Insight INVESTMENT

MAY 2025

INSIGHT CLIENT PORTAL:
A GUIDE TO PROVIDING **KNOW YOUR CUSTOMER** DOCUMENTS

INTRODUCTION

THIS USER GUIDE PROVIDES A STEP-BY-STEP GUIDE TO PROVIDING **KNOW YOUR CUSTOMER** DOCUMENTS TO INSIGHT USING THE INSIGHT CLIENT PORTAL.

FROM TIME TO TIME INSIGHT INVESTMENT MUST PERFORM A KNOW YOUR CUSTOMER REVIEW ON OUR EXISTING CLIENTS. PART OF THIS PROCESS MAY REQUIRE THE CLIENT TO PROVIDE DOCUMENTS TO INSIGHT.

INSIGHT HAVE MADE THIS PROCESS EASIER AND MORE SECURE BY ALLOWING OUR CLIENTS TO UPLOAD THOSE DOCUMENTS VIA A DEDICATED PAGE ON THE INSIGHT CLIENT PORTAL, RATHER THAN USING EMAIL.

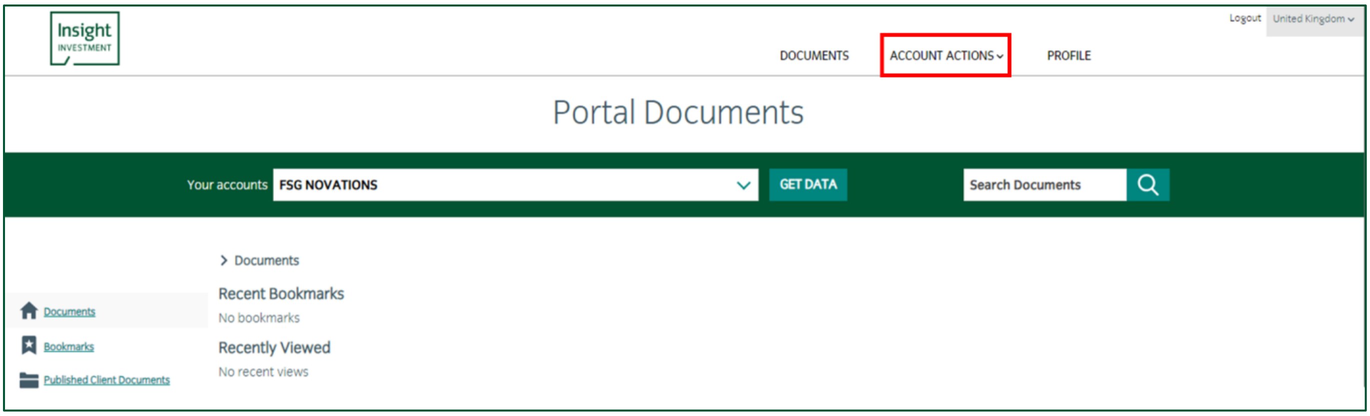
STEP 1: RECEIVING NOTIFICATION OF A NEW **KNOW YOUR CUSTOMER** DOCUMENT REQUEST

THE INSIGHT INVESTMENT CLIENT PORTAL WILL SEND YOU AN EMAIL NOTIFICATION WHEN WE NEED YOU TO UPLOAD A NEW DOCUMENT:

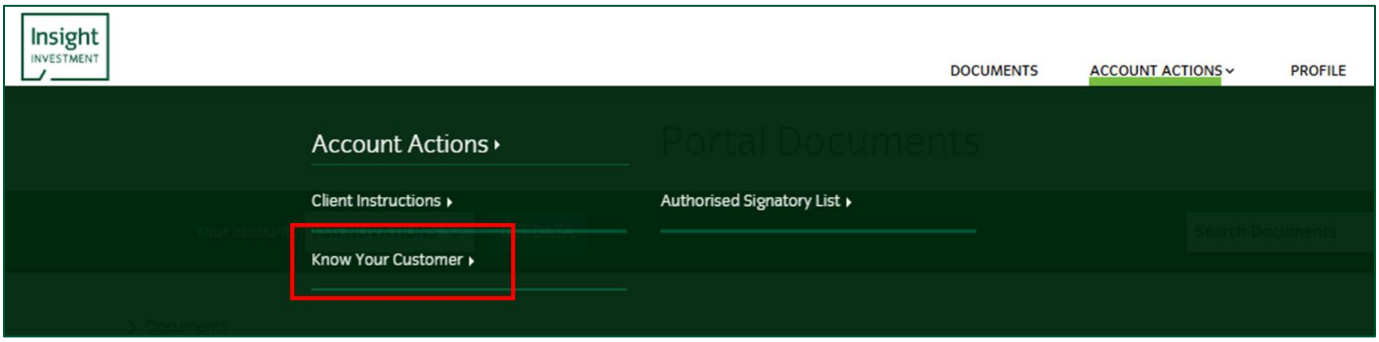
STEP 1: NAVIGATE TO THE KNOW YOUR CUSTOMER PAGE

LOGIN TO THE INSIGHT CLIENT PORTAL

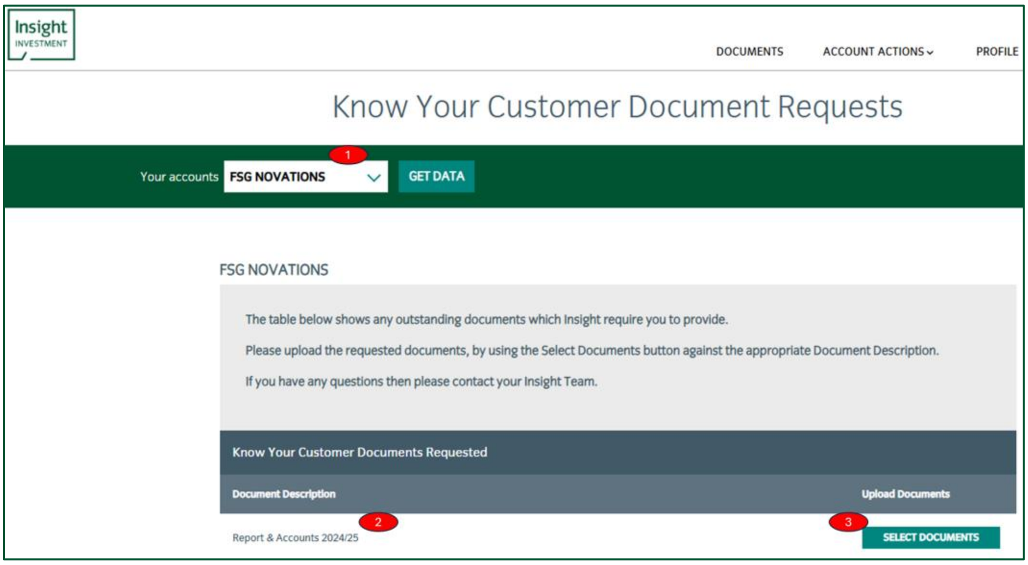
CLICK ON THE ACCOUNT ACTIONS OPTION IN THE MENU BAR AT THE TOP OF THE SCREEN:



SELECT KNOW YOUR CUSTOMER FROM THE ACCOUNT ACTIONS MENU OPTIONS:



YOU ARE PRESENTED WITH THE KNOW YOUR CUSTOMER PAGE:



The following appear 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.

   The Know Your Customer Documents Requested section shows

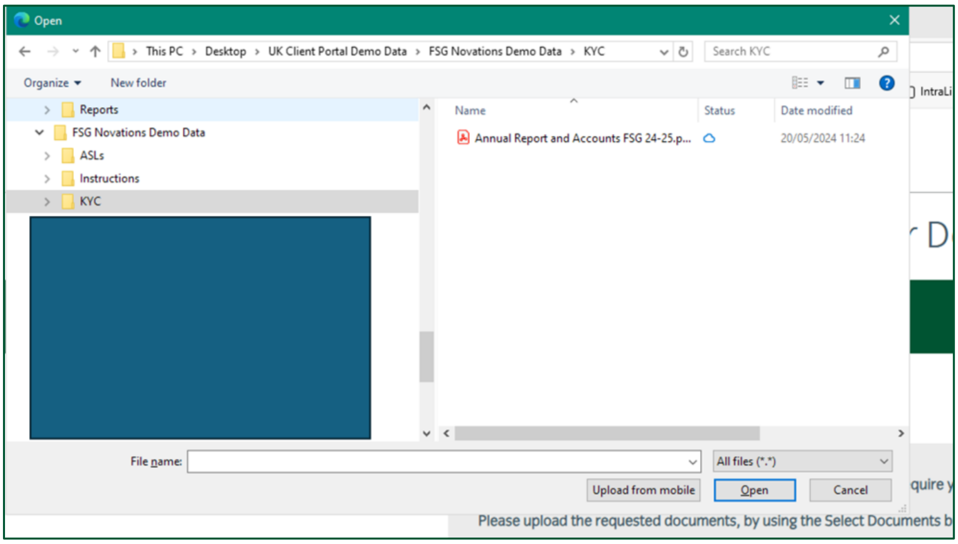
2. **Document Description**: This is a description of the document that Insight have asked you to upload. If you need any more information about the document that is being requested please contact your Insight Team. You will see one row for each of the requested documents

3. **Upload Documents – Select Document**: this button allows you to select the documents that meet the document description from your device and upload them to the Insight Client Portal.

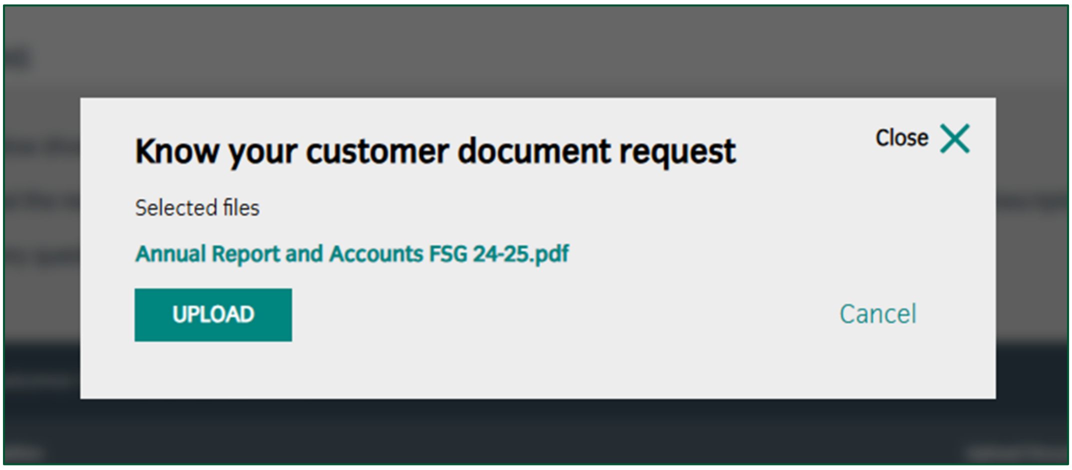
STEP 2: UPLOAD DOCUMENTS

CLICK ON THE <u>**SELECT DOCUMENTS**</u> BUTTON AGAINST ONE OF THE ROWS

The Open document window will pop up allowing you to select one or more documents from your device to upload for that document request. You can select multiple documents from this window, but you will only be able to select multiple documents if they are stored in the same folder:

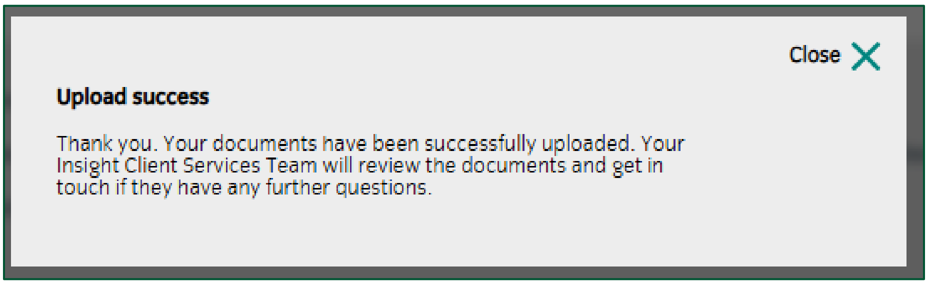


Click Open (or the equivalent on your device) and the **Upload Confirmation** window will appear:



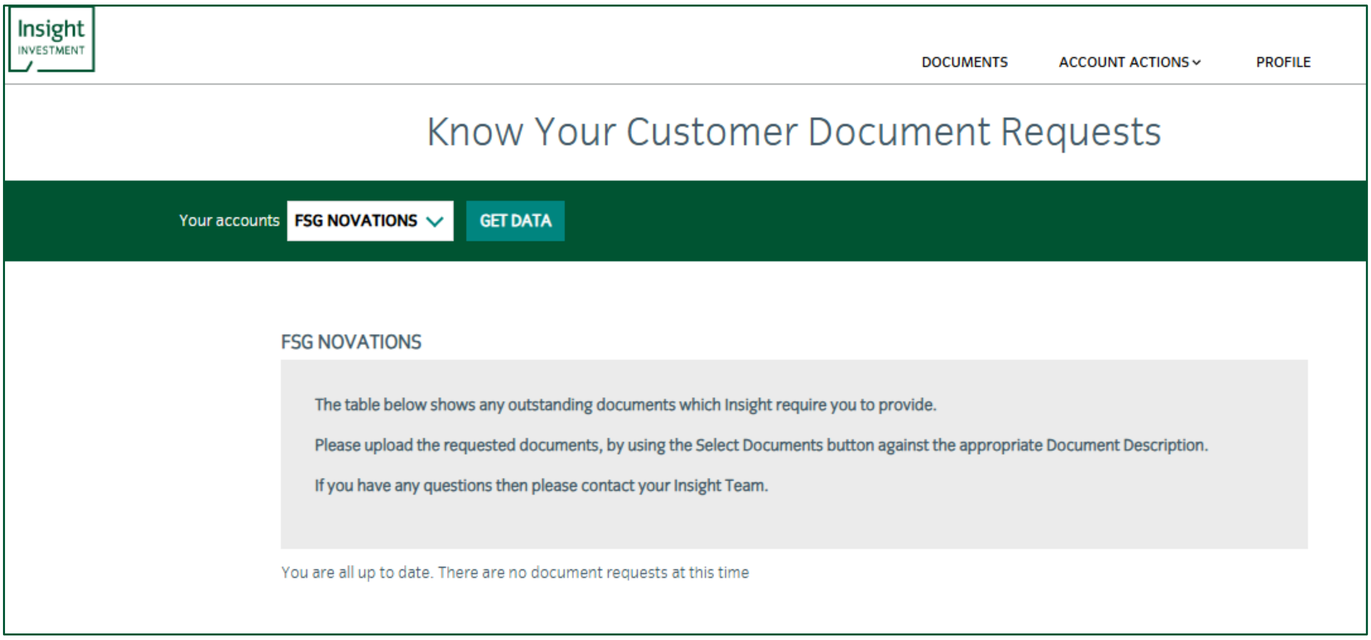
Click UPLOAD to upload the listed document(s) or Cancel to return to the document selection window.

You will receive an on-screen success message when your document 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 the document you will return to the main Know Your Customer Document Request screen and will be able to see any other document requests that are still outstanding or an empty request list if you have uploaded documents for every request, as shown below:



If you have any questions or comments about the Know Your Customer functionality available on the Insight Client Portal then please contact your Client Services Team.