruction. If you need to talk to us about a specific instruction then please quote this reference.
2. **Date/Time Uploaded**: The date and the time that this instruction was uploaded.
3. **Uploaded by**: The email address of the user who uploaded the instruction.
4. **Instruction file**: A link to download the original uploaded instruction file.
5. **Free Text Notes**: Any additional notes that were added to the instruction when it was uploaded.
6. **Status**: The current status of the instruction. Each Instruction will have one of the following statuses:
   a. Uploaded: Each uploaded instruction will start with this status and will remain at this status for a few minutes until Insight have confirmed that it has been received.
   b. Received: The instruction has been loaded onto our systems and is ready for processing.
   c. In Progress: Insight have started to process the instruction.
   d. Complete: For Cash Instructions, this means that the cash flow has been booked into Insight's portfolio management systems, and for non-cash instructions this means that the trading has completed.
   e. Cancellation Requested: A user has requested that Insight cancel this instruction.
   f. Cancelled: The instruction has been cancelled and will not be processed.
   g. Error: There has been an error when uploading the file. Please contact your Client Services Team to inform them of the issue.
7. **Request Cancellation button**: Click this button to inform Insight Investment that you wish to cancel this instruction. The button will only appear if the status of the transaction is Received or In Progress. Please note that clicking this button is only a request to cancel the instructions, and we cannot guarantee that Insight Investment will be able to process the cancellation if, for example, part of the instruction has already been processed. When you request a cancellation Insight Investment will review the progress of the instruction to ascertain if it can be cancelled, and your Client Services Team will contact you.
8. **Cancellation Requested by**: The email address of the user who made the request to cancel the instruction.

Click on the **Export History button** to export the contents of the Client Instruction History table to a csv format file.

If you have any questions or comments about the Client Instruction features available on the Insight Client Portal then please contact your Client Services Team.