

## Investor Services User Guide

This guide is designed to help investors manage their accounts online through CBIS' online portals, OLA and FundsAUM, and conduct transactions and make updates by phone, email and mail

### Investor Services Contact Information

Phone: 866-348-6466, Option 1  
610-676-8475, Option 1

Email: [crifund@seic.com](mailto:crifund@seic.com)

Regular Mail: Catholic Responsible Investments Funds  
P.O. Box 588  
Portland, ME 04112

Overnight Express Mail: Catholic Responsible Investments Funds  
c/o Atlantic Fund Services  
Three Canal Plaza, Ground Floor  
Portland, ME 04101

Wire Instructions: UMB Bank NA  
Kansas City, MO  
ABA #101000695  
Atlantic Shareholder Services, LLC FBO Catholic Responsible  
Investments Funds  
Account# 9872584635

UMB Bank SWIFT code: UMKCUS44

Please insure to include your Account Name, Account Number  
and Fund Number.

# OLA Portal

The OLA Portal allows investors to transact in their account(s). In addition, investors can access account level information such as statements, balances, and history transactions. Only one person per account/organization will be granted access to the OLA Portal. All others who need access to view account level information will need to register for the FundsAUM Portal. More information for FundsAUM Portal is provided below.

## **Registration**

To register for the OLA Portal, visit the [login page](#). You will need to have the following information available for the registration process:

- Account Number Tax Identification Number (all accounts with the same tax identification number will be linked together)\*
- Email Address
- Zip Code

\*If you are the authorized user for multiple tax identification numbers, please call investor services to assist in linking the accounts under your user ID.

## **Helpful Tips when registering for the OLA Portal**

- Account number can be obtained from your statements. Only enter numbers, no leading zeros, no hyphens, or spaces .
- If the primary address is a non-US address, leave the zip code blank and check the box under the zip code field.
- User ID can be between two and 20 characters.
- Password MUST be at least eight characters, contain upper and lower case letters, contain at least one number and have one of the following special characters: ! # \$ %
- The question mark in each field opens a pop up window with additional information.
- After the registration is complete, you will be directed back to the login page to enter your new login credentials.
- Password expires after 90 days. New passwords must be different than the previous ten.

## Once in the OLA Portal, the authorized user will have access to view:

- Total organization market value
- Individual account market value
- Historical transactions (From December 6, 2021 onward)
- Account statements and transaction confirmations (if elected)

## What can the authorized user do on the OLA Portal

Within the portal, authorized users can do things such as, elect to receive electronic statements and transaction confirmations, maintain accounts, transact within accounts, and access documents.

## Account Maintenance

Within the OLA Portal, authorized users can add, change, or update account information.

- Update address on account
- Change dividend and capital gain elections
- Add or change an Automatic Investment Plan if banking instructions are already on the account; see section below for how to add banking instructions.
- Add or change systematic withdrawal
- Opt in for electronic statements and trade confirmations

## Trading

Authorized users have several options to transact within accounts.

### Exchanges

- No dollar limits

#### **OLA Portal:**

- Move money between funds within the same account.

#### **Contact Investor**

- Transfers between different accounts within the same tax identification number.

#### **Services by phone:**

- Asset allocation transactions (per target trades).

## Purchases

- To initiate a purchase online, banking instruction must be established on the account. See below for how to add banking instructions.
- Initial investment must be made by check or wire. Further investments may be made by check, ACH or wire. All checks must be payable in U.S. dollars and drawn on U.S. financial institutions.
- The Funds do not accept purchases made by credit card check, starter check, cash or cash equivalents.

### **OLA Portal:**

- Must consent to online trading, by clicking the option.
- ACH is the only payment option available via the portal.
- Incoming ACH transactions are subject to a \$100,000 cumulative limit per day.

### **Contact Investor**

- Calls must be made by an authorized trader.

### **Services by phone:**

- Investors can call 866-348-6466, select option 1 to speak with a representative to authorize a purchase.

### **Mail:**

*See Address Above*

- Authorized traders can mail a letter of authorization on company letterhead.

### **Fed Wire:**

*See wire information above*

- Initiate wire via the investor's bank to the Fund.
- Wires must reference:
  - > Account number and fund to be purchased.
  - > Allocation if target allocations are on file.

### **Purchases by Check:**

- Payable to Catholic Responsible Investments Funds.
- Include Account and Fund number in the memo section.
- Third party checks are not accepted.

## Redemptions

- No dollar limit.
- Banking instructions must be established on the account. See below for how to add banking instructions.

## Redemptions (continued)

- OLA Portal:**
- Must consent to online trading by clicking the option.
  - Payment via check will be sent to address of record. ACHs and Fed Wire will be sent via the banking instructions on file.
- Contact Investor Services by phone:**
- Calls must be made by an authorized trader.
  - Payment can be initiated via check, ACH or Fed Wire.
- Mail:**  
*See Address Above*
- Authorized traders can mail the Redemption Form. To obtain form please call Investor Services.
  - Payment can be initiated via check, ACH or Fed Wire.
  - If sending a redemption other than to the instructions on file, the Redemption Form will require a Medallion Signature Guarantee.
  - Redemptions by form will require a Medallion Signature Guarantee on all redemptions over \$100k.

## Updating Authorized Traders

- Mail or Email:**  
*See Address Above*
- To update the authorized traders on the account, you must provide one of the following:
    - > Corporate Resolution
    - > Secretary's Certificate
    - > Or similar official documentation (i.e. board meeting minutes assigning authorized traders)

## Statement and Trade Confirmations

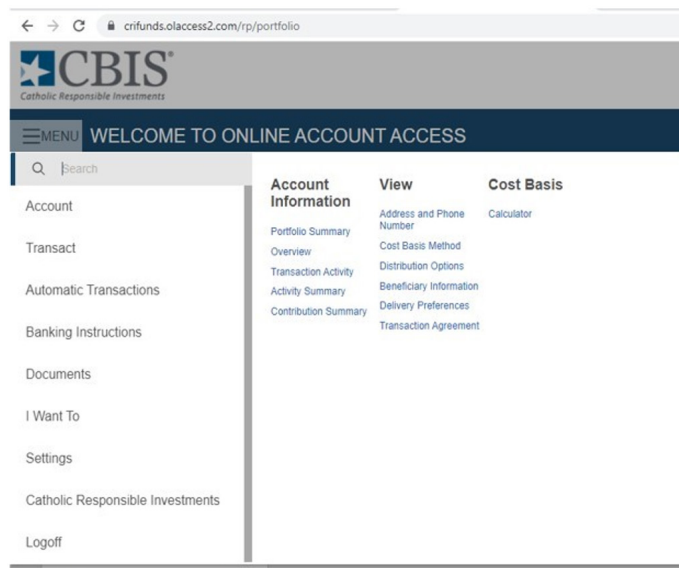
The SEC requires that we mail paper account statements and trade confirmations via USPS unless an investor has opted to receive electronic statements or trade confirmations. We recognize that this may not be ideal and does not align with 'Care for Our Common Home', which is why we encourage you to select electronic delivery of account statements and trade confirmations.

Please note that historical statements and trade confirmations prior to your opt in for electronic delivery are not available on the OLA Portal.

Statements will be available via the OLA Portal by the fifth business day of the month if you have selected electronic delivery. Paper statements will be mailed by the fifth business day of the month.

## Registering for Electronic Delivery

1. Once in the portal, select "Menu" on the left-side of the screen
2. Under "View", select Delivery Preferences



3. Review the Electronic Delivery Consent and make your delivery selections.

A screenshot of the "Electronic Delivery Consent" form on the CBIS website. The browser address bar shows "crifunds.olaccess2.com/rp/eddconsent". The page header includes the CBIS logo and the text "Catholic Responsible Investments". Below the header is a dark blue navigation bar with a "MENU" button and the text "WELCOME TO ONLINE ACCOUNT ACCESS". The main content area is titled "Electronic Delivery Consent" and contains several paragraphs of text explaining the consent process. Below the text are two sets of radio buttons for selecting the preferred delivery method: "Consent to receive statements and confirms electronically" and "Consent to receive regulatory items electronically". Both sets of radio buttons have "Electronic", "Postal", and "Both" options, with "Both" selected. At the bottom of the form are "Cancel" and "Submit" buttons. The footer contains the text "Copyright © 2021 Christian Brothers Investment Services, Inc. CBIS offers pooled, commingled funds exclusively for tax-exempt Catholic institutions."

## Account updates outside of the OLA Portal

- Distribution Options:**
- Call and make changes over the phone, or
  - Complete [Account Update Form](#) by email or mail.
- Updating Banking Instructions:**
- Complete [Account Update Form](#)
  - Updating banking instructions requires a Medallion Signature Guarantee.
- Address Changes:**
- Call and make changes over the phone, or
  - Complete [Account Update Form](#)
  - Address change notification will be sent to old and new address.
  - Medallion Signature Guarantee is not required for address change.
  - Unless, if taking a redemption via check within 30 days of an address change, a Medallion Signature Guarantee is needed.
- Automatic Investment Plans or Systematic Withdrawal Plans:**
- Call and make changes over the phone
  - Complete [Account Update Form](#)
  - Medallion Signature Guarantee is not required.
- Asset Allocation:**
- Call and make changes over the phone
  - Complete [Account update Form](#)
  - Medallion Signature Guarantee is not required.

## FundsAUM Portal

The FundsAUM Portal (serviced by Atlantic Fund Services) is designed for an organization's staff and consultants to view information about their account(s) including, AUM, transactions, statements, etc. The FundsAUM Portal is for users who are not the authorized user for the OLA Portal, where transactions are made. The FundsAUM Portal does not allow you to transact in your account.

### Registration

- Complete the [FundsAUM Designation Form](#) to grant staff and consultants access to the portal.
- Users will be set-up and an email will be sent to new users with login information.
- Access can be granted to all accounts with the same Tax Identification Number or to only specific accounts\*\*.

\*\*If you are an authorized user for multiple Tax Identification Numbers, please call investor services to assist in linking the accounts under your user ID.

Within the FundsAUM Portal, users are able to view, current market value of accounts, transaction history, and statements and transaction confirmations.

## Additional Information

For audit requested please contact investor services by e-mail, mail or phone. See contact information above.

**Need Help? Please call 1-866-348-6466 to speak with a representative who can assist you.**