



Global Servicing Platform (GSP) Pilot Digital Investor User Guide v2.0

18th February 2025



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1. Introduction

The Global Servicing Platform (GSP) is a range of digital products, offered by State Street Global Service and developed by SS&C, for use in Transfer Agency (TA).

GSP links underlying global TA systems, e.g. iFAST, and FAST, within one platform providing a global view of portfolios for Clients, Advisors and Investors.

The products are Application Programming Interface (API) driven, hosted on Amazon Web Services (AWS) cloud infrastructure.

For Clients, Advisors or Investors that currently use iFAST Web; iFAST Web will be replaced by one or both of the following products within the GSP platform.

- Digital Investor
- Client Portal

CBIS investors will use the
Digital Investor Platform

The Digital Investor Portal provides Investors (Institutional and Corporate (Institutions)) and Advisors with the ability to manage investments online, by allowing real-time access to account valuations, transaction history and documentation and depending on the authority provided, place deals.

Client Portal provides Fund Managers with a view of their portfolio at Fund and Investor level along with reporting.

This guide will support users to get access to, to navigate and to use Digital Investor.



2 User Administration & Access

2.1 Definition of User Types

Users of Digital Investor can be;

- Individual users i.e., institutional investor
- Advisors, who look after a number of investors
- Institutions or Corporate accounts, which have a number of accounts
- Organisation users i.e. employees of a Management Company or State Street Transfer Agency

CBIS investors are considered **Institutional Investors** within the portal

Much of the functionality available is common to all four user types. Where there is functionality that is specific to a user type, this is highlighted.

2.2 Definition of User Roles

The Digital Investor Portal has role-based user access to ensure the security of your, or in the case of Advisors, your client's accounts. Every role type has **basic access** to view accounts and documentation, and some have additional capabilities.

2.2.1 BASIC ROLE TYPE (VIEW ACCOUNT)

- View Account
- Valuations (at account and fund level)
- Transaction history
- Pending trades
- Documents



When your account(s) are opened at State Street, you will be given portal access.

If you need to add access for more individuals, email MercerISAdminOpsIRL@mercer.com

3 User Registration

3.1 Advisors, Institutional Users and non Self-Registering Individual Investors

To request access the Digital Investor Portal, please contact your Customer Services team.

They will set up your user account and send an email to you, with a secure link to finish registering your account and setting up authentication details.

Select the **Complete Registration** button within the email to proceed with the registration process (or copy and paste the link below it into your browser).



Invitation to Institutional Investor Portal

Hello [redacted]

A user account has been created for you which will enable you to access Metrohill Digital Investor. Please click on the button below to complete your registration.

Complete Registration

If the button does not work, please copy and paste the following link into your browser:

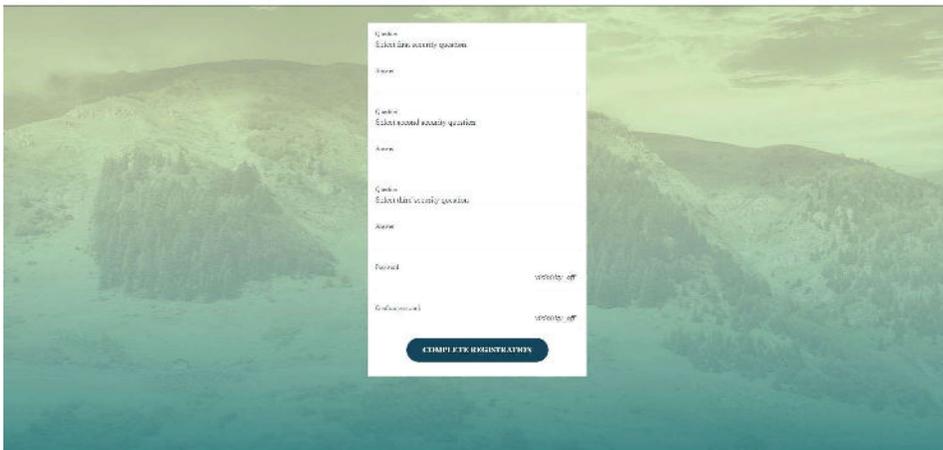
[redacted link]

Regards,

Please note: replies to this email address are not monitored.



In the new browser you will be asked to select security questions from the list and to enter the answers.



You will then be asked to enter a new password.

When you select **Complete Registration** you will be sent an email confirming your registration and inviting you to access the website.



Your request for access to CBIS is now complete

Dear ,

Thank you for creating an account with . To view your holdings, simply log in at our website.

Your account gives you access to the following services:

- Valuations
- Transaction history
- Profile management

Regards,

Please note: replies to this email address are not monitored.

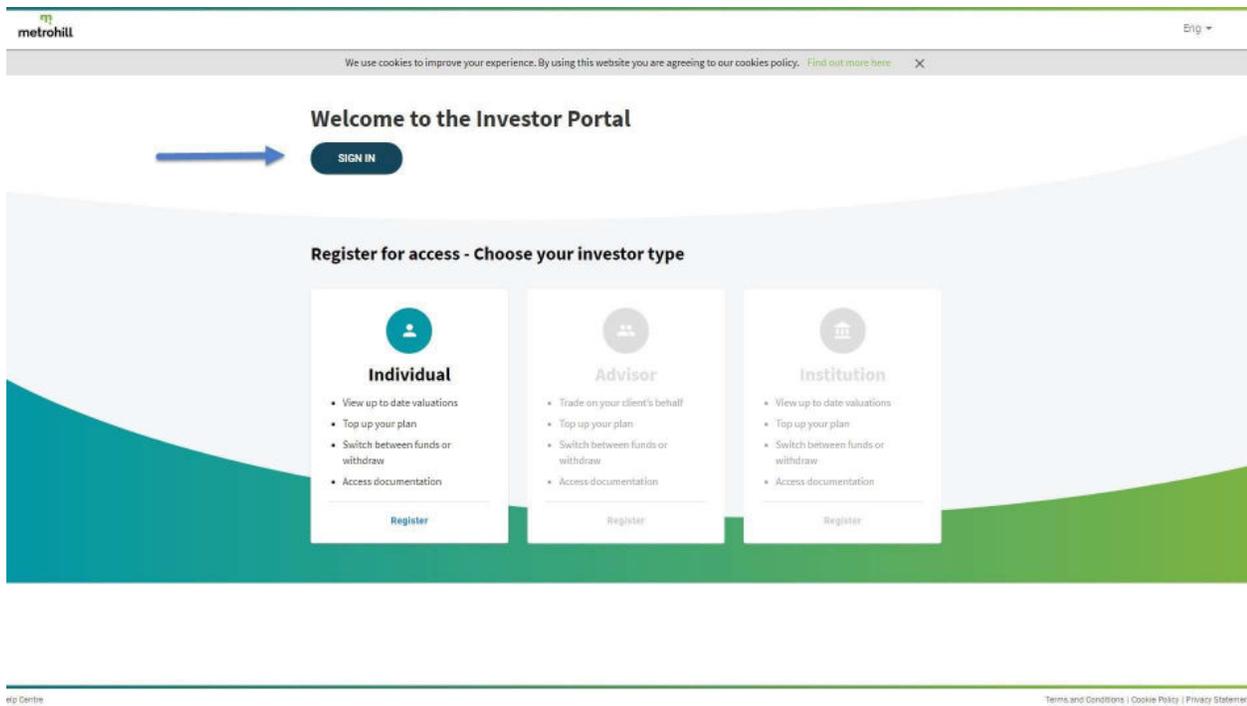
Use the link in the email to navigate to the sign in page.



3.2 Signing in and Troubleshooting Access issues

This is the sign in screen where you can choose to:

1. Sign in to continue to the Portal.
2. Register for the Portal for the first time.





Please login to your account

Email

Password



Remember me?

LOGIN

[Forgot your password?](#)

Check the “Remember me?”
box for easier login

Enter the email address and password you set up during the registration process. If you can't remember your password you can reset it using the **[Forgot your password?](#)** link.

Once access has been granted, it is generally self-managed.

Changing your password - You can manage changes to your password and security questions by clicking on your initials. Any changes will generate a security email to your registered email address.

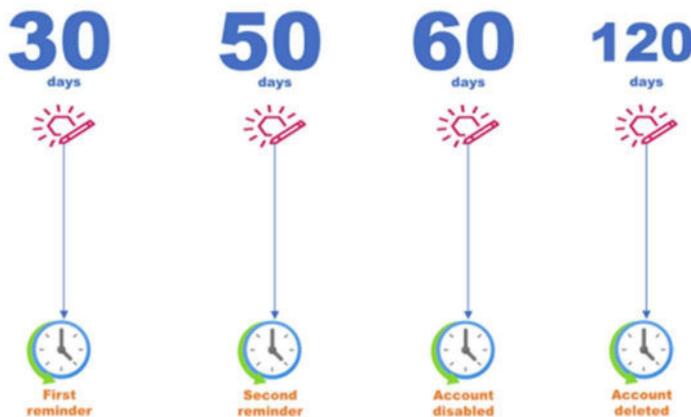
Forgot Password – click on the forgot password link and you will receive an e-mail with link to reset your password.

Unlocking your account – If you input the incorrect password 5 times your account will be locked. Wait 5 minutes and it will be unlocked and you can click on forgot password link.



Please Note

Inactivity - Users will be disabled at 60 and deleted at 120 days due to inactivity (as per below screenshot). Email reminders will be sent to users to align with these timelines;



Two-Factor Authentication

Two-Factor Authentication (2FA) is a security method that requires two forms of verification to confirm a user's identity.

Timing out - Where there is inactivity from the user on the portal browser session for over 5 minutes, the session will time out and request password to re-connect.

Two-Factor Authentication (2FA) can be set up as SMS or email

3.3 Two-Factor Authentication

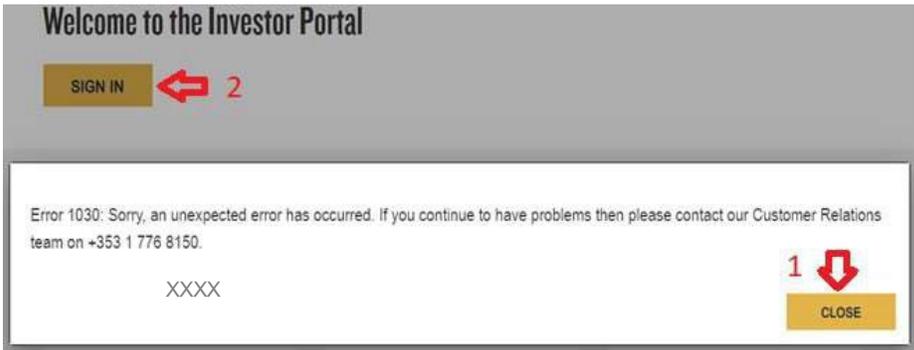
- **The method of 2FA** is set by the Management Company and can be via e-mail or SMS.
- Once the user has entered their password on the login screen they will be sent an authentication code.
- The code is generally instant by SMS and takes a little longer by e-mail.
- If they don't receive a code in a few minutes, they should click on "Send new access code".
- **The code is valid for 3 minutes only**, so after 3 minutes if they have not used the code they will need to click on "Send new access code".
- If 2FA is set to be via SMS, the user will have the option to receive via e-mail instead by clicking on 'E-mail me the access code'. If it is set up to be via e-mail they can only receive it via e-mail.

3.4 Troubleshooting Access issues

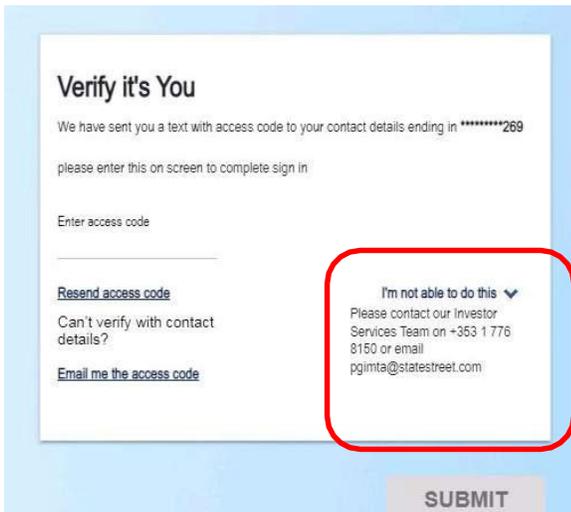
Individual user computer settings / history/cache can from time to time cause some login errors. Here's what to do if the following occurs;



- **Error 1030** – this occurs when an old login session with an expired security token is re-used to login. Typically this can be either a 'favourited' login page or a cached login page from web history. To bypass this issue, if you immediately click 'CLOSE' on the error message (below) and then re-select 'SIGN IN' the system will sign you in.



If you are not able to resolve the issue with the information above, please contact your customer service team.





CAUTION: To update registered details, contact Customer Service. Changes made in the portal do not update your account.

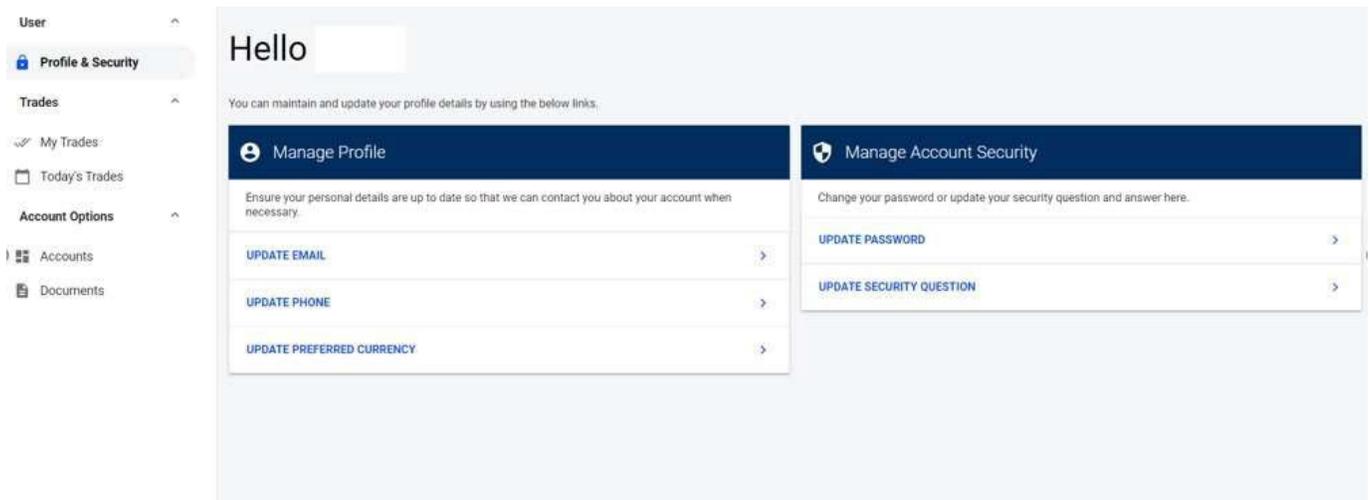
3.5 Managing User Profile

Select **Profile & Security** to view and amend your details. To access these details you will need to re-enter your password for additional security.

NOTE:

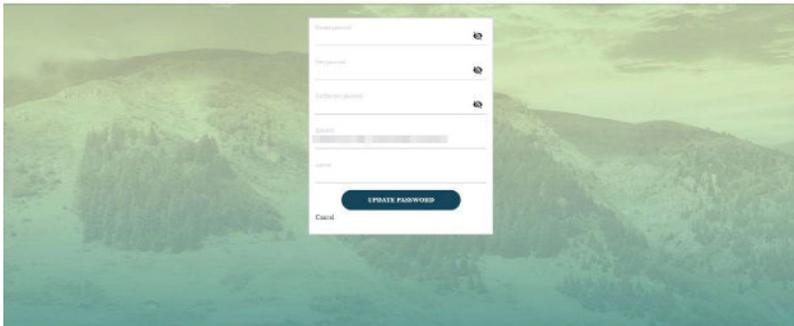
➤ **Advisors and Institutions can only update their own user details and not those of their clients.**

➤ **Information is for use in the GSP portal only. Any changes are not fed back to the core system.**



3.5.1 UPDATE PASSWORD

Select this option to amend the password you have registered to your account.





You will need to complete all the fields, including your current password, new password and answer a security question to update your password.

After updating your password, confirmation will be sent to your registered email address.

3.5.2 UPDATE SECURITY QUESTION

Select this option to amend the security questions you have registered to your account.

You will need to enter your password first and then select new questions and answers.

After updating your security questions, confirmation will be sent to your registered email address.



4 General Navigation

After signing in, depending on the user type you will arrive at the Dashboard ((*Employees of The Management Company or State Street Transfer Agency*) or Portfolio homepage (other users).

Advisors will have an additional first step, to select the client accounts they wish to view.

4.1 Client Selection – Advisors

All clients currently assigned to the Advisor will be listed here. You can chose to double click on the client to select it or use the search bar.

The screenshot displays the 'Client Search' interface. At the top right, there are links for 'Eng' and 'Logout'. On the left, a sidebar contains navigation options under 'User' (Profile & Security) and 'Trades' (My Trades, Today's Trades). The main content area features a search bar labeled 'Client Search' with the placeholder text 'Client account name or number'. Below the search bar is a table with two columns: 'Account ID' and 'Client / Account name'. The table lists four client accounts:

Account ID	Client / Account name
8170	WOODS BO F TEST
2292	WARREN MARLENE TEST
3000	FENSTER MARLYN TEST
3090	GRAHAM E CRAIG W TEST

At the bottom of the page, there are links for 'Help Centre', 'Terms and Conditions', 'Contact Us', and a 'Print' icon.



4.2 Dashboard – Organisation Users ONLY

(Employees of The Management Company or State Street Transfer Agency)

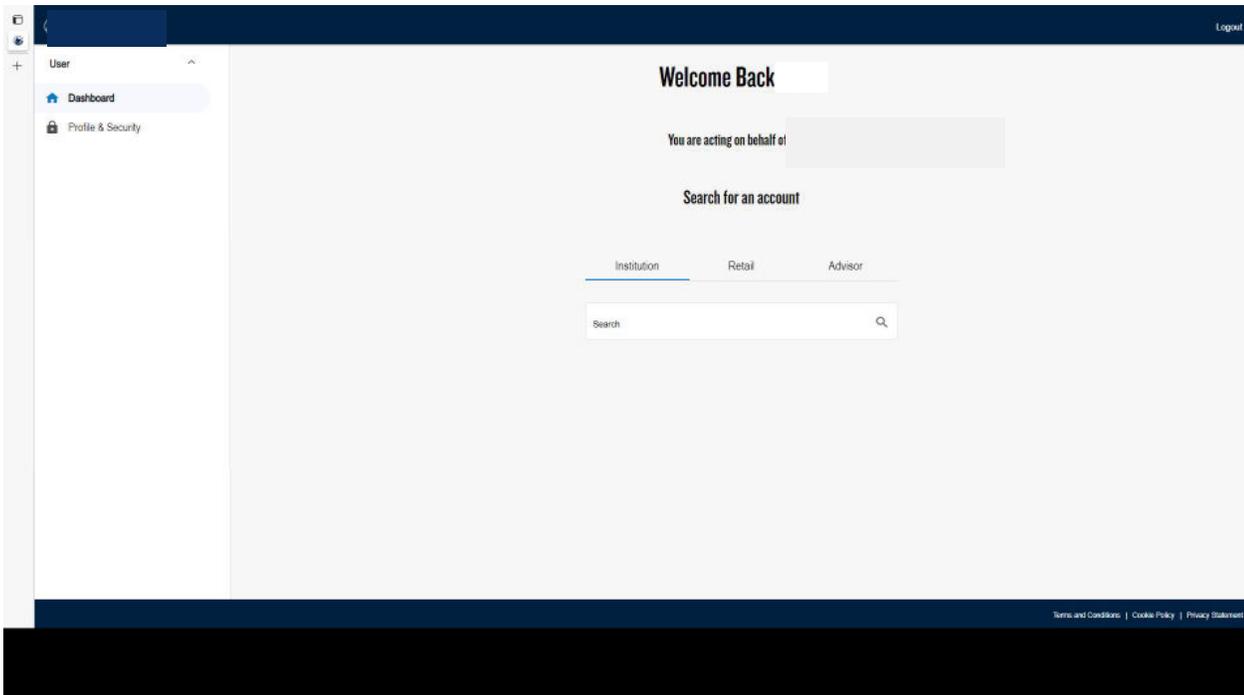
On logging in you will be brought to the Dashboard. From here you can choose the account you wish to view.

You can search for the account by entering the account number or any part of the name in the search field.

- Institution search –search via the name or account number
- Institutional Investor search –search via the name or account number
- Advisor search – Input Broker, Branch & Representative code to return a list of associated accounts.

CBIS investors are considered **Institutional Investors** within the portal

You can select 'Dashboard' to return to this view at any time

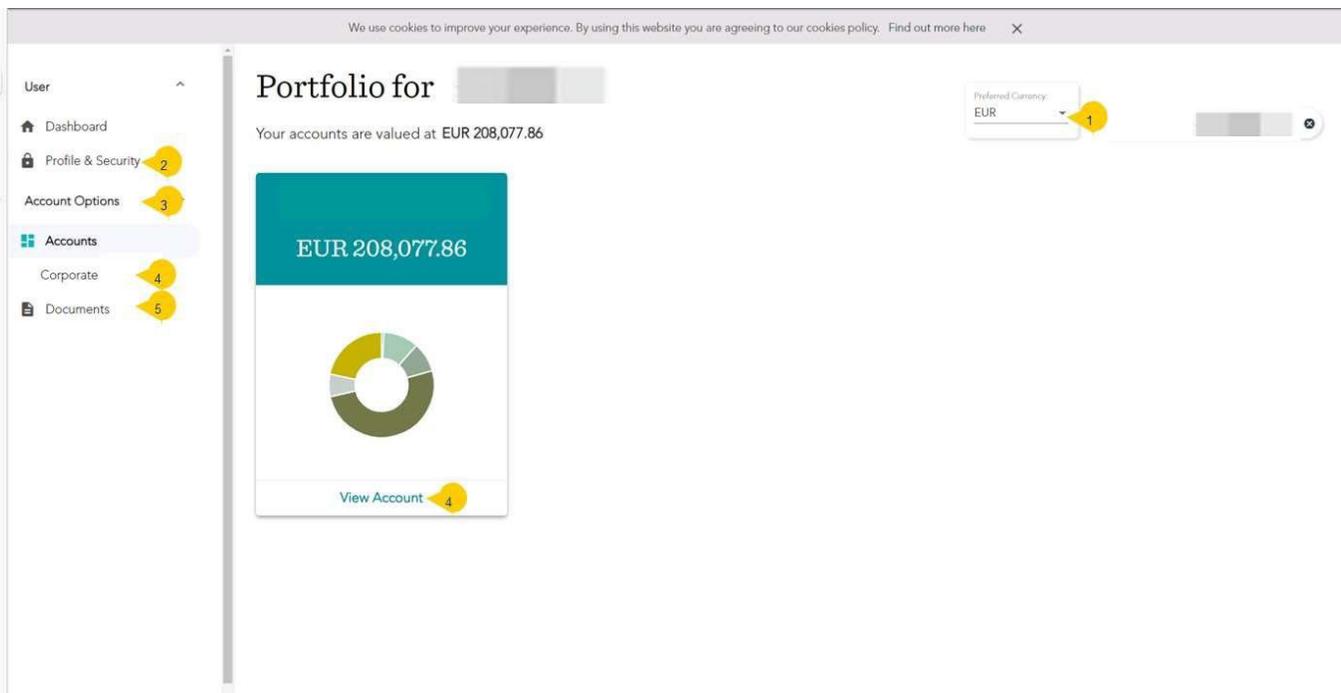




4.3 Portfolio Homepage

The total value of your portfolio or that of the Client selected if you are an Advisor, is shown at the top of the page, and available account options are in the tool bar on the left.

You can select the logo image in the top left corner to return to this view at any time.



1. The currency selector allows you to display your portfolio in different currencies.
2. Select Profile & Security to view and manage your details.
3. **Account Options** - all accounts registered, valuations and the document store are available here.
4. By clicking **View Account** you are taken straight to your account summary.
5. View and download documents.

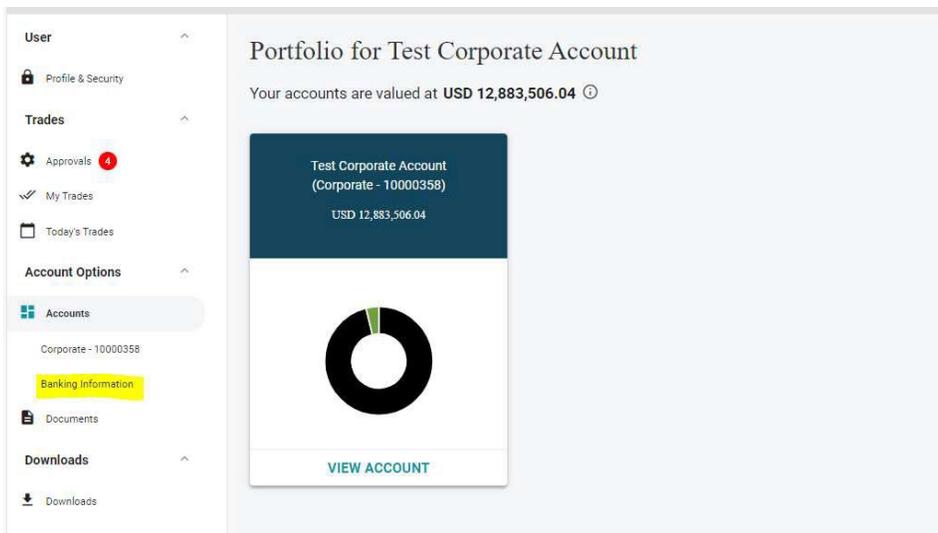
You can select **Log Out** at the top right of the screen to log out securely at any time.



4.4 Bank Details

You can view the bank details that are stored on your account by selecting '**Banking Information**' as highlighted in yellow below.

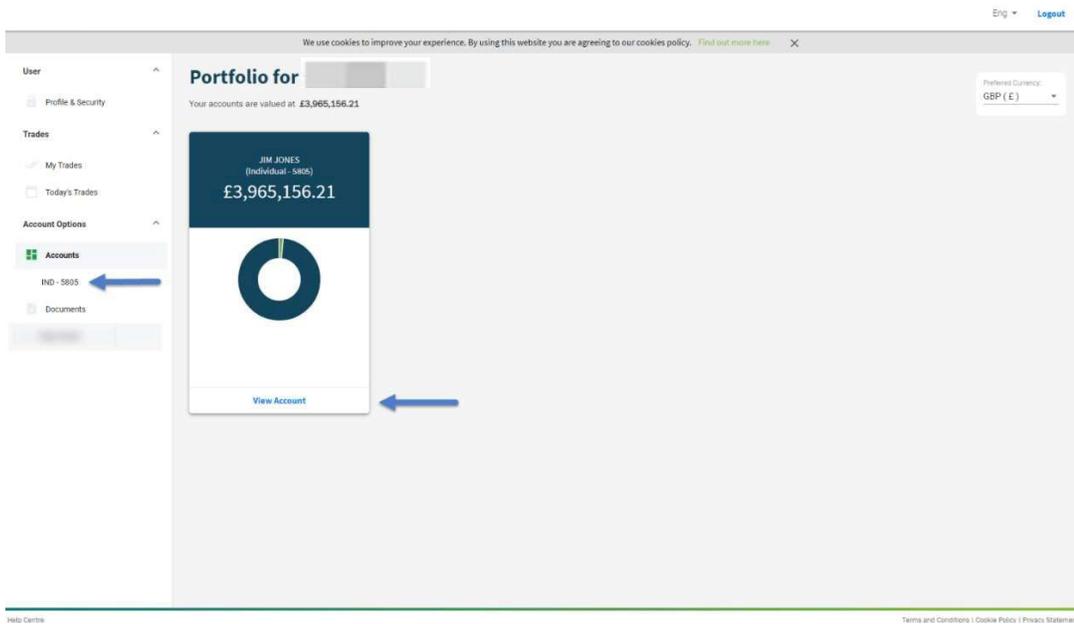
Due to the sensitivity of data, you will be prompted to enter your password to view your bank details.





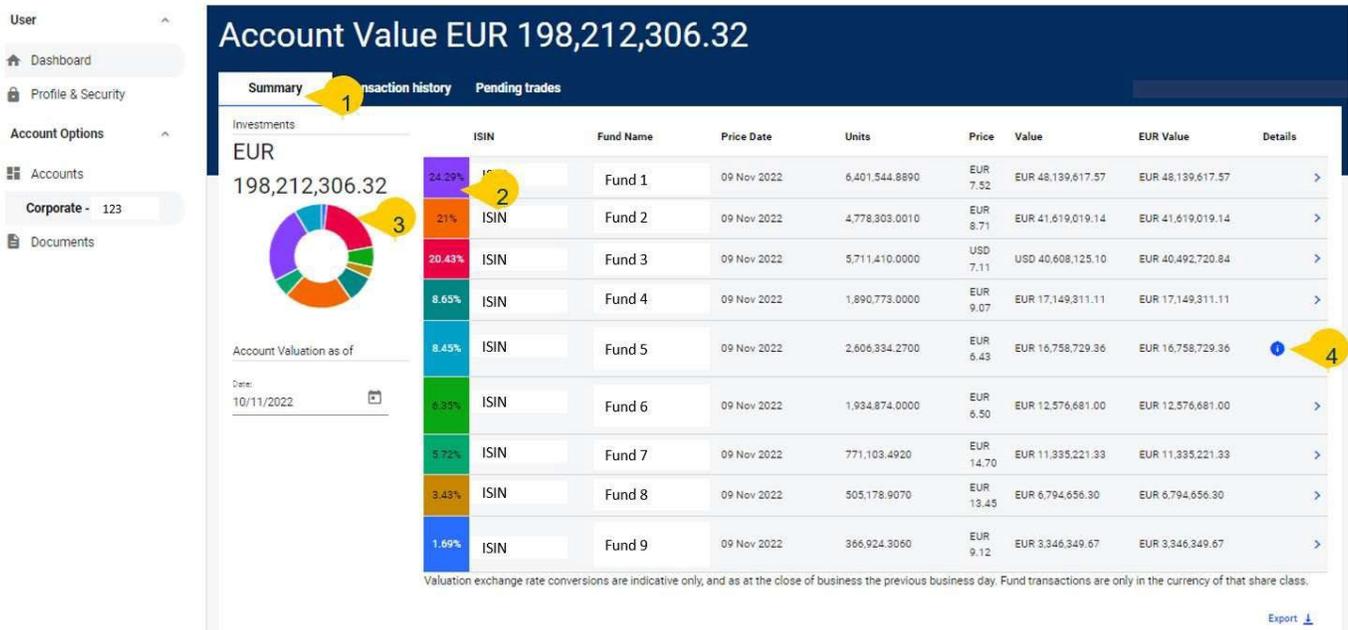
4.5 Account Options

You can access your account, or in the case of an Advisor, your client's account details, by selecting the account number from the task bar or by selecting **View Account** on the home screen, as indicated below.





4.6 Summary/Valuation



1. Summary tab – provides a detailed current valuation in your preferred currency – these are indicative only as the exchange rate used is at close of business the previous business day.
2. This column shows the percentage split of the fund to the whole portfolio.
3. This graph displays the same information in an easy to view picture. Hover over each section to reveal more details.
4. If an **information** icon shows in the **Details** column, there is a pending transaction involving this fund on the account. The unit value shown will be estimated based upon the last known price.

As with other tabs, the export function at the bottom of the screen as allows you to download the valuation to a .CSV spreadsheet.



4.7 Additional Fund Information

Additional fund information is available by selecting the arrows highlighted in yellow, as shown in the below screen print.

Account Value USD 12,883,506.04

Test Corporate Account (Corporate - 10000358)

INVESTMENTS	ISIN	Fund Name	Price Date	Units	Price	Value	USD Value	Details
USD 12,883,506.04 	96.22% IE00B3S5SR82	Quality Investment Fund Class USD	25 Jul 2024	10,040,494.6950	USD 1.23	USD 12,396,998.80	USD 12,396,998.80	
	3.77% IE0031841160	Emerging Markets Equity Fund Class USD	13 Jan 2023	15,065.8320	USD 32.21	USD 485,270.45	USD 485,270.45	
	< 0.01% IE0002BRW714	Quality Investment Fund CLASS J SGD	20 Jan 2023	84.0900	SGD 19.42	SGD 1,633.03	USD 1,256.79	

Valuation exchange rate conversions are indicative only, and as at the close of business the previous business day. Fund transactions are only in the currency of that share class.

The additional fund information available on this screen includes the below:

- Dividend Yield
- Holiday Schedule
- Fund Price
- Fund Distribution

[Go back to account](#) CDA | 10000358

Quality Investment Fund Class USD

Latest Price

Price: USD 1.23

Price date: 25 Jul 2024

Fund details

Dividend Yield	
Holiday schedule	
Fund Price	
Fund Distribution	



4.8 Transaction History

Account Value EUR 123,758,997.48

Summary **Transaction history** Long Trades

Select date range

From: 03/01/2022 To: 07/11/2022 Transaction Type: All ISIN RESET

Want to see older transactions? [LOAD MORE HISTORICAL DATA](#)

ISIN	Date	Type	Fund Name	Amount / Unit	Currency	Status	Detail
	07 Nov 2022	Purchase		EUR 45,012.00	EUR	Settled	ⓘ
	04 Nov 2022	Purchase		EUR 50,278.80	EUR	Settled	ⓘ
	03 Nov 2022	Purchase		EUR 24,841.96	EUR	Settled	ⓘ
	27 Oct 2022	Purchase		EUR 281,284.25	EUR	Settled	ⓘ
	27 Oct 2022	Purchase		EUR 95,520.18	EUR	Settled	ⓘ

EXPORT

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1. The **Transaction History** tab shows all transactions that have taken place on the account since its inception. The most recent transactions in the current calendar year are displayed as default, with the most recent first.
2. Use the filter options to search by date range or transaction type. The 'from' date that populates initially is the first business day of the current year and the 'to' date is the date of the most recent transaction.
3. Select **Load More Historical Data** to view transactions in previous years. Each time you click 'Load more historical data' a year of transactions will load. If there are no transactions in a particular year, a message will appear stating that and if there are no more transactions to load **All Transactions Loaded** will be displayed.
4. Select the **information** icon to view more details of the transaction as below.



Transaction Details

×

Deal ID	1695177	Gross Amount	\$10,815,800
Transaction Type	Dividends (Reinvest)	Net Amount	\$10,815,800
Deal Date	10 Jan 2019	Paid Date	20 Aug 2021
Settlement Status	Settled	Price	0.0000
		Units	0

5. Using the export function you can download the transactions shown to a .CSV spreadsheet.



5 Documents

The download tab allows you to retrieve your downloaded Statements, Contract Notes and Tax Vouchers.

File Name	Document Type	Date	Status
Instabco:10000358.CNT.20250123001381	Contract Notes	23 Jan 2025 09:13	View / Download
Instabco:10000350.CNT.20250121164057	Contract Notes	21 Jan 2025 16:40	View / Download
Instabco:10000359.STAT.20241112122345	Statement Summary	12 Nov 2024 12:25	View / Download

5.1 Contract Notes

You can download a contract note for a Transaction by selecting the PDF icon for the specific transaction as highlighted below in the 'Transaction History' summary screen.

ISIN	Date	Type	Fund Name	Unit	Amount	Currency	Status	Contract Notes	Detail
No transactions for 2025									
No transactions for 2024									
IE0001041180	13 Jan 2023	Redemption	Emerging Markets Equity Fund Class USD	292,431.7600	9,425,669.10	USD	Settled		



After selecting the PDF icon, you will be presented with a screen to confirm the address you wish to appear on the Contract Note.

Select the address from the drop-down menu that you want to publish on the PDF report, then click "Confirm"

Select Address

Registered Address ▼ 102-1744 128 ST
MUTUAL FUNDS
M5J 2W5
UNITED KINGDOM

CONFIRM **CANCEL**

Once you confirm on the option, you will be presented with a message confirming that your download is in progress. Your downloaded Contract Notes can be located in your **Downloads** section as highlighted below.

Cookie Notice: We use cookies to improve your experience. By using this website you are agreeing to our cookie policy. [Find out more here](#) X

File Name	Document Type	Date	Status
Instabc.10000358.CNT.20250128112949	Contract Notes	28 Jan 2025 11:29	In Progress
Instabc.10000358.CNT.20250128091331	Contract Notes	28 Jan 2025 09:13	View / Download
Instabc.10000358.CNT.20250121104057	Contract Notes	21 Jan 2025 10:40	View / Download
Instabc.10000358.OTAT.20241112122545	Statement Summary	12 Nov 2024 12:25	View / Download

REFRESH STON AUTO REFRESH

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5.2 Statements on the fly

You can print an account statement by navigating to the Transaction History screen.

Account Value USD 12,883,506.04

SUMMARY **TRANSACTION HISTORY** PENDING TRADES PLACE A TRADE Test Corporate Account (Corporate - 10000358)

Select date range

From: 13/01/2023 To: 13/01/2023 Transaction Type: All Fund Name: All ISIN RESET

Want to see older transactions? [LOAD MORE HISTORICAL DATA](#)

ISIN	Date	Type	Fund Name	Unit	Amount	Currency	Status	Contract Notes	Detail
No transactions for 2025									
No transactions for 2024									
IE0031941160	13 Jan 2023	Redemption	Emerging Markets Equity Fund Class USD	292,631.7630	9,425,669.10	USD	Settled		

[EXPORT](#) [GENERATE STATEMENT DETAILS](#) Items per page: 3 1-3 of 3

To run a statement on the fly, you need to select the date range that the statement is required for.

Once the date range is selected, you should select **'Generate Statement Details'**

After selecting this option, you will be presented with a screen to confirm the address you wish to appear on the Statement.

Select the address from the drop-down menu that you want to publish on the PDF report, then click "Confirm"

Select Address
Registered Address ▼ 102-1744 128 ST
MUTUAL FUNDS
M5J 2W5
UNITED KINGDOM

CONFIRM

CANCEL



Once you confirm the address, you will be presented with a message confirming that your download is in progress. Your downloaded Statements can be located in your **Downloads** section as shown below.

Cookie Notice: We use cookies to improve your experience. By using this website you are agreeing to our cookies policy. [Find out more here](#) X

User

- Profile & Security
- Trades
 - Approvals
 - My Trades
 - Today's Trades
- Account Options
 - Accounts
 - Documents
 - Downloads
 - Downloads

Downloads

File Name	Document Type	Date ↓	Status
Instabc.10000358.CNT.20250128112949	Contract Notes	28 Jan 2025 11:29	In Progress
Instabc.10000358.CNT.20250128091831	Contract Notes	28 Jan 2025 09:18	View / Download
Instabc.10000358.CNT.20250121164057	Contract Notes	21 Jan 2025 16:40	View / Download
Instabc.10000358.STAT.20241112122545	Statement Summary	12 Nov 2024 12:25	View / Download

REFRESH STOP AUTO REFRESH

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