

Infovisa Client Portal

User Guide

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Welcome

Welcome to your website for viewing account balances and transactions, the Infovisa Client Portal.

We have worked with our software provider, Infovisa[®], to combine the newest available technology with an innovative design, bringing you an intuitive web experience. The dynamic content shifts and adjusts to the screen size of your devices to provide you with the best viewing experience.

Some of the features include:

Access from any device

Interactive charts and graphs

Online statements and
downloadable reports

Delayed equity prices

What's New?

What's new for this version of Infovisa Client Portal?

- Adds Tax Document functionality for ONESOURCE users.

Compatibility

Our new website is designed with a mobile-first approach to provide the same robust experience from a desktop or mobile phone, using any browser.

Desktop View:

Lovey Howell Trust-
Summary Holdings Performance Transactions

Account Balance: \$7,712,210.80
Available Cash: \$701,865.39

My Portfolio
Target Allocation (Aggressive Growth)

Actual Allocation

Asset Class	Percentage	Market Value
Other	0.53%	41,230
Cash Equivalents	9.10%	701,865
Fixed Income	39.58%	3,052,404
Equity	50.79%	3,916,711
Portfolio Total	100.00%	7,712,211

Recent Activity

Date	Transaction	Amount
04/17/2018	Dividend - Ordinary on 1,500 shares	750.00

Mobile View:

Lovey Howell Trust-
Summary Holdings More

Account Balance: \$7,712,210.80
Available Cash: \$701,865.39

My Portfolio
Target Allocation (Aggressive Growth)

Actual Allocation

Asset Class	Market Value
Other	41,230
Cash Equivalents	701,865
Fixed Income	3,052,404
Equity	3,916,711
Portfolio Total	7,712,211

Compatible Browsers:

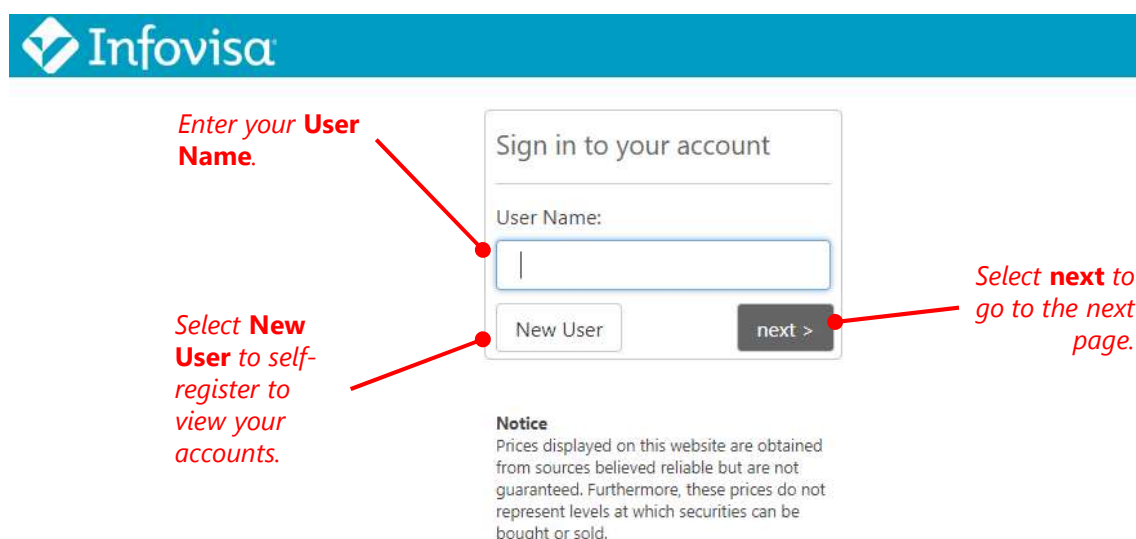
- Chrome for PC*
- Microsoft Edge*
- Firefox*
- Internet Explorer 11+ (Windows 8 or greater)
- Chrome for Android*
- Safari for Mac*
- Safari for iOS (iPhone and iPad)*

*Latest two versions supported.

Sign On

To access the Infovisa Client Portal, you must first sign on.

You may already have an existing **User Name**, or we may have recently provided a new one to you. Enter this User Name on the **Sign in to your account** page.



The screenshot shows the Infovisa sign-in interface. At the top is the Infovisa logo. Below it is a form titled "Sign in to your account". The form contains a "User Name:" label and a text input field. Below the input field are two buttons: "New User" and "next >". Red arrows point from text annotations to the input field and the "next >" button. A "Notice" section is located below the form.

Enter your **User Name.**

Select **New User to self-register to view your accounts.**

Select **next to go to the next page.**

Notice
Prices displayed on this website are obtained from sources believed reliable but are not guaranteed. Furthermore, these prices do not represent levels at which securities can be bought or sold.

If you have used the website previously, you will use your existing User Name.

If you have not been provided a User Name, select the **New User** button to enroll. Skip to pages 11-12 for instructions on the self-registration process.




TIP: Throughout this guide, the light bulb symbol calls attention to helpful tips ... just like this one!

Register Your Account

If you are a new user signing in for the first time, you must **register** your user account. Later in the process, you also have the option to register the device(s) used to access the site.



Register your account



[new picture](#)

Describe this picture:

1) Select a question...
Answer:

2) Select a question...
Answer:

3) Select a question...
Answer:

Remember Me

Register

Select a picture and enter a description that you will recognize on future visits

Select three unique "challenge" questions and provide answers you will remember

Select the **Remember Me** option to avoid answering challenge questions on future logins using the same device

Select a picture and answer three challenge questions of your choice. These are used to confirm your identity for future sign on attempts. For increased security, choose questions no one except you could answer correctly.



TIP: Choose questions and answers that you can easily remember for future logins.

Sign In Challenge

For your protection, one of the questions you select during registration will be presented on the **Sign In Challenge** screen if the Client Portal does not recognize the computer or device you are using when you sign on.

A screenshot of the "Sign In Challenge" screen. At the top, it says "Sign In Challenge". Below that is a green tree icon with the word "tree" underneath it. The question "What is your dream job? (Enter job title only)" is displayed above a text input field. A "next >" button is located at the bottom right of the challenge area.

You are not prompted to answer a challenge question if you are using a device you have used previously, and if you selected the **Remember Me** option on the previous page.

If you do not recognize the question or image displayed, please contact us.

Enter Password

Once your account is registered, enter your **Password**.



Sign in to your account

Verify the image and description are correct.

Enter your password.

Select options for remembering your computer.

tree

Password:

[Forgot password?](#)

This is a personal computer. Register it.

This is a public computer. Do not register it.

next >

If you are using a temporary password provided for your first sign on, you will be prompted to change your password.

If you use this device to access the site often, you may want to register your device. Registering your computer or device prevents challenge questions when you sign in.

Do not register your device if you are accessing the website from a public computer or a device that is not your own.

Forgot Password

Clicking the **Forgot Password?** link on the Sign In page will send an automated email containing a string of numbers and letters, called a **Password Token**.



Enter the **Password Token** send via email.

Enter a new password two times to confirm.

Forgot Password

tree

Password Token:

New Password:

Confirm New Password:

Password must be at least 8 characters and contain at least three of the following:

1. A-Z
2. a-z
3. 0-9
4. !@#\$%^&*~.,

This is a personal computer. Register it.

This is a public computer. Do not register it.

next >

Copy and paste the Password Token from the email to the Forgot Password screen, then enter and confirm a new password.

The password you choose must comply with the complexity rules displayed on the screen.



TIP: Spaces and periods (.) are not currently allowed for passwords.

Self Registration

The **New User** button on the Sign In page is for first-time users that are not yet set up for online access.

This button displays the **Enroll for Online Access** page, where you can self-register for online access. Here you will securely provide information that allows us to identify you.



Enroll for Online Access

First Name

Last Name

Last 4 of SSN/TIN

Date of Birth

Account Number

E-mail Address

I'm not a robot

reCAPTCHA
Privacy - Terms

Finish

Enter information to verify your identity

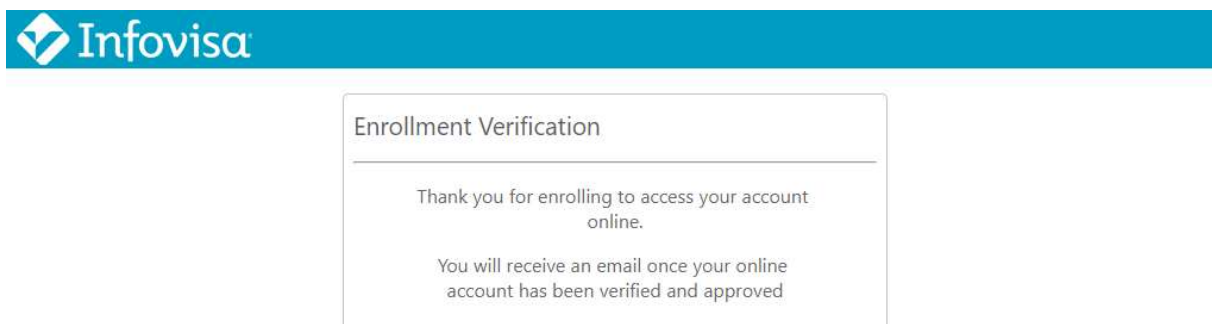
*Check the **I'm not a robot** checkbox before clicking **Finish** to submit your site access request*

If you have multiple accounts, simply enter any one of them; when site access is granted, your other accounts can be added

All fields on this page are required for self-registration.

Self Registration

After registering as described on the previous page, you will receive a message and an email verifying your enrollment.



We will contact you again with your User Name and temporary password once the setup for your new online user account is complete.

Terms & Conditions

When you sign in for the first time, you are presented with the **Terms & Conditions** for using the site. These are legal provisions that pertain to proper use of the Infovisa Client Portal.



Terms & Conditions

Electronic Notification Consent and Agreement for Trust Online and Mobile Access

Infovisa Bank & Trust allows you to receive your account disclosures and notices through electronic means. This disclosure covers your rights and responsibilities concerning Infovisa Bank & Trust's Electronic Notifications ("E-Notifications") Services and applies to each account you have with Infovisa Bank & Trust where electronic disclosures and notices are available. Please read this Electronic Notifications Consent and Agreement ("Agreement") carefully before you consent to electronic delivery of your account disclosures and notices. Your consent is required for electronic delivery of account disclosures and notices, by clicking the consent box below.

Definitions: For the purposes of this disclosure "You" and "Your" refer to each person who signs up for Infovisa Bank & Trust's Electronic Notifications. "We", "Us", or "Bank" shall refer to Infovisa Bank & Trust.

IMPORTANT DISCLOSURES ABOUT YOUR RIGHTS AND OPTIONS

1. Scope of Your Consent: Your consent applies to all disclosures, notices, receipts, or other terms and conditions related to Trust services that you electronically access. This consent will remain effective until expressly withdrawn by you. Your consent does not mean that we must provide documents electronically but instead may deliver some or all of those documents electronically.

You must accept these terms to gain access to the website.

This screen is also presented at subsequent sign on attempts when we make updates or additions to the Terms & Conditions language.

Guided Tour

After accepting the terms, you are presented with a **Guided Tour** of the Home page. This tour helps familiarize you with some of the site features.

The screenshot displays the Infovisa Client Portal interface. At the top, the 'Infovisa' logo is on the left, and navigation icons for Home, Accounts, and Statements are on the right. The main content area shows 'All Accounts' with a total balance of \$20,193,206.32. Below this is a table of accounts:

Account Name	Balance	Account Name	Balance
Gilligan IMA	2,084,845.75	Gilligan IRA	851,315.90
Lovey Howell Trust	7,712,210.80	Thurston Howell Trust	9,544,833.87

Below the table is a 'Dashboard' section with a 'Selected Accounts' filter showing 'Gilligan IRA', 'Thurston Howell Trust', 'Lovey Howell Trust', and 'Gilligan IMA'. The main feature is 'Asset Allocation by Major Type', which includes a donut chart and a legend:

- Equity 49.30%
- Fixed Income 27.81%
- Cash Equivalents 22.68%
- Other 0.20%

A guided tour overlay is present, with a '1' in a circle next to the chart. The overlay text reads: 'Welcome! This guided tour will walk you through the initial customization for the site.' Below the text are navigation buttons: 'Skip', 'Back', and 'Next'.

Click or tap the **Next** and **Back** buttons to cycle through the tour or the **Skip** button to end the tour.



*TIP: You can access the tour at any time by selecting **Help > Retake Tour**.*

Menus

After the Guided Tour, the **Home** page is displayed. First, let's get familiar with navigating the new website.

The Client Portal provides four main menus for navigating:

 Home

View account balance information and dashboards.

 Accounts

View account reports including holdings.

 Requests

Submit distribution requests for approval.

 Statements

View online statements.

For wider screen widths such as a desktop or landscape tablet, the menu will appear on the left side of the screen.

For narrow widths, the menu shifts to the top of the screen.

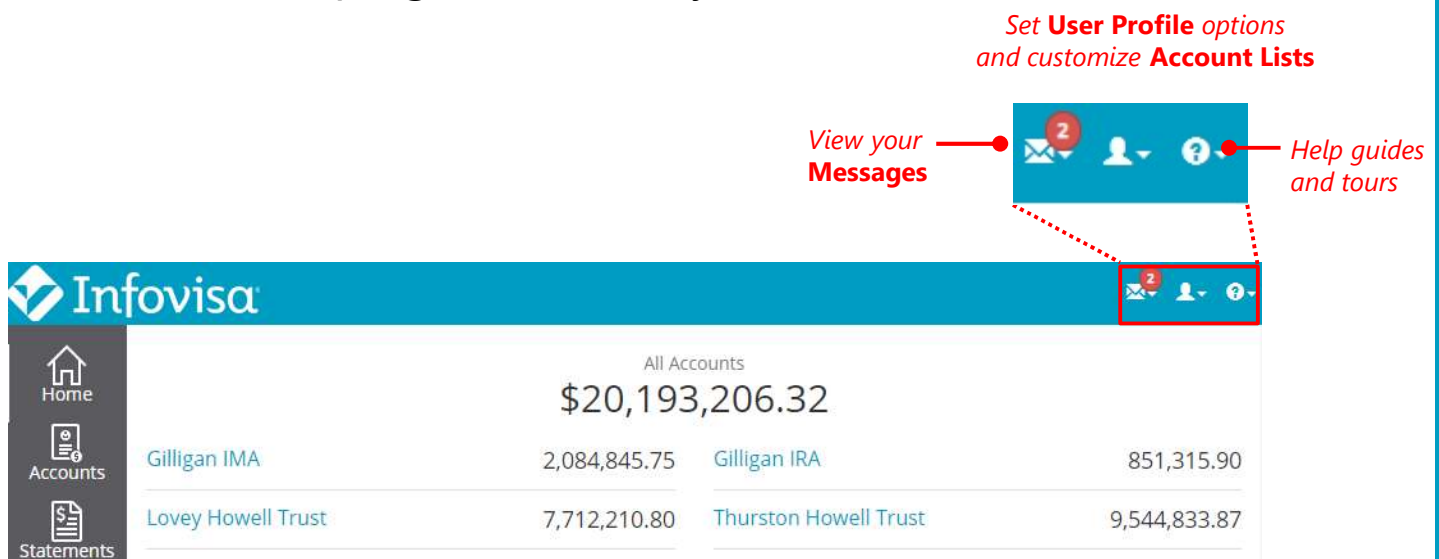
Additional Navigation

In addition to the four main menus, there are three navigation icons in the top right corner of your screen.

*Set **User Profile** options and customize **Account Lists***

*View your **Messages***

Help guides and tours



The screenshot shows the Infovisa Client Portal interface. At the top, there is a blue header with the Infovisa logo on the left and three navigation icons on the right: a message icon with a red badge containing the number '2', a user profile icon, and a help icon. Below the header is a table of account balances. The table has a left sidebar with icons for Home, Accounts, and Statements. The main content area shows a table with account names and their balances.

All Accounts			
	\$20,193,206.32		
Gilligan IMA	2,084,845.75	Gilligan IRA	851,315.90
Lovey Howell Trust	7,712,210.80	Thurston Howell Trust	9,544,833.87



The **Message** icon contains messages we have sent to you. The red badge displays the number of unread messages.



The **User Profile** icon allows you to customize account lists, enroll in online statements, and configure the website with your options.



The **Help** icon provides access to this User Guide as well as guided tours.

Additional Navigation

Using the footer links at the bottom of the site, you can navigate to our other policy pages including: Terms & Conditions, Privacy Policies, Accessibility Policies, the Accessible Site, as well as our social media pages.

The screenshot displays the Infovisa Client Portal interface. At the top, the Infovisa logo is on the left, and navigation icons for home, search, and user profile are on the right. Below the logo is a navigation menu with links for Home, Accounts, Requests, Statements, Reports, and Setup. The main content area shows a summary of 'All Accounts' with a total balance of \$44,647,398.06. Below this is a table listing individual accounts and their balances. A donut chart illustrates the asset allocation across different investment categories. The footer contains links for Terms & Conditions, Data Disclosure, Contact Us, Privacy, Accessibility Policy, and Accessible Site, along with social media icons for Twitter, LinkedIn, and Facebook.

All Accounts			
\$44,647,398.06			
Bobby Ewing & Children	2,911,979.92	Bobby Ewing IRA	159,115.13
Cliff Barnes Agency	1,407,703.20	Ewing Enterprises Pension Plan	3,454,958.69
Ewing Oil 401K Plan	3,255,799.30	Gilligan IMA	2,084,845.75
Gilligan IRA	851,315.90	J. R. Ewing Trust	3,653,472.48
J.R. Ewing IRA	94,458.44	Lovey Howell Personal Trust	7,712,210.80

9 more accounts ▼

Asset Class	Percentage
Stock - Common	37.88%
Mutual Funds - Fixed	17.05%
More	14.25%
Money Market - Taxable	13.85%
ETF - Domestic Large Cap Growth Equities	10.55%
Mutual Funds - Equity	6.42%

Footer Links: Terms & Conditions, Data Disclosure, Contact Us, Privacy, Accessibility Policy, Accessible Site. Social Media: Twitter, LinkedIn, Facebook.

Home

Next, let's talk about the **Home** page.

The Home page is your starting point for the Client Portal.

The screenshot displays the Infovisa Home page. On the left is a navigation sidebar with icons for Home, Accounts, Requests, and Statements. The main content area is divided into several sections:

- Account Balances:** A table showing the total for 'All Accounts' as \$20,193,206.32, and a list of individual accounts: Gilligan IMA (2,084,845.75), Gilligan IRA (851,315.90), Lovey Howell Tr... (7,712,210.80), and Thurston Howel... (9,544,833.87).
- Dashboard:** A section titled 'Dashboard' with a 'Selected Accounts' filter showing Gilligan IRA, Thurston Howell Trust, Lovey Howell Trust, and Gilligan IMA. Below it is a donut chart titled 'Asset Allocation by Major Type' with the following data:

Category	Percentage
Equity	49.30%
Fixed Income	27.81%
Cash Equivalents	22.68%
Other	0.20%
- Last 10 Transactions:** A table with columns for Date, Transaction, and Amount.

Date	Transaction	Amount
04/17/2018	Contribution - Deposit to Account of \$103.00	103.00
04/17/2018	Return of Capital	201.00
- Market Value Over Time (YTD):** A line chart showing the market value over time. Below the chart is a table with columns for Account, Change %, and Change \$.

Account	Change %	Change \$
All Accounts	+0.00%	+304.00

The Home page contains **Account Balances** for your accounts and customizable **Dashboard** pages with different **Snapshots** of information.



*TIP: On smaller devices, **Account Balances** will display at the top of the page, followed by **Dashboards**.*

Account Balances

The **Account Balances** section of the Home page contains current values for each of your accounts along with a total value for all accounts combined¹.

Select any account to view the **Account Summary**

All Accounts			
		\$20,193,206.32	
Gilligan IMA	2,084,845.75	Gilligan IRA	851,315.90
Lovey Howell Trust	7,712,210.80	Thurston Howell Trust	9,544,833.87

Select the Account Name for any of the accounts in the Account Balances section to view the **Account Summary**.

You can exclude accounts from the All Accounts balance within the Account List.



*TIP: For more information on your **Account List** and building **Account Groups**, see the [Account List](#) page.*

¹ If enabled, the Account Balances will use delayed equity prices. Dashboard snapshots do not use delayed equity prices.


Dashboards


The **Dashboards** section of the Home page displays customizable snapshots for your accounts.

Configure your dashboards.

Select dashboard accounts.

Date	Transaction	Amount
04/17/2018	Contribution - Deposit to Account of \$103.00	103.00
04/17/2018	Return of Capital	201.00

Click or tap the  cog icon to customize your dashboard page and create new pages.


Click or tap the  pencil icon to select the accounts to include on the dashboard page.



TIP: Hover over or touch any chart section to see additional information about that section.

Dashboard Setup

We have designed an initial Dashboard page for you to use for viewing your accounts. However, you can create new dashboard pages, edit your accounts, or edit the snapshots.

Select the  cog icon on the Dashboard page to open **Dashboard Setup** where you can customize your dashboards.

Select the dashboard to edit or create a new dashboard.

Assign a Dashboard Name.

Select the dashboard accounts.

Dashboard Setup

Dashboard

Dashboard Name

Dashboard

Accounts

Gilligan IMA

Gilligan IRA

Lovey Howell Trust

Thurston Howell Trust

Add account

Snapshots

Asset Allocation by Major Type

Market Value Over Time (YTD)

Last 10 Transactions

Add a dashboard snapshot


Cancel Save

Select the dashboard snapshots to display. Use the handlers on the snapshot to move the snapshots up or down in the list.

Dashboard Accounts

Choose your dashboard accounts within the **Accounts** section of the Dashboard Setup page.

The screenshot shows the Infovisa Dashboard Setup page. The top navigation bar includes the Infovisa logo and user profile information. The left sidebar contains navigation icons for Home, Accounts, Requests, and Statements. The main content area is titled "Dashboard Setup" and includes a "Dashboard" dropdown menu and a "Dashboard Name" input field. Below this is the "Accounts" section, which features a list of accounts: Gilligan IMA, Gilligan IRA, Lovey Howell Trust, and Thurston Howell Trust. Each account has a dropdown arrow and a close icon. At the bottom of the list is an "Add account" button with a plus sign. To the right of the accounts list, there are three snapshot cards: "Allocation by Major Type", "Net Value Over Time (YTD)", and "10 Transactions", each with a close icon. Below these cards is an "Add a dashboard snapshot" button with a plus sign. At the bottom right of the form are "Cancel" and "Save" buttons.

You may also add or remove accounts from your dashboard pages by clicking or tapping the  pencil icon on the Home page.



TIP: When you add new accounts to your dashboard pages, they will automatically be listed in alphabetical order.

Dashboard Snapshots

Select your dashboard snapshots within the **Snapshots** section of the Dashboard Setup page.

Use the **Snapshot Handlers** to change the order of the snapshots

Dashboard Setup

Dashboard

Dashboard Name

Dashboard

Accounts

- Gilligan IMA
- Gilligan IRA
- Lovey Howell Trust
- Thurston Howell Trust

+ Add account

Snapshots

- Asset Allocation by Major Type
- Last 10 Transactions
- Market Value Over Time (YTD)

+ Add a dashboard snapshot

Cancel Save

Select the **Snapshot Name** to edit the snapshot

Select the **Add a dashboard snapshot** button to add new snapshots

You can have an unlimited number of snapshot combinations on your dashboard pages.



TIP: Create new Dashboard pages using the drop-down under the Dashboard Setup page title.

Add Snapshots

Use the **Add a Dashboard Snapshot** button from the Dashboard Setup page to add new snapshots to your dashboard, or select the name of any existing snapshot to edit it.

Either action will open the **Add Snapshot** dialog for maintaining your dashboard snapshots, including the time period (if available).

Select a **Dashboard Snapshot** from the list

Account Allocation

Donut chart depicting a market value comparison between accounts on this dashboard page.

Year to Date

Cancel Add

Select a **Time Period** for snapshots spanning a date range

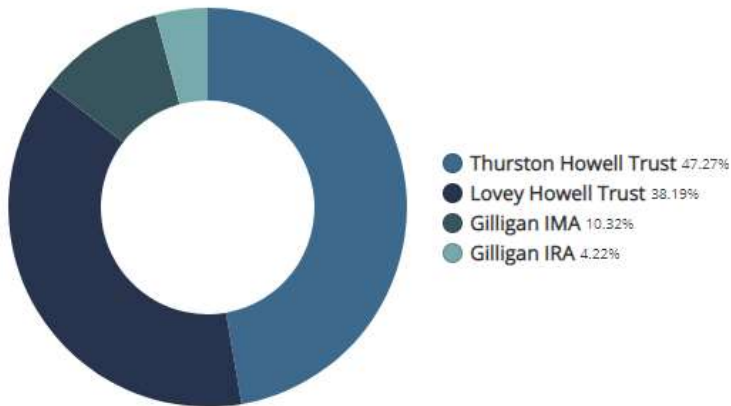
The next several pages show the snapshots that you may include in your Dashboards. Unless otherwise noted, the snapshots show combined data for all accounts linked to the Dashboard.

Snapshots

Account Allocation

Chart comparison of relative values of accounts.

Account Allocation

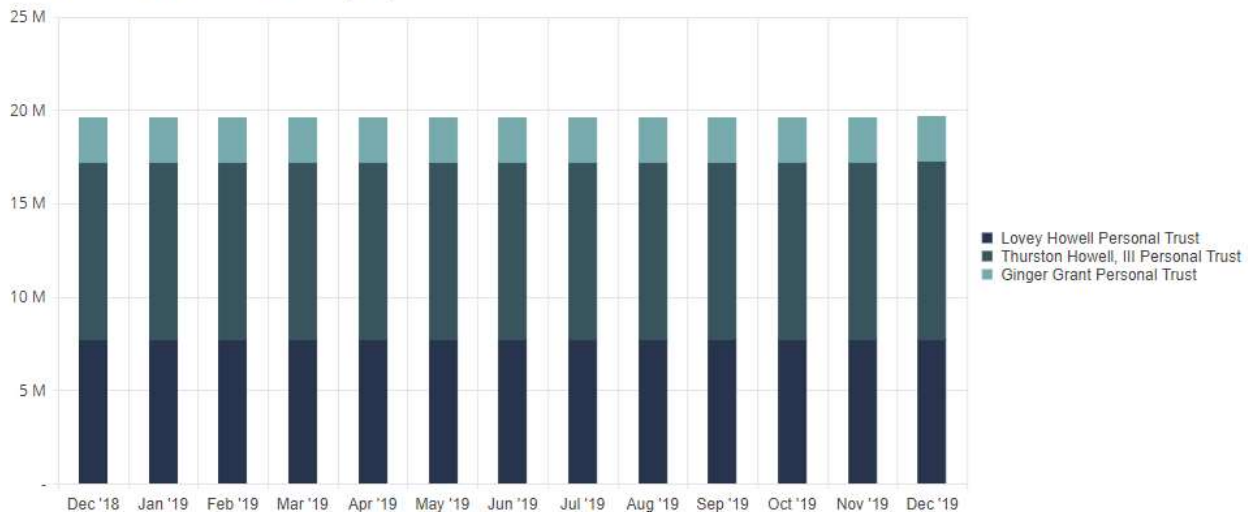


Data is always for the most recent date.

Account Value Over Time

Chart comparison of account values over a time period.

Account Value Over Time (1Y)



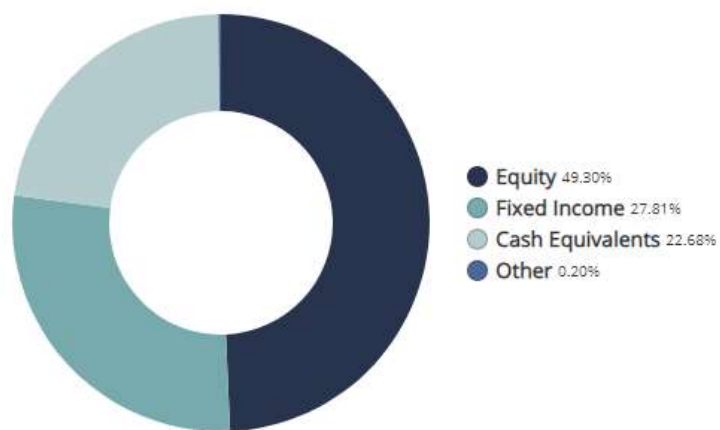
Data is for a time period.

Snapshots

Asset Allocation by Major Type

Chart comparison of holdings by Major Type. Major Types are sometimes called *asset classes* or *sectors*.

Asset Allocation by Major Type

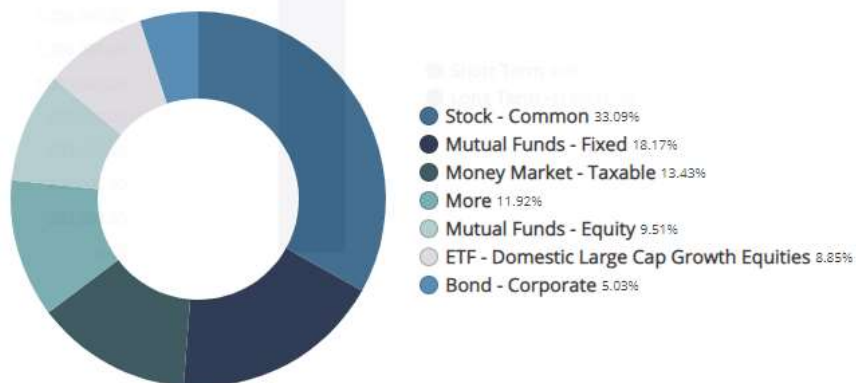


Data is always for the most recent date.

Asset Allocation by Minor Type

Chart comparison of holdings by Minor Type. As the name implies, minor types are more specific asset classifications than major types.

Asset Allocation by Minor Type



Data is always for the most recent date.

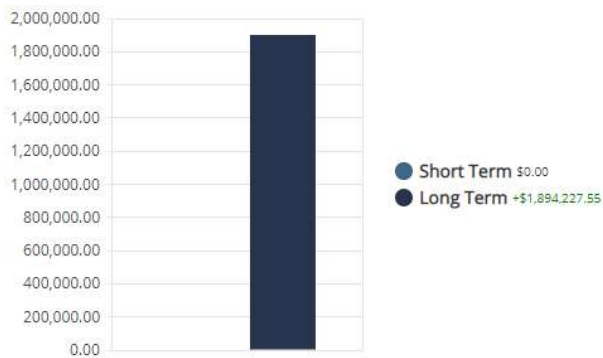
Snapshots

Capital Gain Summary

Chart comparison of realized short-term capital gains and realized long-term capital gains for the specified period.

Capital Gain Summary (1Y)

Total Gain/Loss = \$1,894,227.55



Data is for a selected period.

Last 10 Transactions

Listing of the 10 most recent transactions.

Last 10 Transactions

Date	Transaction	Amount
07/03/2017	Purchased 1,000 par value @ \$101.0000 for A F L A C Inc Aflac Inc Sr Nt dtd 05/15/2019	-1,170.00
06/19/2017	Contribution - Deposit to Account of \$10,000,000.00	10,000,000.00
05/22/2017	Reinvest Dividend - Ordinary, received 2 shares @ 114.500000 on 1,517.28905 shares	0.00
05/22/2017	Deliver 100 shares	0.00
05/16/2017	Interest - US Treasury on 50,000 par value	2,250.00
05/16/2017	Interest - US Treasury on 100,000 par value	4,500.00

Data is for a time period.

Snapshots

Market Value Over Time

Table displaying account market value change during the specified time period. Information is shown for each individual account and for the group.

Market Value Over Time (YTD)

Account		Change %	Change \$
All Accounts		+47.41%	+10,092,039.48
Bobby Ewing IRA		+3.06%	+4,198.67
Bobby Ewing Trust		+2.06%	+69,435.49
Lovey Howell Personal Trust		+0.14%	+11,403.81
Thurston Howell, III Personal Trust		+102.99%	+10,007,001.51

Data is for a time period.

Top 10 Holdings

Table displaying the 10 asset positions with the highest current market value.

Top 10 Holdings

Asset Name	Current Value
Fidelity Salem Street Trust Invt Grade Bd Fund	2,603,700.00
Fidelity Cash Reserves Fund #55	2,331,596.35
Fidelity Institutional Money Market Prime	2,311,743.59
Amazon.com Incorporated	2,014,041.00
Vanguard Large-cap Etf	1,442,210.00
Google Inc Class A	1,363,393.50

Data is always for the most recent date.

Snapshots

Top 10 Performing Assets

Table containing the ten positions for the dashboard accounts with the highest rate of returns.

Top 10 Performing Assets (YTD)

Asset Name	Rate of Return	Change In Value	Current Value
K Mart Corp Note 7.95% Due 02/01/23	32.85%	1,987.50	33,173.12
Fixed Income Pooled Fund	12.99%	-345.82	16,451.91
Chou Amer Mut Funds Chou Opportunity Fund	11.51%	0.00	1,443.00
Equity Pooled Fund	9.71%	7,367.15	85,519.38
Balanced Pool Asset	8.19%	24,987.41	708,146.03
Retained Balanced Pool Asset	7.35%	4,109.47	59,989.55

Data is for a time period. (only displayed for performance users)

Transaction Summary

Table containing summarized additions and subtractions and the resulting effect on total market value (MV). Additions include deposits of cash or assets and Subtractions are the inverse: withdrawals of cash or assets.

Transaction Summary (YTD)

Beginning MV	\$21,292,712.19
Net Change	9,997,226.31
Additions	10,001,151.31
Subtractions	-3,925.00
Ending MV	\$31,454,467.16
Total Return	\$164,528.66

Data is for a time period.

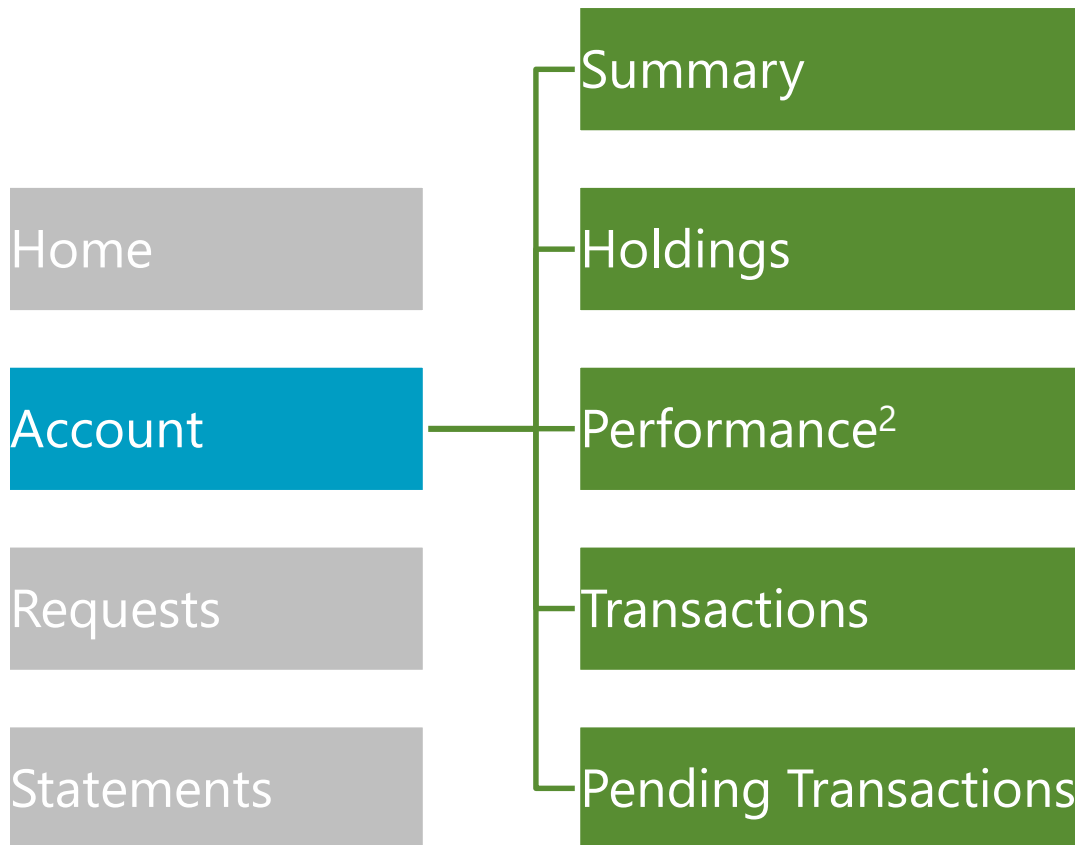


*TIP: Select the **Save** button after completing Dashboard setup, then click or tap **Home** to view your changes.*

Account Pages

Select any account from the **Account Balances** section of the Home page or use the **Accounts** menu to view your individual account pages.

The Accounts page contains four tabs of report information for your accounts or **Account Groups**.



See the Account List page for instructions on building Account Groups.

² Please check with your account contact to determine if performance information is available for your accounts.

Account Summary

The first page, **Account Summary**, combines information from the other three account reports to provide you with a comprehensive overview, including:

- Account Balances and Allocations
- Performance Returns
- Recent Activity
- Contact Information

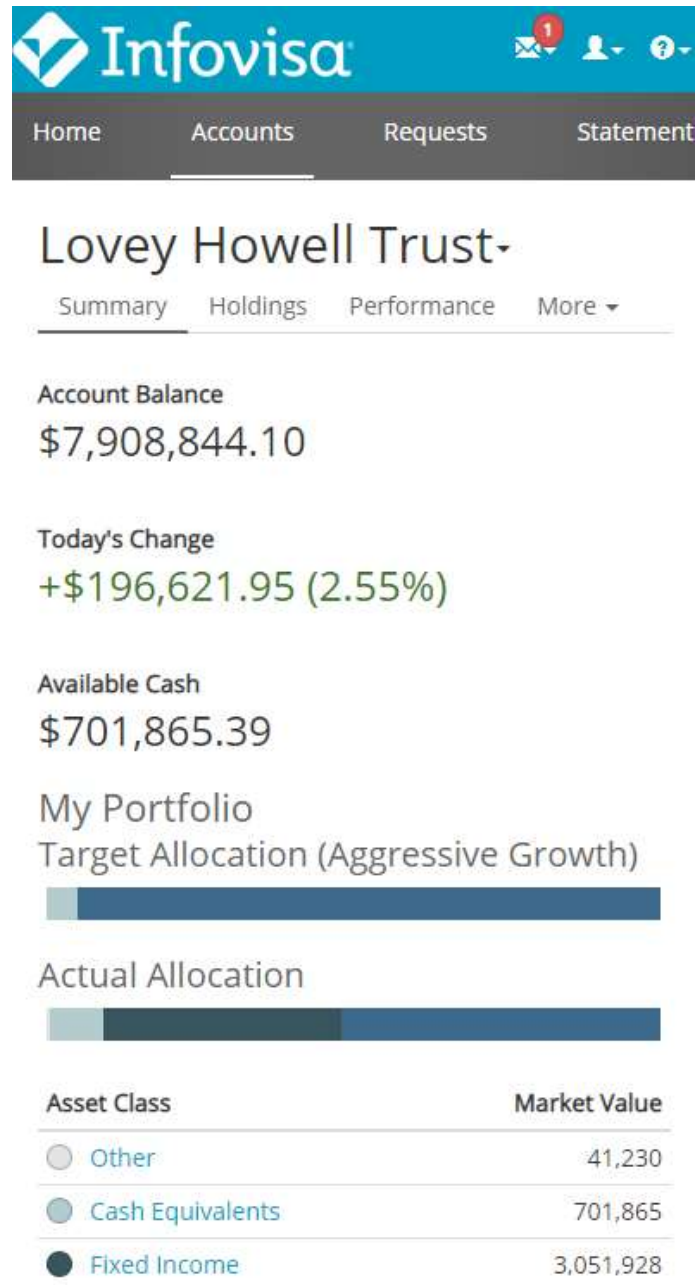
The screenshot shows the Infovisa client portal interface. The top navigation bar includes the Infovisa logo and user profile icons. A left sidebar contains navigation links for Home, Accounts, Requests, and Statements. The main content area is titled "Lovey Howell Trust" and includes tabs for Summary, Holdings, Performance, and Transactions. Key account metrics are displayed: Account Balance (\$7,908,844.10), Today's Change (+\$196,621.95, 2.55%), and Available Cash (\$701,865.39). A "My Portfolio" section shows target and actual allocations for aggressive growth. A table lists asset classes: Other (0.52%, \$41,230), Cash Equivalents (8.89%, \$701,865), Fixed Income (38.64%, \$3,051,928), and Equity (51.96%, \$4,104,236). A "Recent Activity" table shows a transaction on 10/23/2018 for Long Term Capital Gain Allocation on 22.733 shares with an amount of 0.00. On the right, "Portfolio Performance (YTD)" shows Total Account (-0.56%), Composite Index (0.00%), and Aggressive Growth Benchmark (0.00%). A "Contact Us" section lists Mr. Todd Rogers with email and phone information, and address: 19632 Heartland St, Cornelius, NC 28031. "Links" include "Meet the wealth management team" and "Our website".



*TIP: Account groups will display the **Included Accounts** above the **Contact Us** section on this page.*

Account Summary

The mobile version of the Account Summary page displays the same information condensed to the width of your phone.



Account Balances

The first section of the Account Summary contains your **Account Balance**, **Today's Change**, and **Available Cash** amounts.

Account Balance
\$7,908,844.10

Today's Change
+\$196,621.95 (2.55%)

Available Cash
\$701,865.39

Asset Class	Percentage	Market Value
Other	0.52%	41,230
Cash Equivalents	8.89%	701,865
Fixed Income	38.64%	3,051,928
Equity	51.96%	4,104,236
Portfolio Total	100.00%	7,908,844

Recent Activity

Date	Transaction	Amount
10/23/2018	Long Term Capital Gain Allocation on 22.733 shares	0.00

Your Account Balance is the most recent value of your account for all holdings, including cash.

Today's Change is the difference between the current Account Balance based on most recent prices and the previous close of business prices.

Your Available Cash³ amount is a combination of cash plus any balances in money market funds.

If you are viewing a group of accounts, these values are combined for all accounts within the group.

³ The Available Cash displayed may not reflect the value available for distribution or trade requests.

My Portfolio

The next section, **My Portfolio**, contains your current major asset class **Account Allocations** chart with corresponding table.

Infovisa Lovey Howell Trust-

Summary Holdings Performance Transactions

Account Balance: \$7,908,844.10 Today's Change: +\$196,621.95 (2.55%) Available Cash: \$701,865.39

My Portfolio

Portfolio Performance (YTD)
Total Account: -0.56% Composite Index: 0.00% Aggressive Growth Benchmark: 0.00%

Contact Us
Mr. Todd Rogers
todd.rogers@mauibank.com
704-892-3270
19632 Heartland St
Cornelius, NC 28031

Links
[Meet the wealth management team](#)
[Our website](#)

Asset Class	Percentage	Market Value
Other	0.52%	41,230
Cash Equivalents	8.89%	701,865
Fixed Income	38.64%	3,051,928
Equity	51.96%	4,104,236
Portfolio Total	100.00%	7,908,844

This section also contains a chart of **Target Allocations** based on the objectives or goals established for your accounts.



TIP: Select an **Asset Class** within the table to view a filtered version of the **Holdings** report for that Asset Class.

Recent Activity

The **Recent Activity** section displays the last 15 transactions for your accounts, with the most recent transaction listed first.

The screenshot shows the Infovisa client portal interface. The top navigation bar includes the Infovisa logo and user account information. The main content area is for the 'Lovey Howell Trust-' account, with tabs for Summary, Holdings, Performance, and Transactions. The Summary tab is active, displaying account balance, today's change, and available cash. Below this, there are sections for 'My Portfolio' with target and actual allocation bar charts, a table of asset classes, portfolio performance metrics, contact information, and links. A 'Recent Activity' section is highlighted with a blue border, showing a single transaction on 04/17/2018.

Date	Transaction	Amount
04/17/2018	Dividend - Ordinary on 1,500 shares	750.00

Select the **Transaction Description** of any transaction to view **Transaction Details**.

Portfolio Performance

The **Portfolio Performance (YTD)** section at the top of the second column contains year-to-date Total Account performance returns⁴.

The screenshot displays the Infovisa client portal interface for the 'Lovey Howell Trust'. The main navigation menu on the left includes Home, Accounts, Requests, and Statements. The account summary shows an Account Balance of \$7,908,844.10 and a Today's Change of +\$196,621.95 (2.55%). The 'My Portfolio' section shows a Target Allocation (Aggressive Growth) and an Actual Allocation bar chart. Below this is a table of Asset Class percentages: Other (0.52%), Cash Equivalents (8.89%), Fixed Income (38.64%), and Equity (51.96%). The 'Portfolio Total' is 100.00% with a value of 7,908,844. The 'Portfolio Performance (YTD)' section is highlighted, showing Total Account at 4.26%, Composite Index at 15.94%, and Growth with some Income Benchmark at 11.98%. The 'Recent Activity' table shows a transaction on 10/23/2018 for Long Term Capital Gain Allocation on 22.733 shares with an amount of 0.00.

Asset Class	Percentage
Other	0.52%
Cash Equivalents	8.89%
Fixed Income	38.64%
Equity	51.96%
Portfolio Total	100.00%

Date	Transaction	Amount
10/23/2018	Long Term Capital Gain Allocation on 22.733 shares	0.00

The section may also display **Composite Index** and/or **Benchmark Return** comparisons for your account.

⁴ Performance returns on this page are calculated using the Time-Weighted Rate of Return methodology based on Trade Date.

Contact & Links

Finally, the Account Summary page contains **Contact Information** for your account contacts and a list of **Links** that we have customized for you.

Infovisa Lovey Howell Trust-

Summary Holdings Performance Transactions

Account Balance: \$7,908,844.10 Today's Change: +\$196,621.95 (2.55%) Available Cash: \$701,865.39

My Portfolio: Target Allocation (Aggressive Growth)

Portfolio Performance (YTD): Total Composite Aggressive

Contact Us
Mr. Todd Rogers
todd.rogers@mauibank.com
704-892-3270
19632 Heartland St
Cornelius, NC 28031

Links
[Visit our website](#)
[Meet the Wealth Management Team](#)

Asset Class	Percentage	Market Value
Other	0.52%	41,230
Cash Equivalents	8.89%	701,865
Fixed Income	38.64%	3,051,928
Equity	51.96%	4,104,236
Portfolio Total	100.00%	7,908,844

Recent Activity

Date	Transaction	Amount
10/23/2018	Long Term Capital Gain Allocation on 22.733 shares	0.00

Click or tap the tabs below the account name to navigate between account pages.

Holdings

The next account report, **Holdings**, displays account positions and values for the most recent date or any historical date⁵.

Annotations:


- Tap or click to change the **Account** displayed
- Download** the report to .xlsx (Excel)
- Create a **PDF** of the Holdings report
- Select a **Date** for the Holdings Report here
- Filter the report by **Major Type** or **Minor Type** by selecting the group heading
- View **Position Details and Tax Lots** by selecting an Asset Name
- Select the **Ticker** to view additional information from a third party
- Select additional columns to display

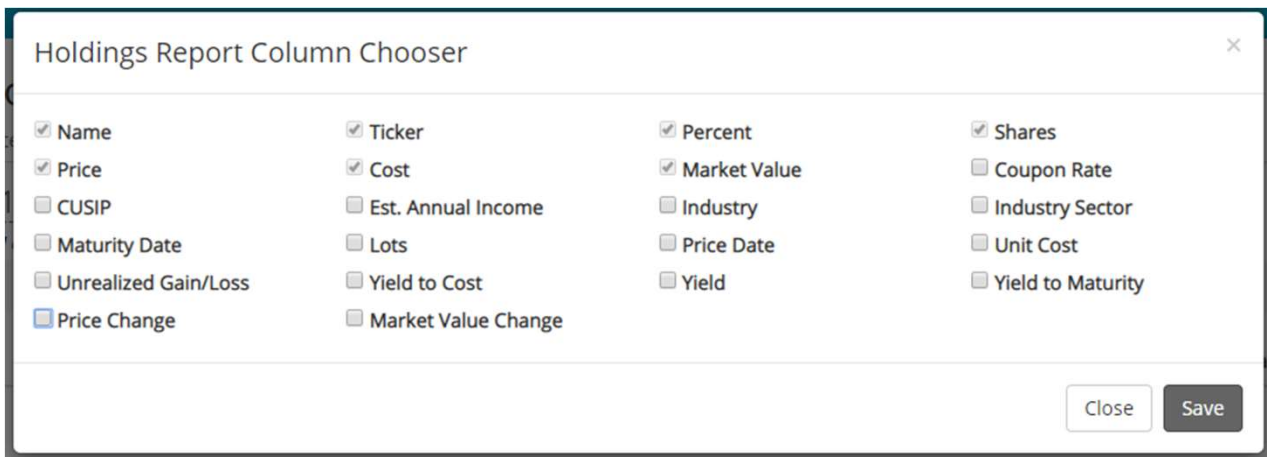
Asset/Class	Ticker	Percentage	Shares	Price	Cost	Market Value
Cash Equivalents						
Cash						
Cash		-0.12	-9,584.9300	1.0000	-9,584.93	-9,584.93
Cash Sub-total:					-9,584.93	-9,584.93
Money Market - Taxable						
Fidelity Institutional Money Market Prime	FIPXX	9.01	711,450.3200	1.0000	711,450.32	711,450.32
Money Market - Taxable Sub-total:					711,450.32	711,450.32
Cash Equivalents Sub-total:					701,865.39	701,865.39
Equity						
ETF - Domestic Large Cap Growth Equities						
Vanguard Large-cap Etf	VV	20.22	14,950.0000	106.7900	606,069.89	1,596,510.50
ETF - Domestic Large Cap Growth Equities Sub-total:					606,069.89	1,596,510.50
ETF - International Emerging Markets						
Vanguard Emerging Markets Etf	VWO	0.16	325.0000	39.0600	13,247.52	12,694.50
ETF - International Emerging Markets Sub-total:					13,247.52	12,694.50

Print the report to PDF or download to XLSX (Excel) using the **Download** and **Print** buttons. The download feature includes individual tax lots but neither Price nor CUSIP.

⁵ Delayed prices are used when viewing the Account Holdings report for the current date only.

Select Columns

On larger screen sizes such as desktops or laptops, you can choose additional columns for the Holdings report using the cog icon  next to the last column header.



Additional columns are added to the right of the first seven locked columns on the Holdings report.

On tablets and phones, additional columns are hidden from view to fit the size of the device. Turn your device in a landscape orientation to view additional columns.⁶





⁶ Price Change and Market Value Change columns are only available with delayed pricing.

Holdings Columns

On tablets and mobile devices, the columns displayed on the Holdings report vary depending on the width and orientation of the screen.

For example, a phone in portrait mode displays Asset/Class and Market Value.

The table below shows the display columns based on your device size and orientation.

 Tablet Landscape <ul style="list-style-type: none">• Asset/Class• Shares• Price• Cost• Market Value	 Phone Landscape <ul style="list-style-type: none">• Asset/Class• Shares• Price• Market Value
 Tablet Portrait <ul style="list-style-type: none">• Asset/Class• Shares• Price• Market Value	 Phone Portrait <ul style="list-style-type: none">• Asset/Class• Market Value

Holdings Details

Select the **Asset Name** on the Holdings Report for any position to view the **Holdings Details**, including **Tax Lots**.

The screenshot shows a 'Holdings Report' window with a 'Print' button in the top right corner. The report details are as of 08-02-2018 for Coca Cola Common (KO). Below the main details is a 'Tax Lot Details' table.

Acquisition Date	Shares	Market Value
12/23/2013	50.0000	2,031.00
08/31/2016	50.0000	2,031.00

Print the Holdings detail information

Click or tap the **Print** button to export a PDF version of the Holdings Details.

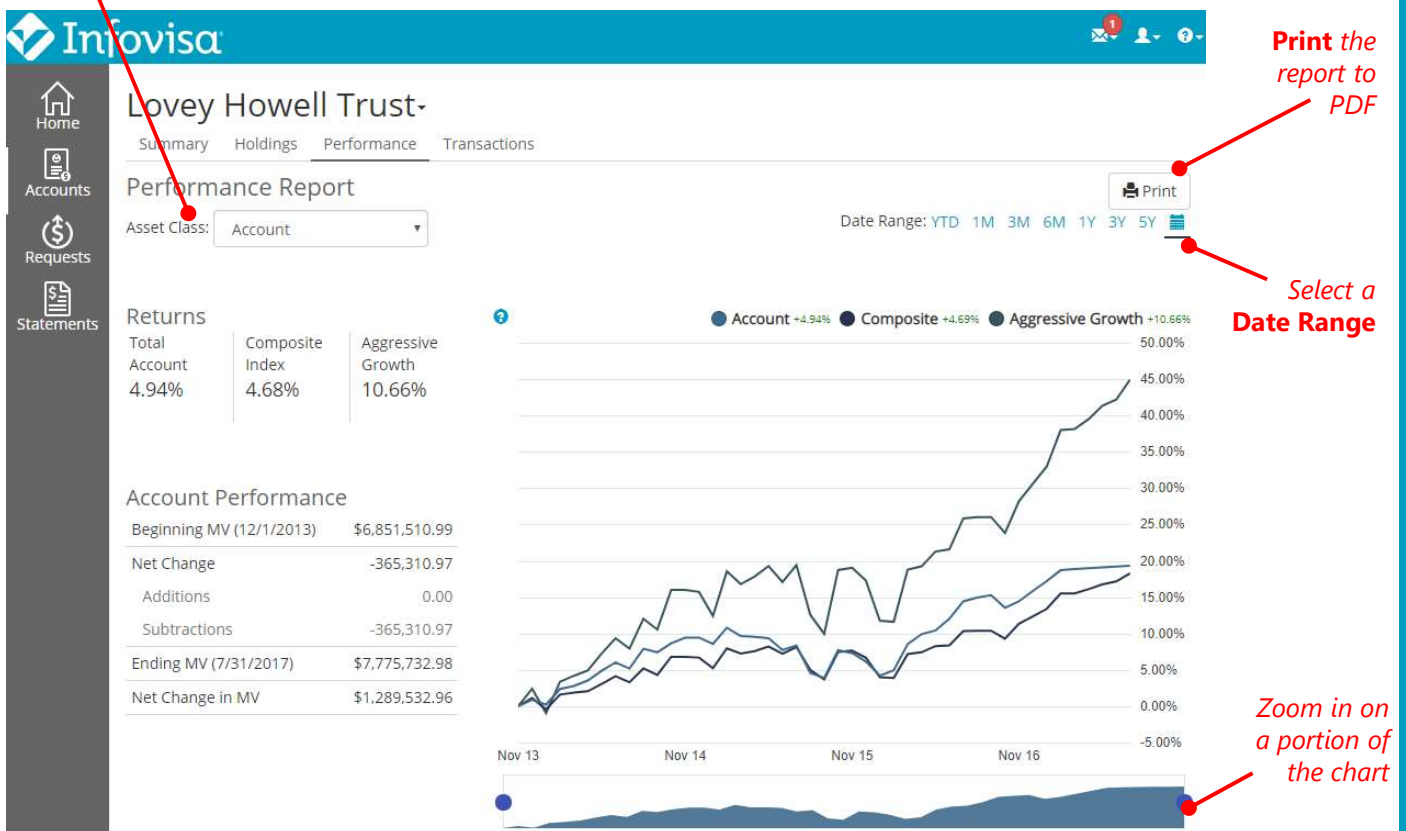


*TIP: Using **CTRL + Click** will send the PDF version of the report to a new browser tab.*

Performance

The third account report, **Performance***, displays total account return information for your account or account group as well as performance returns for each asset class.

Select a single **Asset Class** or the **Total Account**



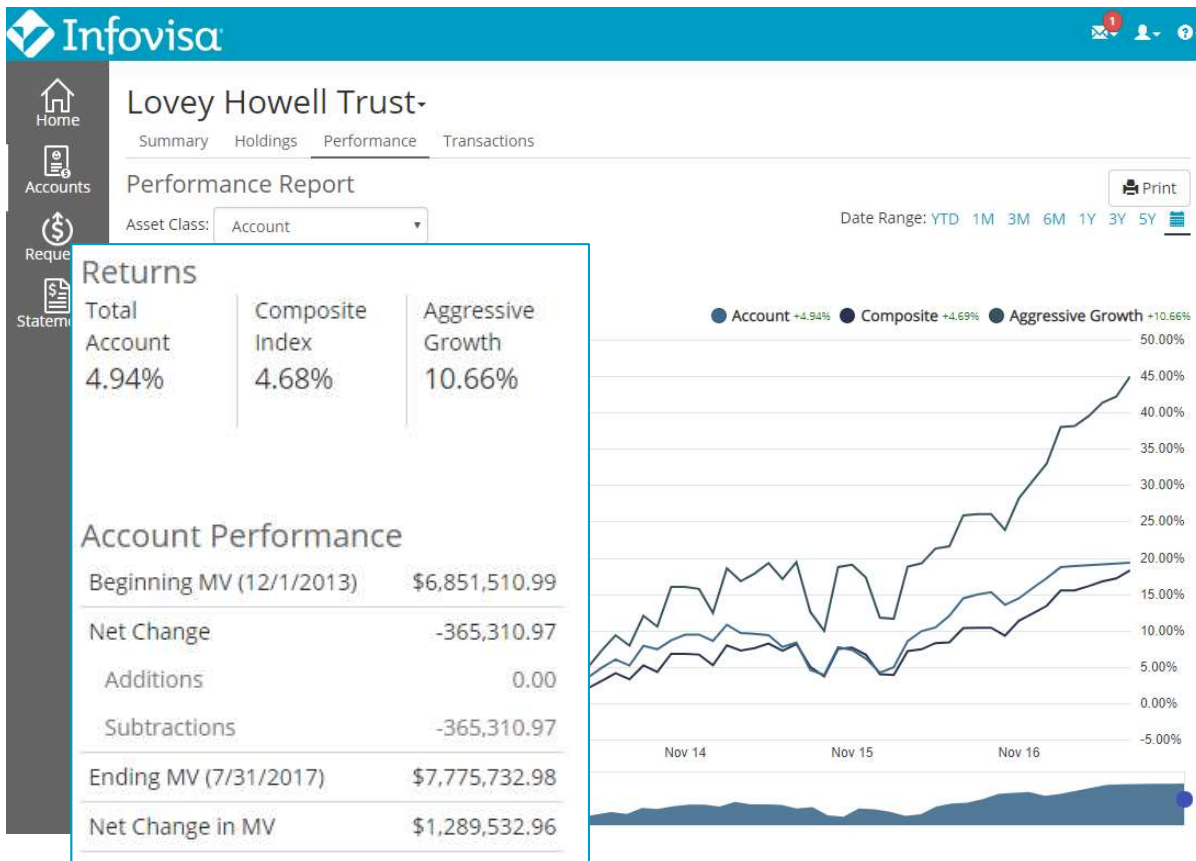
Use the **Asset Class** drop-down to switch between Total Account return information and individual asset classes.

Select the **Print** button to view a PDF version of the report.

** Please check with your account contact to determine if performance information is available for your accounts.*

Performance Returns

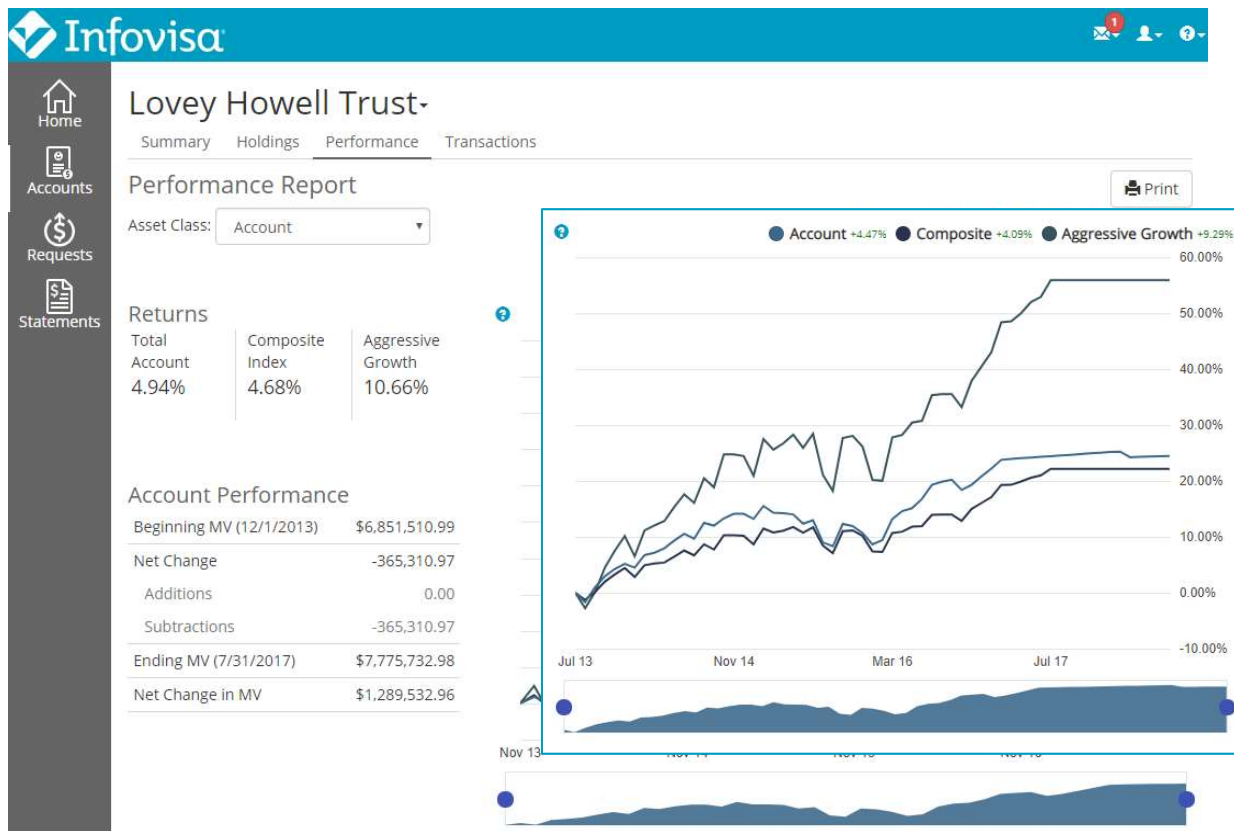
The first section of the Performance report contains the **Performance Return** data for the account or asset class. This section contains performance return percentages, inflows (additions), and outflows (subtractions) for the selected time period.⁴



⁴ Performance returns on this page are calculated using the Time-Weighted Rate of Return methodology based on Trade Date. Returns are annualized if the period is more than 12 months. Information on the report is displayed through the prior month-end.

Performance Chart

The **Performance Chart** on the Performance report displays a cumulative line chart of your account returns for the time period based on an initial balance.



Hover over the interactive chart to zoom in on any month included in the specified date range.



TIP: Hover or touch the lines in the chart to see additional information about each return period.

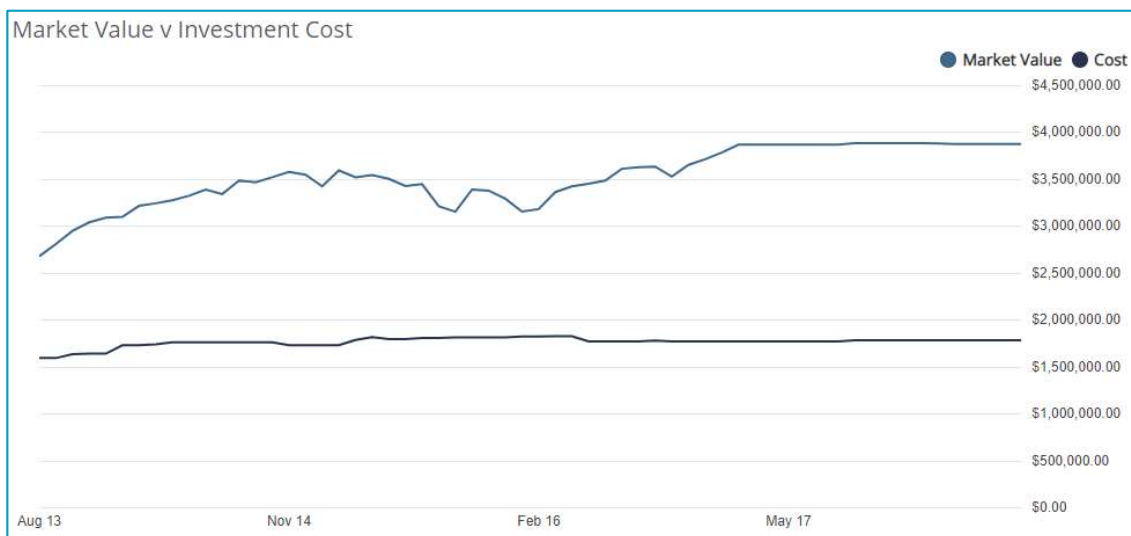
Performance Charts

The bottom of the Performance report contains two additional charts and tables with performance information.

The total account returns page displays the **Market Value Growth Over Time** table with information for each asset class.

Asset Class	Starting Portfolio %	Ending Portfolio %	Rate of Return	Market Value		
Account			4.47%			
Cash Equivalents		8.9%	9.0%	3.49%		
Equity Holdings		42.0%	49.8%	7.57%		
Fixed Income Holdings		48.2%	40.1%	1.59%		
International		0.2%		0.6%	6.37%	
Other Holdings		0.7%		0.6%	4.13%	

The individual asset class pages display the **Market Value versus Investment Cost** chart.



Transactions

The **Transactions report** displays transactions that posted to your accounts during the period.

The screenshot shows the Infovisa client portal interface for the 'Lovey Howell Trust'. The 'Transactions' tab is selected, displaying a 'Transactions Report'. The report includes a table of transactions with columns for Date/Type, Description, Asset Name, Shares, Cost, and Cash. Annotations with red arrows point to various features: 'Tap or click to change the Account displayed' points to the account name; 'Download the report to .xlsx (Excel)' and 'Create a PDF of the Transactions report' point to the 'Download' and 'Print' buttons; 'Select the Date Range' points to the date range selector (YTD, 1M, 3M, 6M, 1Y); 'Filter the report by Type by selecting the group heading' points to the left-hand navigation menu; 'View transaction Details by selecting the Description' points to a transaction description; and 'Select additional columns to display' points to a gear icon in the table header.

Tap or click to change the **Account** displayed

Download the report to **.xlsx (Excel)**

Create a **PDF** of the Transactions report

Select the **Date Range**

Filter the report by **Type** by selecting the group heading

View transaction **Details** by selecting the Description

Select additional columns to display


Date/Type	Description	Asset Name	Shares	Cost	Cash
Dividend - Ordinary					
04/17/2018	Dividend - Ordinary on 1,500 shares	AT&T Corporation	0.0000	0.00	750.00
Dividend - Ordinary Sub-total:				0.00	750.00
Interest - Corporate/Government OID					
08/15/2017	Interest - Corporate/Government OID of \$...	US Treasury Bond 6.75% due 8/15/2026	0.0000	-846.39	0.00
Interest - Corporate/Government OID Sub-total:				-846.39	0.00
Purchase					
09/11/2017	Purchased 100 shares @ \$133.2908 for Ap...	Apple Inc Common	100.0000	13,329.08	-13,329.08
Purchase Sub-total:				13,329.08	-13,329.08
Grand Total:				12,482.69	-12,579.08

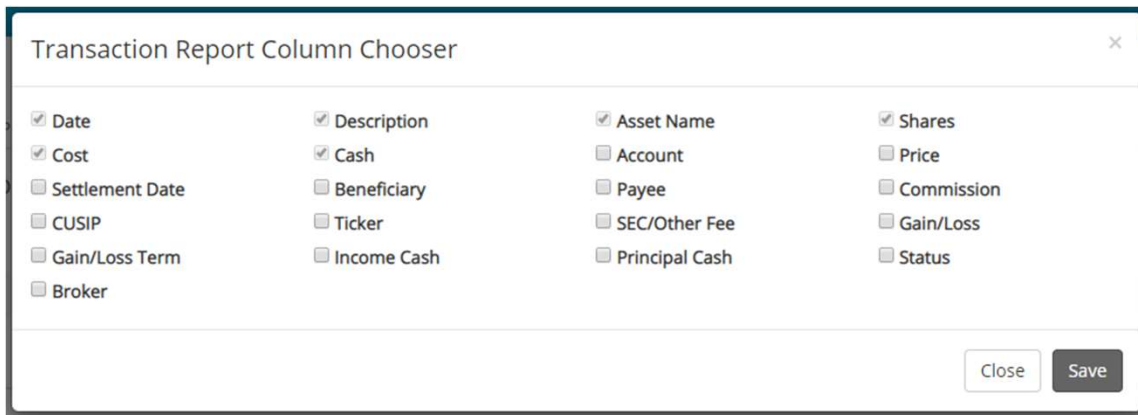
Print the report to PDF or download to XLSX (Excel) using the **Download** and **Print** buttons. The download file includes all available columns with the most recent transactions at the top.



TIP: You can set the default range for the Transactions report in the **User Settings** menu.

Select Columns

On larger screen sizes such as desktops or laptops, you can choose additional columns for the Transactions report using the cog icon  next to the last column header.







Additional columns are added to the right of the first six locked columns on the Transactions report.

On tablets and phones, additional columns are hidden from view to fit the size of the device. Turn your device in a landscape orientation to display additional columns.

Transaction Columns

Similar to the Holdings report, on tablets and mobile devices, the displayed columns on the Transactions report vary depending on the width and orientation of the screen.

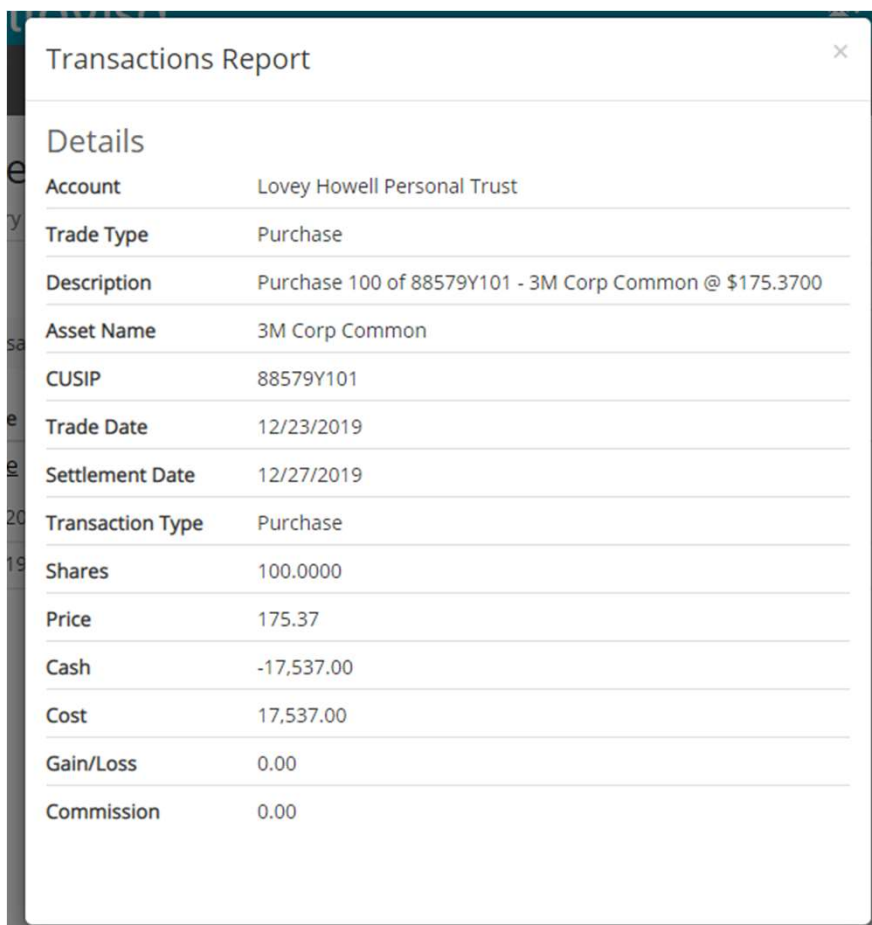
The table below shows the display columns based on your device size and orientation.

 Tablet Landscape <ul style="list-style-type: none">• Date• Description• Asset• Shares• Cost• Cash	 Phone Landscape <ul style="list-style-type: none">• Date• Description• Cost• Cash
 Tablet Portrait <ul style="list-style-type: none">• Date• Description• Shares• Cost• Cash	 Phone Portrait <ul style="list-style-type: none">• Date• Description• Cash

Transaction Details

Select the **Description** for any transaction within the Transactions Report or Pending Transactions Report to view the **Transaction Details**.

This information may also be accessed from the **Last 10 Transactions** snapshot on the Home page and the **Recent Activity** section of the Account Summary page.



Details	
Account	Lovey Howell Personal Trust
Trade Type	Purchase
Description	Purchase 100 of 88579Y101 - 3M Corp Common @ \$175.3700
Asset Name	3M Corp Common
CUSIP	88579Y101
Trade Date	12/23/2019
Settlement Date	12/27/2019
Transaction Type	Purchase
Shares	100.0000
Price	175.37
Cash	-17,537.00
Cost	17,537.00
Gain/Loss	0.00
Commission	0.00

Pending Transactions

The **Pending Transactions** report contains trades that are currently pending for your account(s).

The screenshot shows the Infovisa Client Portal interface for the 'Lovey Howell Trust' account. The 'Transactions' tab is selected, displaying a 'Transactions Report' for 'All Transactions'. The report is filtered by 'Type' (Dividend - Ordinary, Interest - Corporate/Government OID, Purchase). Annotations point to various features: 'Tap or click to change the Account displayed' points to the account name; 'Download the report to .xlsx (Excel)' and 'Create a PDF of the Transactions report' point to the 'Download' and 'Print' buttons; 'Select the Date Range' points to the 'Date Range' dropdown (set to 1Y); 'Filter the report by Type by selecting the group heading' points to the 'Dividend - Ordinary' heading; 'View transaction Details by selecting the Description' points to the 'Description' column; and 'Select additional columns to display' points to the gear icon in the 'Cash' column header.

Date/Type	Description	Asset Name	Shares	Cost	Cash
Dividend - Ordinary					
04/17/2018	Dividend - Ordinary on 1,500 shares	AT&T Corporation	0.0000	0.00	750.00
				Dividend - Ordinary Sub-total:	0.00 750.00
Interest - Corporate/Government OID					
08/15/2017	Interest - Corporate/Government OID of \$...	US Treasury Bond 6.75% due 8/15/2026	0.0000	-846.39	0.00
				Interest - Corporate/Government OID Sub-total:	-846.39 0.00
Purchase					
09/11/2017	Purchased 100 shares @ \$133.2908 for Ap...	Apple Inc Common	100.0000	13,329.08	-13,329.08
				Purchase Sub-total:	13,329.08 -13,329.08
				Grand Total:	12,482.69 -12,579.08

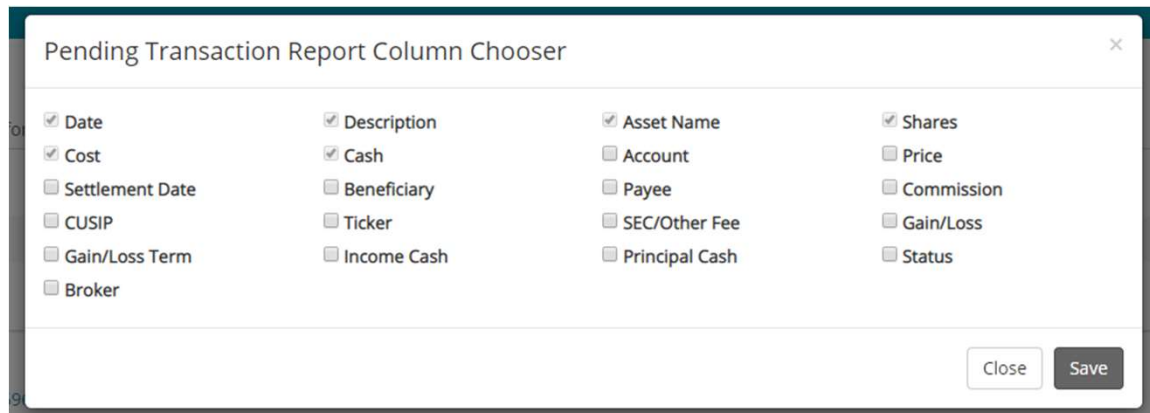
Print the report to PDF or download to XLSX (Excel) using the **Download** and **Print** buttons. The download file includes all available columns with the most recent transactions at the top.



TIP: Only confirmed buy and sell trades contain commission and fee information.

Select Columns

On larger screen sizes such as desktops or laptops, you can choose additional columns for the Pending Transactions report using the cog icon  next to the last column header.







Additional columns are added to the right of the first six locked columns on the Pending Transactions report.

On tablets and phones, additional columns are hidden from view to fit the size of the device. Turn your device in a landscape orientation to display additional columns.

Pending Columns

Similar to the Transactions report, the displayed columns on the Pending Transactions report vary depending on the width and orientation of the screen.

The table below shows the display columns based on your device size and orientation.

 Tablet Landscape <ul style="list-style-type: none">• Date/Type• Description• Asset• Shares• Cost• Cash	 Phone Landscape <ul style="list-style-type: none">• Date• Description• Cost• Cash
 Tablet Portrait <ul style="list-style-type: none">• Date• Description• Shares• Cost• Cash	 Phone Portrait <ul style="list-style-type: none">• Date• Description• Cash

Accessible Site

Use the **Accessible Site** link at the bottom of the page to view accessible versions of each account page including a menu option to **Change Accounts** or switch back to the **Full Site**.



The screenshot displays the Infovisa client portal interface. At the top, the Infovisa logo is visible. Below it, the account name "Howell Family" is shown. A navigation menu includes options for Summary, Holdings, Performance, Transactions, Change Account, Full Site, and Sign Out. The "Summary" tab is active, showing the Account Balance as \$17,257,044.67 and Available Cash as \$4,215,739.33. Below this, the "Allocation" section features a table with columns for Asset Class, Percentage, and Market Value. The "Recent Activity" section shows a single transaction: a dividend on 1,500 shares on 04/17/2018 for an amount of 750.00.

Asset Class	Percentage	Market Value
Other	0.24%	41,230
Fixed Income	23.30%	4,020,194
Cash Equivalents	24.43%	4,215,739
Equity	52.04%	8,979,882
Portfolio Total	100.00%	17,257,045

Date	Transaction	Amount
04/17/2018	Dividend - Ordinary on 1,500 shares	750.00



*TIP: Select the **Full Site** menu option to toggle back to the full version of the website.*

Statements

Using the Infovisa Client Portal, you may also view your periodic statements online from the **Statements*** menu.

Filter statements by account or date range

Date	Name	Account	Download
11/30/2022	e+statement	Thurston Howell, III Personal Trust	PDF
12/31/2021	Performance Statement Package Landscape	Gilligan IMA	PDF
12/31/2021	e+statement	Gilligan IRA	PDF
12/31/2020	e+statement	Thurston Howell, III Personal Trust	PDF

Select the **PDF** link to view the statement

The Statements page sorts the statements with the most recent statements at the top of the page. Current year statements are included by default.

You can use the **Change Filters** button to view statements for other timeframes or filter by accounts.

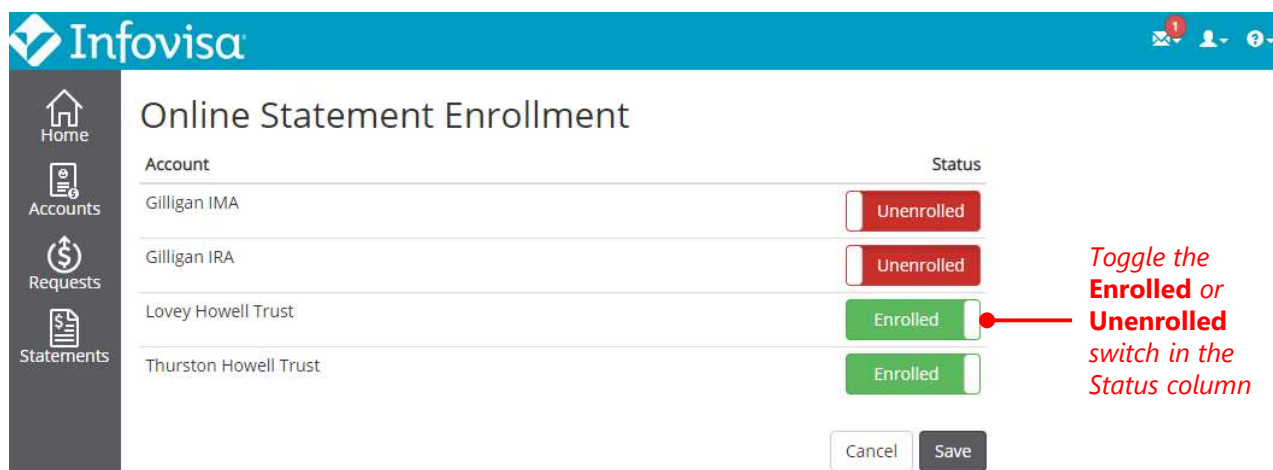
The **Download** column contains a **PDF** link to view, download, or print the online statement.

** Please check with your account contact to determine if online statements are available for your accounts.*

Statement Enrollment

Before you can view your statements online, you must first enroll your account(s). Start by selecting *User Profile > Online Statement Enrollment*.

The enrollment process allows you to choose the accounts to enroll for online statements and notifies us of your enrollment.



Toggle the **Enrolled** or **Unenrolled** switch in the *Status* column

Step 1: Select the accounts to enroll for online statements using the toggle in the Status column, then click or tap **Save**.



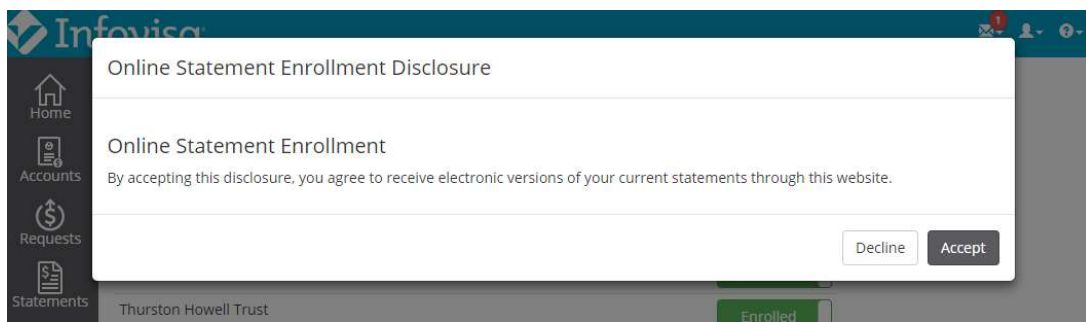
Enrolled accounts are available for online statements.



Any **Unenrolled** accounts will not receive online statements.

Statement Disclosure

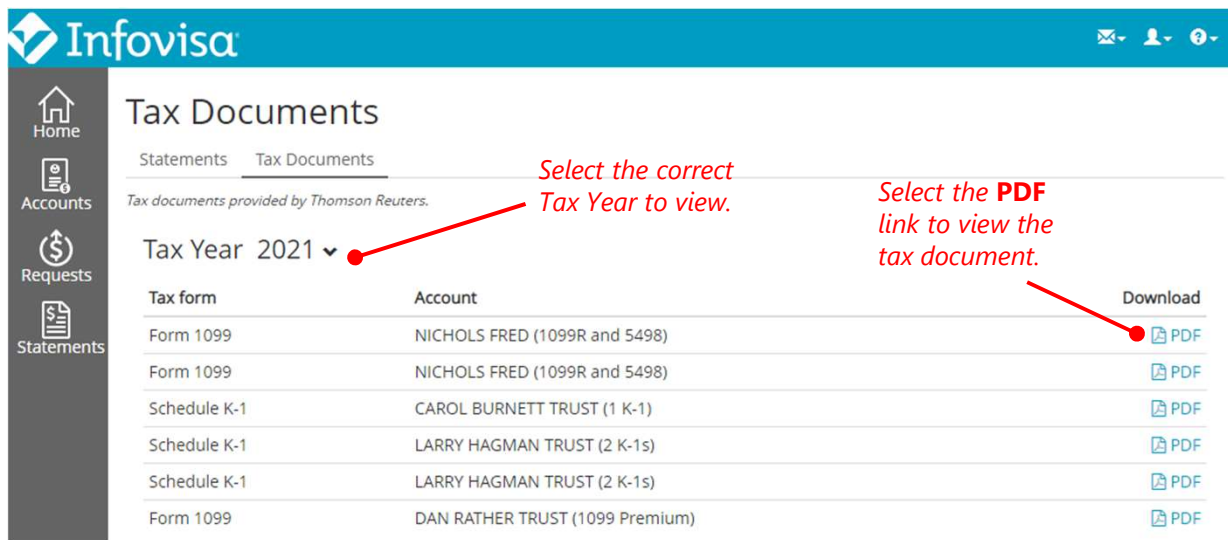
Step 2: You may need to accept the **Online Statement Enrollment Disclosure**. This acceptance acknowledges and confirms your instructions to deliver electronic statements, and allows us to act on those instructions.



You will receive an email notification when you successfully complete enrollment for online statements, and an additional email when your new statements are available online for viewing.

Tax Documents

If your financial institution uses a separate tax preparer such as Thomson Reuters ONESOURCE[®], you may also be able to view your tax documents online.*



Infovisa

Home Accounts Requests Statements

Tax Documents

Statements Tax Documents

Tax documents provided by Thomson Reuters.

Tax Year 2021

Select the correct Tax Year to view.

Select the PDF link to view the tax document.

Tax form	Account	Download
Form 1099	NICHOLS FRED (1099R and 5498)	PDF
Form 1099	NICHOLS FRED (1099R and 5498)	PDF
Schedule K-1	CAROL BURNETT TRUST (1 K-1)	PDF
Schedule K-1	LARRY HAGMAN TRUST (2 K-1s)	PDF
Schedule K-1	LARRY HAGMAN TRUST (2 K-1s)	PDF
Form 1099	DAN RATHER TRUST (1099 Premium)	PDF

Tax Documents are located within the **Statements** menu option. The documents are only made available once your financial institution has published via the tax preparer.

Use the **Tax Year** drop-down to change tax years.

The **Download** column contains a **PDF** link to view, download, or print the tax document.

Please check with your account contact to determine if online tax documents are available for your accounts.

Requests

Using the **Requests*** menu, you can request cash distributions from your accounts and monitor the status of existing requests.

View the **Status** of requests

Create new **Distribution Requests**

Date	Status	Account	Amount
07/27/2018	Pending Approval	Gilligan IRA	100.00
07/21/2018	Pending Approval	Gilligan IRA	100.00
07/12/2018	Pending Approval	Gilligan IRA	100.00
07/06/2018	Pending Approval	Gilligan IRA	100.00
06/28/2018	Pending Approval	Gilligan IRA	100.00
06/21/2018	Pending Approval	Gilligan IRA	100.00

Click or tap the **New Request** button to create a new distribution request from your accounts.

* Please check with your account contact to determine if distribution requests are available for your accounts.

New Requests

To request a cash distribution from your account(s), click or tap the **New Request** button on the Requests page. If this feature is activated for your accounts, the request form will display.

The screenshot shows the 'Request Distribution' form in the Infovisa Client Portal. The form includes the following fields and annotations:

- Account:** A dropdown menu showing 'Thurston Howell Trust'. A red callout points to it with the text: "Account from which the distribution should be paid".
- Beneficiary:** A dropdown menu showing 'Mr. Thurston Howell III'. A red callout points to it with the text: "Account **Beneficiary** on whose behalf funds are being requested. This party may or may not be the payee for the disbursement; if not, specify the desired payee in the **Reason** field or in Supporting Documentation".
- Amount:** A text input field containing '\$ 155.00'.
- Reason:** A text input field containing 'Business Expense'.
- Supporting Documentation:** A dashed box containing the text 'Drag supporting documentation here or click to upload' and a document icon. A red callout points to it with the text: "Upload image files or PDFs that may provide information and support for the request".
- Buttons:** At the bottom, there are two buttons: 'Cancel' and 'Request Distribution'. A red callout points to the 'Request Distribution' button.

Complete the form and attach photos, invoices, or other supporting documentation where applicable, then select the **Request Distribution** button to submit the request to us for processing.

In some cases, it may be necessary to liquidate account assets to generate cash for a distribution. However, we cannot accept trade instructions from you using this form.

Messages

In addition to emails, we'll send you message notifications through the website. These messages can be viewed by clicking or tapping the **Messages** icon in the top right corner of the window.

The icon displays the number of unread messages. The topic of each new message will be shown in the pop up menu. You may also select the *View All Messages* menu item.



Select the **Message** icon to view **Unread Messages** or **All Messages**

The screenshot shows the Infovisa Client Portal dashboard. The top navigation bar includes the Infovisa logo and a messages icon with a red notification bubble containing the number 2. A pop-up menu titled "Messages" is open, showing a list of messages: "Retirement Celebration" (10/30/2017 01:55 PM) and "Welcome" (08/02/2018 10:07 AM). A "View All Messages" link is at the bottom of the menu. A "Welcome" dialog box is also open, displaying the text: "Welcome to our new client portal website for viewing account balances." and a "Close" button.


All Accounts	
\$20,193,206.32	
Gilligan IMA	2,084,845.75
Gilligan IRA	851,315.90
Lovey Howell Tr...	7,712,210.80
Thurston Howell...	9,544,833.87

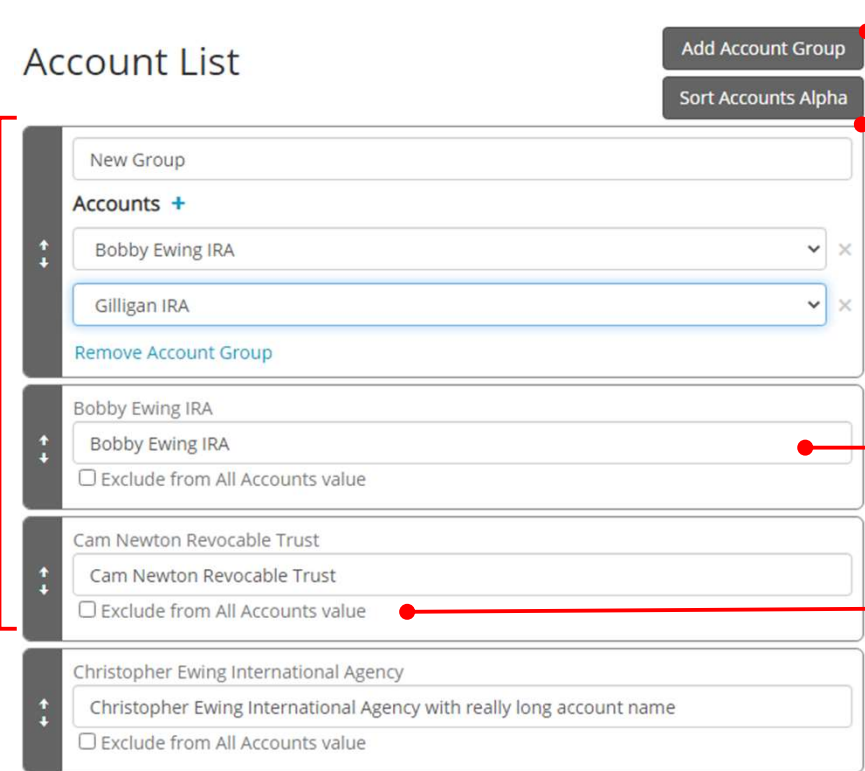
Dashboard

Selected Accounts: Gilligan IRA, Thurston Howell Trust, Lovey Howell Trust

Asset Allocation by Major Type

Customize Accounts

The **Account List** page in the  User Profile Menu allows you to customize the names on your accounts so they are easy for you to identify. You can also set the order in which they appear and create account groups.



The screenshot shows the 'Account List' interface. At the top right, there are two buttons: 'Add Account Group' and 'Sort Accounts Alpha'. Below these is a list of account groups. The first group is 'New Group' and contains two accounts: 'Bobby Ewing IRA' and 'Gilligan IRA'. The second group is 'Bobby Ewing IRA' and contains one account: 'Bobby Ewing IRA'. The third group is 'Cam Newton Revocable Trust' and contains one account: 'Cam Newton Revocable Trust'. The fourth group is 'Christopher Ewing International Agency' and contains one account: 'Christopher Ewing International Agency with really long account name'. Each account group has a 'Remove Account Group' link. Each account has a checkbox for 'Exclude from All Accounts value'. Red annotations point to these features: 'Add Account Group' is annotated with 'Create groups of accounts for report purposes'; 'Sort Accounts Alpha' is annotated with 'Sort accounts alphabetically within the list'; the 'Bobby Ewing IRA' account name is annotated with 'If desired, rename accounts shown in your account list'; the 'Exclude from All Accounts value' checkbox for the 'Cam Newton Revocable Trust' account is annotated with 'Exclude the account from the Home page All Accounts balance.'; and the left side of the list is annotated with 'Drag and drop accounts or groups to set the order they will appear throughout the Client Portal'.

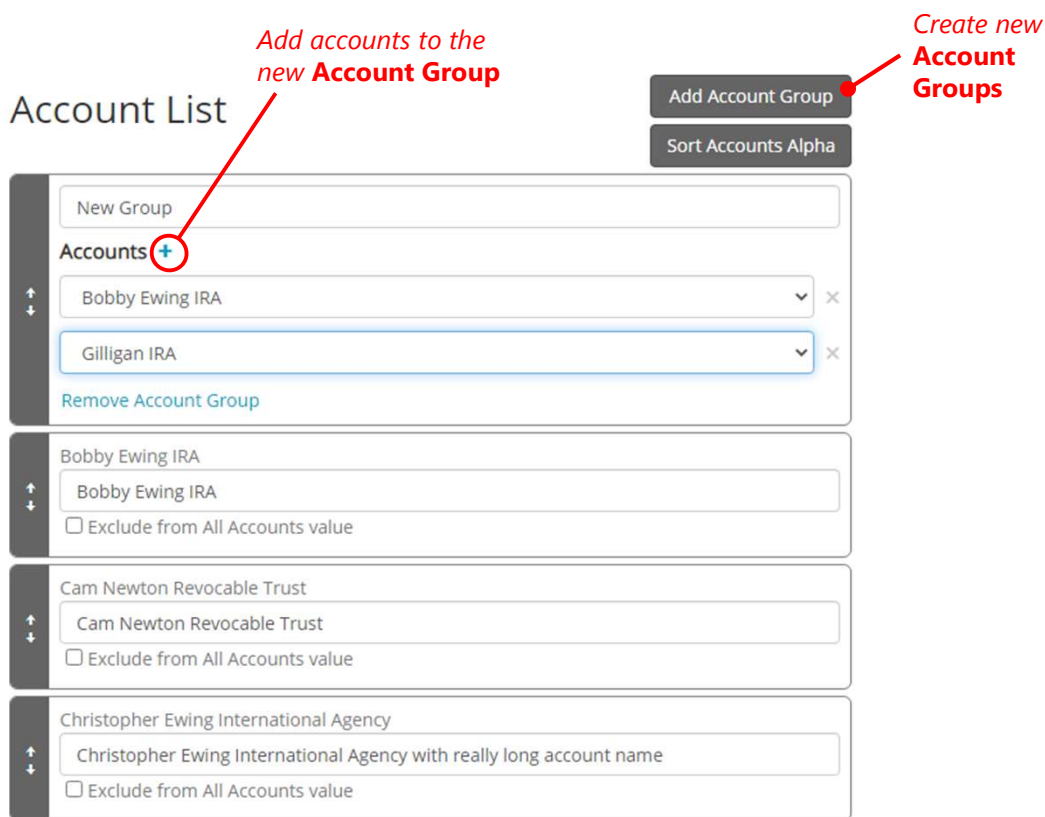
Drag and drop the accounts within the list to set their order.



TIP: Each account list item also displays the text of the full account name in case you would like to change back.


Create Account Groups

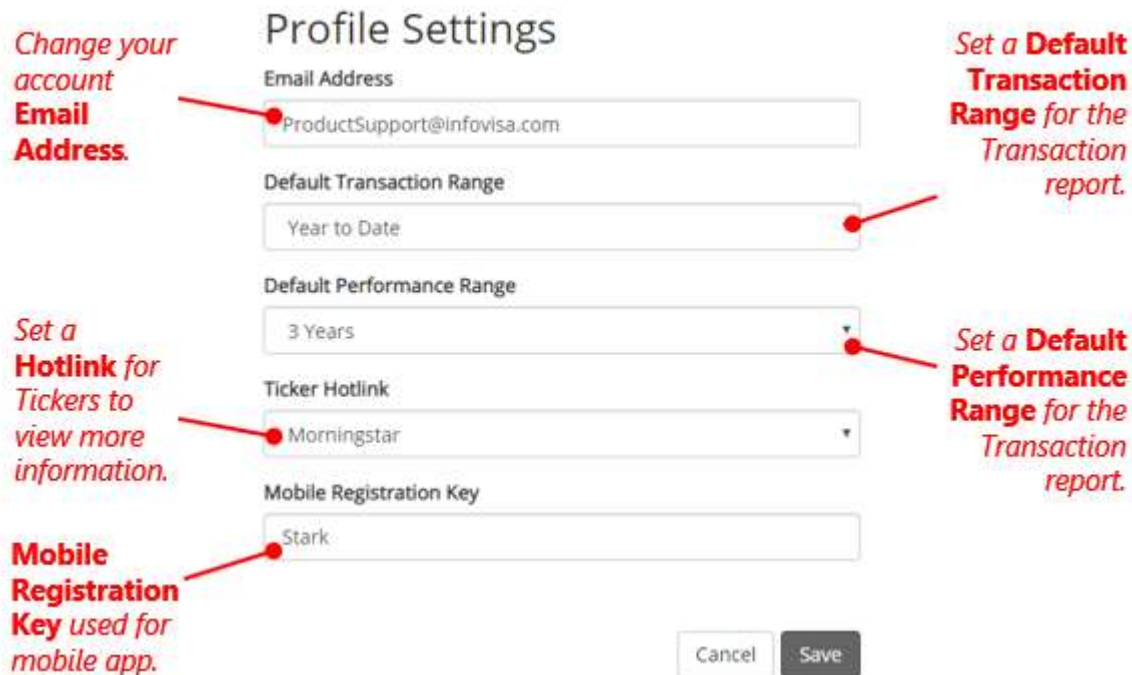
Select the **Add Account Group** button on the Account List page to build groups of your accounts for viewing and reporting purposes.



Account groups will consolidate the information displayed on the Summary, Holdings, Performance, and Transactions pages. Because an account can belong to multiple groups, you can view different combinations of accounts by building more than one group.

Profile Settings

The **User Profile** option in the  User menu allows you to set default date ranges for reports, change the email address associated with your user account, and specify an external website to use when you click or tap a ticker symbol.



Profile Settings

*Change your account **Email Address**.*

Email Address
ProductSupport@infovisa.com

*Set a **Default Transaction Range** for the Transaction report.*

Default Transaction Range
Year to Date

*Set a **Default Performance Range** for the Transaction report.*

Default Performance Range
3 Years

*Set a **Hotlink** for Tickers to view more information.*

Ticker Hotlink
Morningstar

***Mobile Registration Key** used for mobile app.*

Mobile Registration Key
Stark

Cancel Save




TIP: Changing your email automatically sends an email notification to the old and new email address.

Change Password

It's prudent to occasionally change your passwords for different websites you access. Select the **Change Password** option in the User menu to change your Infovisa Client Portal password.

Change Password



tree

Current Password:

New Password:

Confirm New Password:

cancel next >

Password must be at least 8 characters and contain at least three of the following:

1. A-Z
2. a-z
3. 0-9
4. !@#\$%^&*~.

Quicken® Download

The **Quicken Download** feature, within the User menu, allows you to download account transactions to Quicken®.

To download a file:

Step 1: Enter your **Start Date** and **End Date**.

Step 2: Select your accounts using the **Add Account** button.

Step 3: Click the **Download to Quicken** button.

The screenshot shows the 'Quicken® Download' page in the Infovisa client portal. The page has a blue header with the Infovisa logo and user icons. A left sidebar contains navigation icons for Home, Accounts, Requests, and Statements. The main content area is titled 'Quicken® Download' and includes a 'Transaction Date Range' section with 'Start Date' (07/02/2018) and 'End Date' (08/02/2018) input fields. Below this is an 'Accounts' section with two selected accounts: 'Lovey Howell Trust' and 'Thurston Howell Trust'. A dashed box below the accounts contains a plus sign and the text 'Add Account'. At the bottom of the main content area are two buttons: 'Download to Quicken' and 'Help'. Three red arrows point to specific elements: one points to the 'Start Date' field, another points to the 'End Date' field, and a third points to the 'Add Account' button. Red text annotations are placed near these arrows: 'Enter the Start Date and End Date.' is positioned above the date fields, and 'Add Accounts to download.' is positioned below the 'Add Account' button.

Enter the Start Date and End Date.

Add Accounts to download.

Please check with your account contact to determine if the download is available for your accounts.

Frequent Questions

Sign In



What should I do if I do not recognize my Sign In Challenge questions?

Most likely you have entered the wrong User Name. If you are confident it is correct, please contact your account administrator for assistance.




How do I reset my password if I forget it?

If you forget your password, choose the Forgot Password link from the Sign In page. After answering a challenge question, you will receive an email with a Password Token. Copy and paste the Password Token to the Forgot Password page to reset your password.

Home Page



How do I change my dashboards?


Select the  cog icon in the Dashboards section to open the Dashboard Setup page. Here you can create new pages, choose your accounts, and select your snapshots.

Frequent Questions

Home Page (continued)



How do I change the order of my accounts on the Home page and Account pages?

Select the  User Profile icon in the top right corner of your window, then Account List. Here you can drag and drop your accounts to place them in the order you would like them to be displayed.

Account Pages



Can I print or download the account reports?

Yes. Use the Print button on any account report to view a PDF version of the report. Downloaded reports include all available columns, including those that may not fit on your screen. *(Price, Price Date, and CUSIP are excluded from the Holdings report download.)*

From a PC or laptop, use Ctrl + Click to send the PDF report to a new browser tab.

On a mobile phone or tablet, hold the button to open in a new tab.

Important Information

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