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1. Introduction

Built on the UBS Investment Bank’s award-winning platform Neo, the UBS Asset Management Client Portal (the “UBS-AM Client Portal”) is UBS Asset Management’s new digital offering for clients. The aim of the UBS-AM Client Portal is to offer you an engaging experience and ease of use when consulting and downloading documents relevant to your portfolio as well as checking out our latest news and announcements.

2. First time logging in

2.1. Click on the link in your welcome email

You will have received an email from your dedicated Client Relationship Manager or from ubs-am-client-portal@ubs.com with the subject “Welcome to your UBS Asset Management Client Portal” that includes a link to the UBS-AM Client Portal. Click on the link (next to the red arrow in the below screenshot).

View this email in a web browser
2.2. Login self-activation

2.2.1. If you have registered a mobile phone number with UBS-AM

Once you click on the link from the welcome email, you will land on the below page. Enter your registered email address and click on “Next”.

On the next screen, enter the last three digits of your mobile phone number (as registered with UBS) and click on “Send code”.

When you receive the six digits code via text message, enter it under “Enter login code” and click on “Next”.
You will then be prompted to create your password. Please follow the **minimum requirements** and enter the same password in **“New password”** and **“Confirm password”** and then click on **“Next”**.
You will then be asked if you want your **username** to be remembered for your next visit. Please note, this is based on the device you use to log in, therefore if you use a different device in future, you will need to go through the above process as if it were your first time logging in.

You are now required to set up **three secure personal questions** in case you cannot remember your password or to authenticate yourself when calling the UBS Neo Help. Try to keep the answers simple so you can remember them. Once done, please click on “**Next**”.

Note: You can skip setting up secure personal questions by clicking the “**Later**” button. You will be prompted to set up security questions every time you log in and can only skip set up a number of times.

Here is the list of secure personal questions you can choose, for reference.
The final step is agreement to the UBS-AM Client Portal's Use Agreements & Disclaimers. Please read all three documents and click “Agree” for each.

Congratulations! You now have access to UBS-AM Client Portal where you can consult and download your client reports and invoices and read our latest news and announcements.

2.2.2. If you have not registered a mobile phone number with UBS-AM

Once you click on the link from the welcome email, you will land on the below page. Enter your registered email address and click on “Next”.
Since you have not registered a mobile phone number with UBS, you need to contact UBS Neo Help via email ubsneohelp@ubs.com or via phone +12013521278 to receive your login code.

Once you have received the login code, please click on “Already have the code?”. 
Enter the login code under “Enter login code” and click on “Next”.

You will then be prompted to create your password. Please follow the **minimum requirements** and enter the same password in “**New password**” and “**Confirm password**” and then click on “**Next**”.
You will then be asked if you want your **username** to be remembered for your next visit. Please note, this is based on the device you use to log in, therefore if you use a different device in future, you will need to go through the above process as if it were your first time logging in.

You are now required to set up **three secure personal questions** in case you cannot remember your password or to authenticate yourself when calling the UBS Neo Help. Try to keep the answers simple so you can remember them. Once done, please click on “**Next**”.

Note: You can skip setting up secure personal questions by clicking the “**Later**” button. You will be prompted to set up security questions every time you log in and can only skip set up a number of times.
Here is the list of secure personal questions you can choose, for reference.

You will then be prompted to enter your mobile phone number. This is to help protect yourself and your use of the UBS-AM Client Portal (e.g. to receive security tokens by text message) and we strongly recommend you provide your mobile number. Once done, please click on “Save”.
Welcome to UBS Asset Management client portal

Manage your Security Information

To help protect yourself and your use of the system, you have the option of receiving security tokens by text message. Saving your mobile number here will enable this security measure. Your mobile number will not be shared with anyone and will only be used for the texting of an activation code.

Country code

United States (+1)

Your mobile number

Save

Later

Security Information can be managed within User Settings.

Note: You can skip entering your mobile phone number by clicking the “Later” button. You will be prompted to enter your mobile phone number the second time you log back in and you can again click the “Later” button.
On the third attempt to log in, you can skip this prompt permanently by clicking on “No Thanks – Don’t show again”.

The final step is agreement to the UBS-AM Client Portal’s Use Agreements & Disclaimers. Please read all three documents and click “Agree” for each.

Congratulations! You now have access to UBS-AM Client Portal where you can consult and download your client reports and invoices and read our latest news and announcements.

3. Logging in

Visit UBS Asset Management Client Portal: https://neo.ubs.com/am/home

Enter your email address and click on “Next”.
Enter your **password** and click on “**Next**”.

4. **Navigation**

4.1. **Home tab**

The Home tab consists of **five sections**.

The **first section** is where we publish our **news and announcements**, including link to research reports. When clicking on “**Read more**”, a pop-up will appear where you will find more information and sometimes a link to a more detailed report.

The **second section** is where you can find your ten latest **published documents**. You can click on the PDF (or Excel) icon to open the document.

The **third section** provides you with our main contacts in “**General inquiries**” as well as our technical support in “**Technical support and help**”.

The **fourth section** is similar to the first section and you can find all **published news and announcements**. The **fifth section** consists of the **world main indices’ valuation** (as at prior working day close) and **performance** (vs prior working day).
4.2. Strategies & Products tab

The Strategies & Products tab redirects you to UBS Asset Management's website's capabilities section when clicking on Product Offering. You will find details of our offering, from actively managed to indexed strategies across the asset class spectrum.
4.3. Documents tab

The Documents tab consists of 3 sub-tabs: **News Archive**, **Client Documents** and **Legal Documents**.

4.3.1. News Archive

This is where you can search for specific news and announcements and filter on the date range you want. News and announcements will be displayed starting from the most recent publication on top.

4.3.2. Client Documents

Here, you can find all your documents (e.g. Invoice, Client Holdings, etc.) by filtering on a specific date range. In addition, you can filter on the type of document you want to see and if you have multiple accounts, you can also filter the account you want to display. All these filters can be saved and you have the option to edit or restore the default filters. Finally, same as the Home tab, you can click on the PDF (or Excel) icon to open the document. In the last column, you can also select one or multiple documents and download them in a Zip file.

4.3.3. Legal Documents

The last sub-tab consist of legal documents where you can find documents such as subscription agreement, investment management agreement, side letter, etc.
Similarly to the Client Documents sub-tab, you can filter on a **specific date range**. In addition, you can filter on the **type of document** you want to see and if you have multiple accounts, you can also filter the **account** you want to display. All these filters can be saved and you have the option to edit or restore the default filters. Finally, same as the Home tab, you can click on the PDF (or Excel) icon to open the document. In the last column, you can also select one or multiple documents and download them in a Zip file.

### 4.4. Alerts tab

You can set up **Alerts** under Alerts tab and change the **Frequency** (Daily, Weekly, or Monthly) as required.

To **enable** the alerts, move the slider from left to right or click on “OFF” under the **Enable** column.
The colour will change to green and will now show “ON”. It will also create a button above showing the alerts are currently ACTIVE.

You can disable your alerts at any time by clicking on “ON”.

Finally, you can suspend your alerts by clicking on the “ACTIVE” button. To re-activate them, simply click again on the same button.
Here is an example of an email notification you will receive.

UBS Asset Management - Accounts Latest Documents - your daily update

To: ubs-am-client-portal (UBS Asset Management client portal)

If there are problems with how this message is displayed, click here to view it in a web browser.

UBS Asset Management client portal

12-Aug-2022 | 06:06

Latest Document update

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You have received this email because either:

1. As a registered user of the UBS Asset Management client portal, based on your chosen settings in the UBS Asset Management client portal, and agreement by you that the use of this email address is both appropriate and correct; or
2. A registered user of the UBS Asset Management client portal has submitted your email address in their chosen settings in the UBS Asset Management client portal and has confirmed that the use of this email address is both appropriate and correct.

Should you believe that you have received this email in error:

1. If you are a registered user of the UBS Asset Management client portal, please login to the UBS Asset Management client portal and amend your Alert settings; or
2. If you are not a registered user of the UBS Asset Management client portal, but have therefore received it because of the settings entered by a registered user on your behalf, please contact us at UBSNetHelp@ubs.com and we will deactivate future emails.

Emails can involve SUBSTANTIAL RISKS, e.g. lack of confidentiality, potential manipulation of contents and/or sender’s address, incorrect recipient (misdirection), viruses etc.

UBS assumes no responsibility for any loss or damage resulting from the use of emails.

UBS reserves the right to retain and monitor all messages. Messages are protected and accessed only in legally justified cases.

5. **Frequently Asked Questions**

5.1. **First time logging in**

5.1.1. I do not want to provide my mobile phone number. Can I still log in?

To help protect yourself and your use of the UBS-AM Client Portal, we strongly recommend that you provide your mobile number in order to receive security tokens by text message. You can still log in without a mobile phone number by contacting UBS Neo Help via email ubsneohelp@ubs.com or via phone +12013521278 in order to receive your login code.

5.1.2. I do not want to set up secure personal questions. Can I still log in?

You can skip setting up secure personal questions by clicking the “Later” button. Please note you will be prompted to set these up every time you log back in and you can only skip the set up for a number of times, afterwards you will need to set them up in order to log in.

5.2. **Logging in**

5.2.1. My password has expired. What should I do?

For security reasons, your password expires every 180 days or after 90 days of absence. You need to **reset your password** by either receiving a security token by text message or contacting the UBS Neo Help via email ubsneohelp@ubs.com or via phone +12013521278 in order to receive your login code. Click on “**Reset / create password**”.

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