Gutmann PRIVATE BANKERS

Gutmann Online User Manual



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1. Introduction to Online Reporting

The Gutmann App provides you with a fast and secure access to Gutmann's digital services. Our online reporting gives you a detailed overview of your investments with Gutmann:

- Detailed overview of your investments
- Performance of your investments
- Overview of account and securities holdings and turnover
- Encrypted messages to your account manager
- Transmission and storage of important documents and client information

This guide is intended to assist you in setting up your access and using Gutmann Online. If you have any further questions, your relationship manager will be pleased to assist you at any time.

2. Registration Gutmann App

To use the Gutmann Online services, you must first register your mobile device. To do this, first download the app from the App Store or Google Play Store.









For the next steps, please have the QR code and the one-time password you received from us ready.

The app will guide you through the registration of your mobile device. It will take you through the following steps:





Welcome to the Gutmann app

To begin with, let us set up your preferences.

For more information on the processing of your personal data at Gutmann Online, please refer to our data protection information.

You hereby acknowledge and agree to the <u>Terms of Use</u> for Gutmann Online:



On the first page of the app, we inform you about the data protection information and terms of use applicable within the framework of Gutmann Online. The links in the green text sections will take you to the relevant information.

By clicking the "Accept" button, you accept the applicable terms of use.



How would you like to login in the future?

You will not be able to change this setting again.

Personal PIN code

Touch ID

The second page of the app is used to decide how you would like to log in to the app in the future to confirm access approval for a browser login. The choices are:

- Use of a personal PIN code
- Use of biometric identifiers (fingerprint = Touch ID or facial recognition = Face ID)

Once registration has been completed, the access option can no longer be changed. If you wish to make a change, please delete the app and request new access data (QR code and one-time password) from your relationship manager.

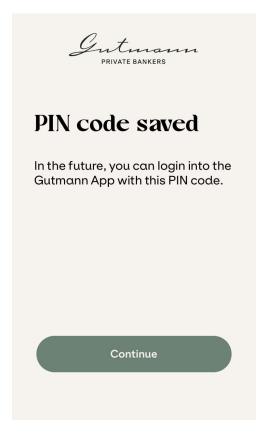




If you have decided to use a PIN code, please enter a 6-digit code of your choice.

The use of six identical digits or a sequence of ascending or descending digits is not permitted.

Depending on the device, the PIN code must be entered twice concealed (not visible) or the visible code must be confirmed.

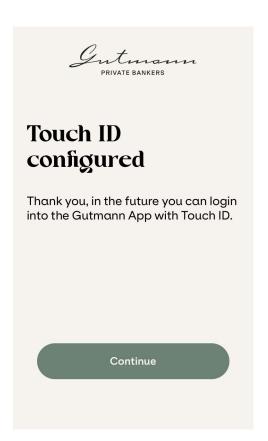


The PIN code setup is confirmed.



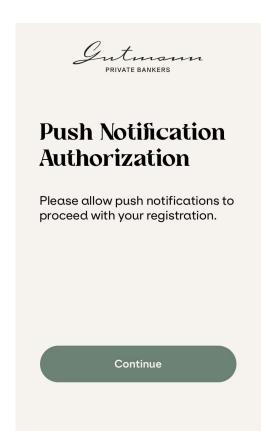


If you have opted for biometrics (Touch ID or Face ID), you must confirm this accordingly on your mobile device.

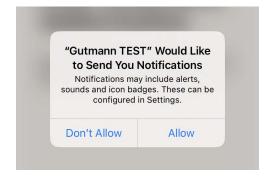


The biometric login setup is confirmed.





You will be informed by e-mail regarding messages that arrive in the Secure Inbox. If you would also like to receive this information by push notification, you agree to receive push messages.



Now register the app with Bank Gutmann

Now scan the QR-code which you received in a letter or web registration. Allow the App to access to your device camera to carry out this step.

Scan QR code

In order to be able to register the mobile device, the QR code is scanned in this step. To do this, it is necessary to grant the app access to the camera of your mobile device.





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The QR code was successfully scanned.

Continue

The successful reading of the QR code is confirmed.

If you receive an error message, please try again. If it is not possible to read the QR code, please contact your relationship manager.



To complete the registration, please enter the 6-digit one-time password you received from us.





Congratulations!

You can now login and operate the Gutmann App.

Please discard the security card as it will not be needed again for your login.

Gutmann Online

From now on you can log in to Gutmann Online with your mobile device.

If you have used a security card (token) for login in the past, you can dispose of it.



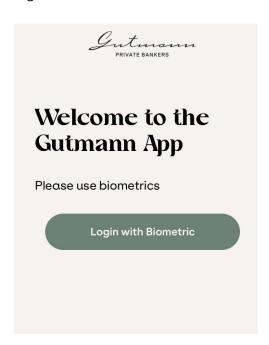
3. Login to Gutmann Online

Gutmann Online is available both directly in the app on your mobile device and as a browser variant.

3.1. Login the mobile devices

3.1.1. Login with biometrics

Open the Gutman app and confirm the login with Touch or Face ID. After verifying your login data, the Gutmann Online homepage opens directly.

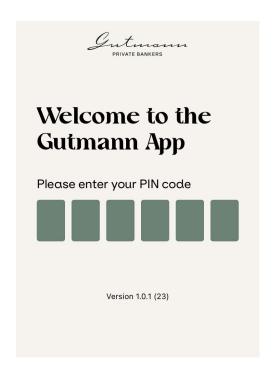




3.1.2. Login with PIN Code

Open the Gutman app and enter your PIN code. After verifying your login data, the Gutmann Online homepage opens directly.







Übersichtlich und einfach in der Anwendung können im Gutmann Online Reporting aktuelle Informationen zu Ihrem Vermögensstatus, Details zu Depot- und Kontobewegungen sowie Performanceanalysen abgerufen werden.

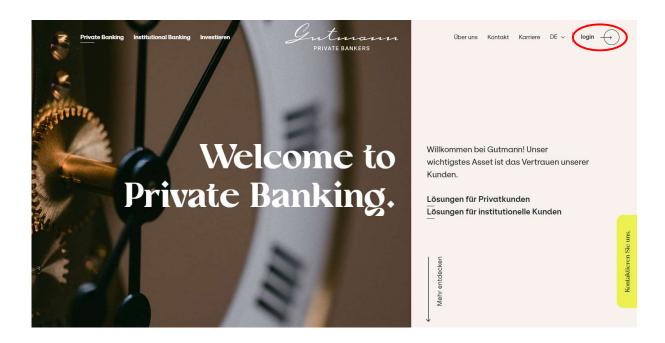


3.2. Login via the browser

Click on the login button on the Gutmann website <u>www.gutmann.at</u>. This is marked with the following symbol:

Desktop: login Mobile: login







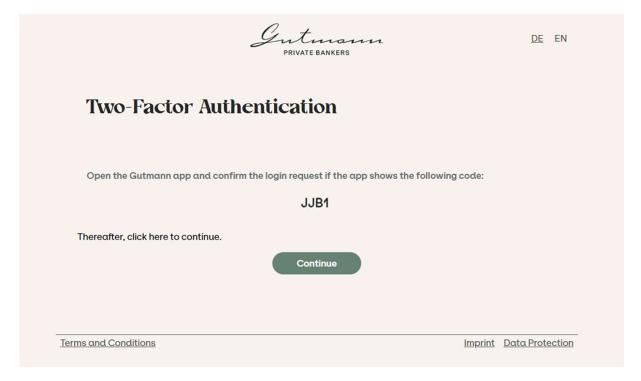
For smaller screens, please click on the menu icon to get to the login.

You will then be taken to the login page, where you will please enter your user name.





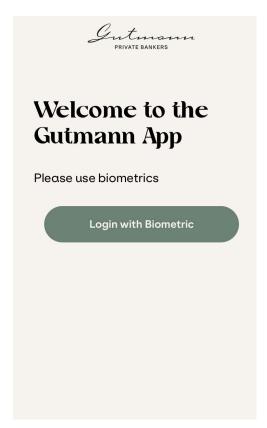
If the valid user name has been entered, you will receive a 4-digit alphanumeric code which you have to compare with the code on your mobile phone.



Open the app on your mobile device. Depending on the login method you have chosen, you will see one of the following login screens. Log in with your PIN, Touch ID or Face ID.

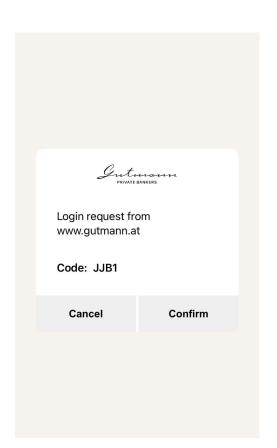








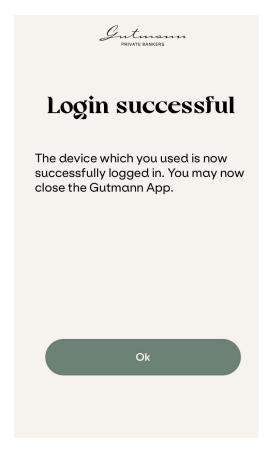




Compare the 4-digit alphanumeric code with the code displayed on the website.

Confirm it if the details match.

Reject it if there is no match or you have not requested a login.



This message confirms the successful login. Close the app and click on "Next" in the browser to go to Gutmann Online.



4. Device Management

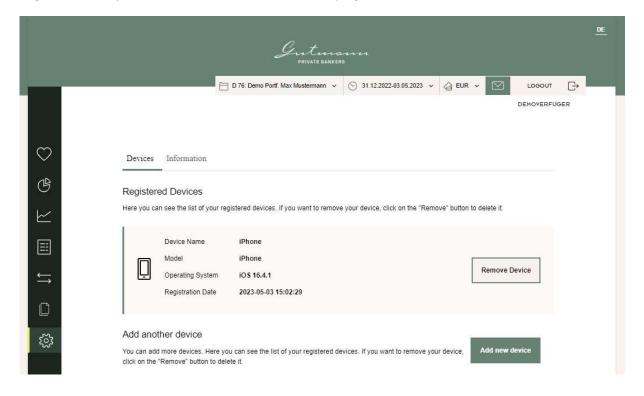
The gear wheel symbol , which you will find as the last symbol in the menu bar on the left, takes you to the device management. On mobile devices or smaller screens, the menu bar must first be opened via the menu symbol in the upper right corner. In the device administration it is possible to register further mobile devices or to remove connected devices (e.g., if you use a new mobile device).

If only the Secure Mail is used within the framework of Gutmann Online, the cogwheel symbol is located in the upper menu bar.

In addition, all links to relevant information, such as the terms of use, the manual, etc., can be found under this menu item.

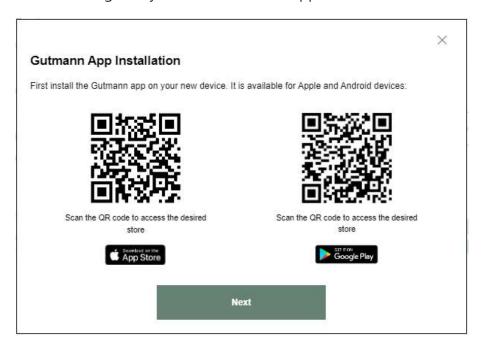
4.1. Adding another mobile device

If you want to use Gutmann Online on several mobile devices, you can add them via the device management. In the Devices view you will find a list of those devices that you have registered for your user. At the bottom of the page is the menu item "Add new device".



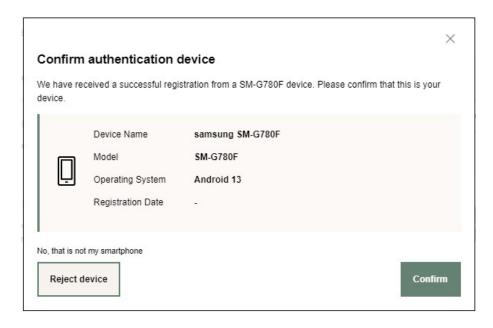


Click this button and you will first receive QR codes that will take you directly to the App Store or Google Play Store to install the app on the new device.



The next step is to receive a QR code.

First carry out the steps for registering the app on the new mobile phone as shown in chapter 2 and scan the QR code. Instead of entering the one-time password, it is now only necessary to confirm the new device.







On your cell phone, you will receive a request to confirm the new device. Once you have made this confirmation, you will receive the corresponding information.

As soon as you have made this confirmation, you will be informed accordingly.

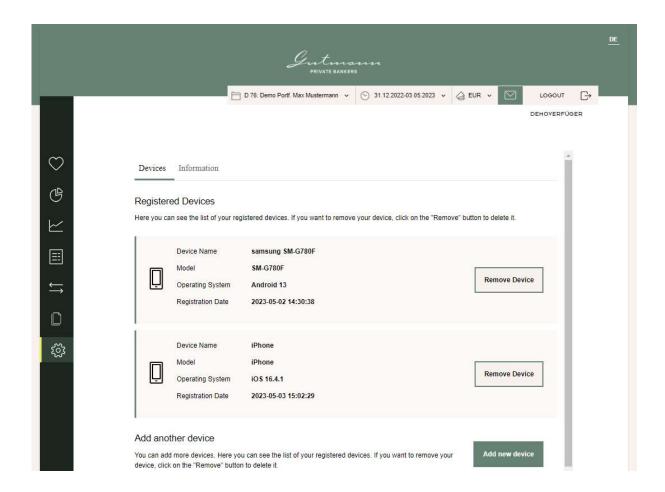


You can now log in to Gutmann Online with all registered devices or use them for login approval when using a desktop.

4.2. Remove Mobile Device

In the Devices view you will find a list of those devices that you have registered for your user. If you want to remove one of the registered devices, please click on "Remove devices" next to the corresponding device.





The deletion of a registered device must now be confirmed again.

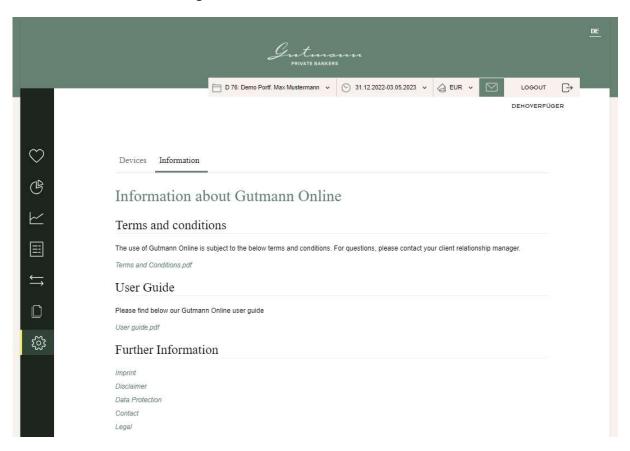
Please note that access to Gutmann Online is only possible if at least one mobile device is registered.





4.3. Information

Under the menu item Settings in the section "Information", you will find links to the Terms of Use, as well as further legal information.

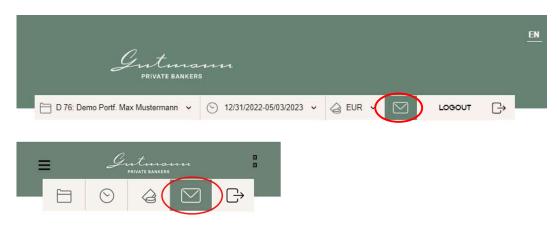


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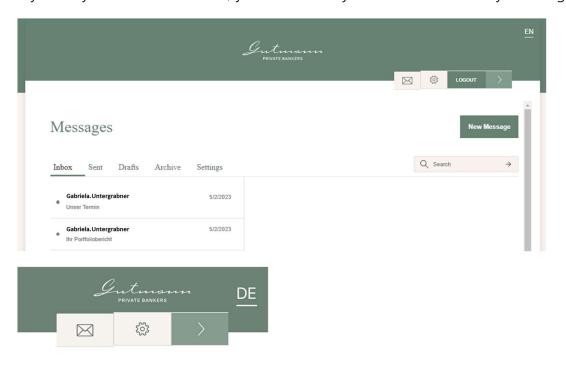
5. Secure Mail

In addition to online reporting, Gutmann Online also offers a secure communication exchange between you and Gutmann employees. Secure Mail can be used both as a separate function and in combination with Online Reporting.

To access Secure Inbox in combination with Gutmann Online, click on the green letter icon in the top menu bar.



If you only use the Secure Mail, you can access your inbox immediately after logging in.

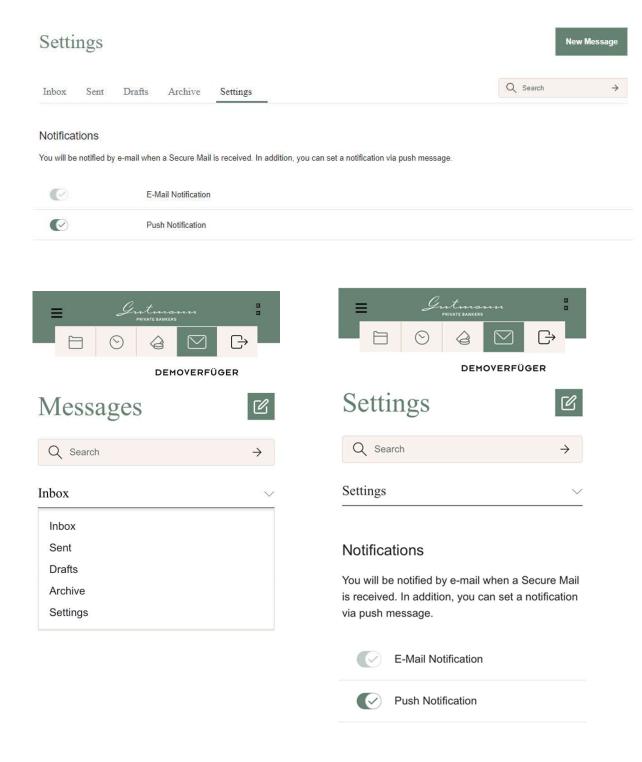




5.1. Notifications

When we write you a message, you will receive notice sent to your standard e-mail address stating that there is a message in your Secure Mail inbox. You also have the option of receiving this information directly on your mobile device via a push notification.

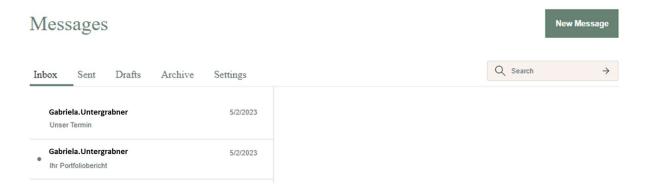
You will find the settings for this in the "Settings" subfolder of the Secure Mail program.





5.2. Mail-Folder

When you open Secure Mail, you will see the inbox. A list of received mails is displayed. If you click on a message, it is displayed on the desktop in the window to the right of the list. On smaller screens or mobile devices, a new view opens.



The functions Reply, Forward, Archive and Delete are available for e-mails received. Please note that forwarding is only possible to Gutmann employees.



When forwarding, attachments are not automatically attached. Documents contained in the mail must therefore be added again.

The "Outbox" folder contains the mails you have sent to Gutmann employees.

In the "Archive" folder you will find the mails that you have not yet sent.

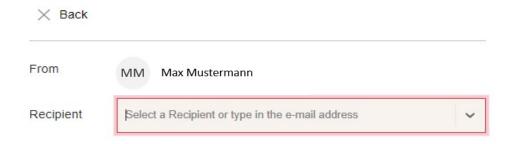
5.3. Writing a message

Click on the button New Message or on Message or on Message.

In the Recipient field you can enter the e-mail address of the Gutmann employee who is to receive the message. Your contact persons are already stored and can be selected in the drop-down menu.

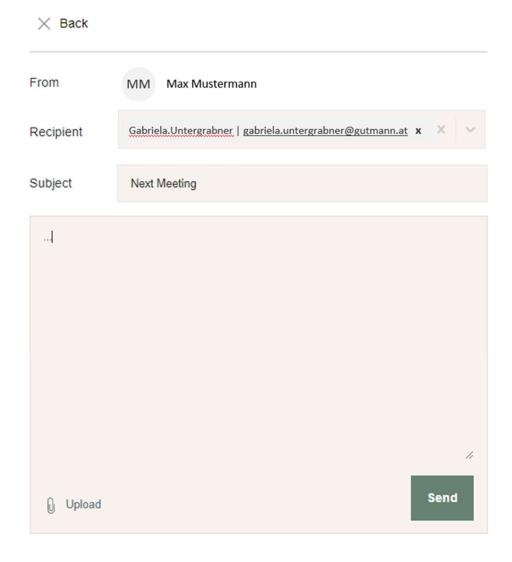


Enter a subject and the content of your message in the corresponding fields.



You also have the option of attaching documents to your message. To do this, click on the icon Anfügen and select the desired documents.

Click on "Send" when the message is ready to be sent.



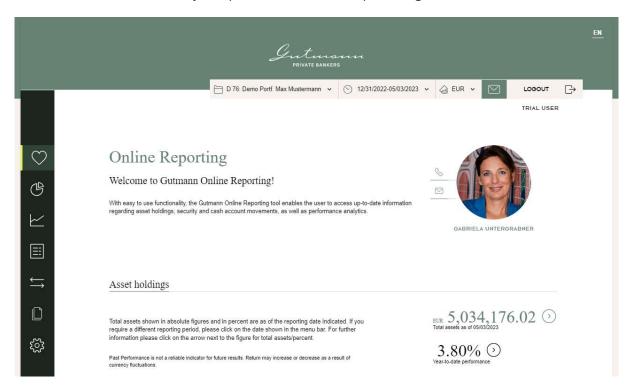


6. Online Reporting

Gutmann Online Reporting offers detailed information on transactions and positions, access to a wide range of documents as well as a variety of analytical tools for your portfolio. Below, you will find a brief description of the types of information and functionalities available.

6.1. Home page and menu navigation design

On the home page of Online Reporting, you can see, at a glance, some key information and the contact details of your personal relationship manager.



The simple menu on the left-hand side of Online Reporting guides you through all the data and analyses available. The latter are filled with the data selected based on the global parameters chosen in the top right corner.

6.1.1. Menu items available

On the left-hand side of the Online Reporting page, a menu is displayed that guides you through the pages available. The first item takes you to the home page, which provides concise information and your relationship manager's contact details. This is followed by the menu item "Asset analysis", which shows the current composition of your assets as



well as your asset allocation history. Under the menu item "Performance", you will moreover find various analytical options in the form of line charts.

The two next menu items "Positions" and "Movements" provide details on all account and securities account holdings as well as full details on past movements in your account and securities account.

The menu item "Documents" holds all documents made available to you under the Online Reporting service in the form of reports or online documentation. The menu item "Information on Online Reporting" comprises this User Manual as well as the terms and conditions for use and legal information.

Finally, the menu item "Message to client relationship manager" enables you to send a message to your personal relationship manager right from the Online Reporting service.

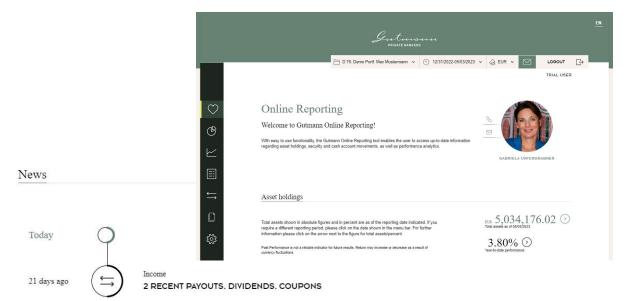
6.1.2. Global parameters

These are displayed in the top right corner of Online Reporting and allow you to select your client numbers, to define a specific time period and to change the reporting currency. The de-fault setting is the year-to-date period. If you wish, your client relationship manager can change your preferred default reporting currency and the client number to be selected when you log in to the service.

6.1.3. Customized home page

Depending on the level of detail you want to display on your home page, you may opt for one of two different home pages.

The standard home page provides you with a good overview of your current assets, year-to-date performance and the latest news.



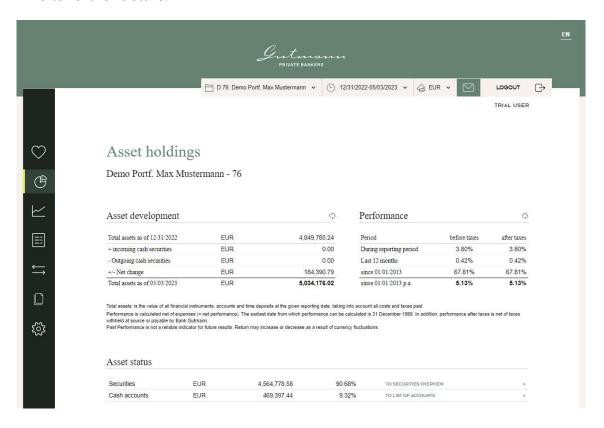


If you require more detailed information on the home page and direct links to account and securities account movements as well as position tables, you may opt for the Professional home page.

Your client relationship manger will be happy to change the home page for you if required.

6.2. Menu item Asset holdings

The menu item "Asset holdings" offers an overview of the development of the assets and the performance of your portfolio as well as the current status of asset allocation with links to further details.



6.2.1. Asset analysis

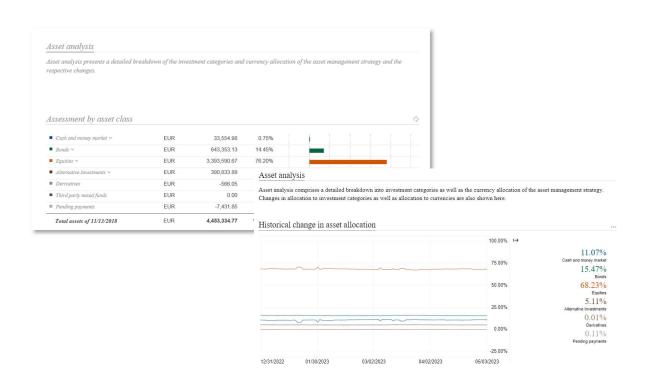
"Asset analysis" displays the current allocation by asset class, with the option of displaying sub-classes for individual asset classes (depending on the composition of the portfolio and the availability of look-through data for sub funds). In addition, asset allocation history can be displayed as well.



Asset analysis

Asset analysis comprises a detailed breakdown into investment categories as well as the currency allocation of the asset management strategy. Changes in allocation to investment categories as well as allocation to currencies are also shown here.





Another table shows the current currency composition of the portfolio as well as the history of currency exposure. Occasionally, portfolio composition and the non-availability of look-through data for sub funds may render a full look-through calculation of portfolio positions impossible.





6.3. Menu item Performance

Under the menu item "Performance", you find various options for analyses in the form of line charts. Within each chart, the period covered by the data displayed can be individually specified by using the box in the bottom left corner, which allows the user to select a starting date and an end date in addition to predefined time periods. Likewise, with all line charts the Options section in the top right corner offers the option of downloading the data displayed in the chart (with the exception of benchmark data) as Excel time series.

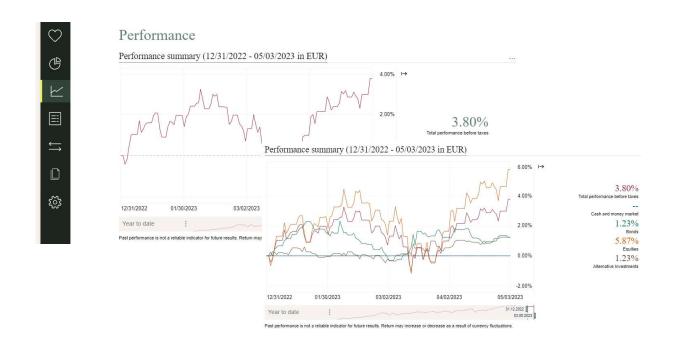
Performance



6.3.1. Performance chart

The performance chart shows the aggregate performance of the client number selected prior to tax. The chart options shown in the top right corner offer the user the download function as well as performance by asset class.



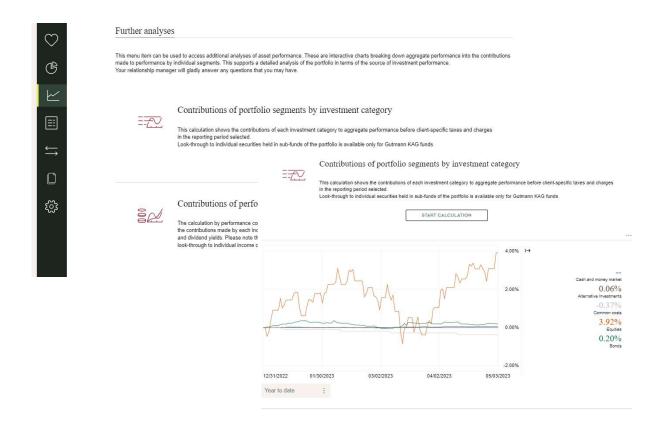


6.3.2. Further analyses

Under the heading of "Further analyses", Online Reporting offers the option of calculating performance contribution in real time. For this purpose, three different categories are available.

"Contribution of asset classes" shows the contributions of each asset class to the aggregate performance of the portfolio selected, prior to client-specific taxes and fees. "Contribution of performance components" shows the performance contributions of capital gains, currency gains and interest and dividend income. "Contribution of performance components by currency" shows performance contributions of individual positions grouped by currency.





With all of the three analysis options offered, due to data availability, look-through to sub funds held in the portfolio at individual asset level is possible only for Gutmann KAG funds.

6.4. Menu item Positions

The menu item "Positions" is broken down into three sub-menu items, with an expanded search function as well as the option of downloading all data in Excel format being available under each item.





6.4.1. Movements in accounts and securities accounts

Under the Accounts category, all active accounts of the client number selected are shown including all account details. The Movements icon in the list of accounts takes you to the ac-count movements of the account you wish to view.



6.4.2. Securities positions

The sub-menu item "Securities positions offers" an overview of all portfolio holdings of the client number selected or the securities account selected. Clicking on a specific position dis-plays detailed information on the position plus a performance chart. The links appearing in the details such as "Show transaction list" and "Show income" enable the user to go to yet another level offering additional details on transactions and income relating to this specific position. If the position is a Gutmann KAG fund, a link will take you from the positions list direct to the fund details on the Gutmann KAG website.





6.4.3. Other positions

Under "Other positions", you will find a table with portfolio components that are neither an account nor a securities position, but tax accruals or payments pending.

If your client number comprises holdings that are not eligible for inclusion in a securities account, an addition table will be displayed with other investments (no securities pursuant to § 1 para 1 Depotgesetz (Securities Deposit Act)) showing all details on these positions.





6.5. Menu item Movements

The menu item "Movements" is broken down into three sub-menu items, which offer an expanded search function and downloading of all data in Excel format.

6.5.1. Movements in the securities account

The sub-menu item "Movements" in securities account shows all securities transactions of the client number selected and/or the securities account selected within the defined time period. Clicking on a transaction will display further details. If a settlement document is available for the transaction, it can be downloaded direct from the transactions list.



6.5.2. Distributions/dividends/coupons

In the tabulation of Distributions/dividends/coupons, you will find all corporate actions that have been settled and relate to your portfolio positions plus a variety of details, if required.





6.5.3. Liquidity forecast

Based on your portfolio positions, the liquidity forecast shows all future payments currently known to and expected by us over the next three years.

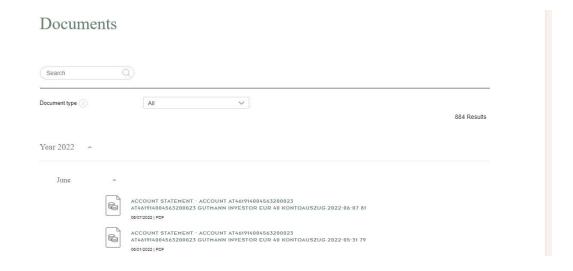


6.6. Menu item Documents

Under this menu item, you will find all documents that have been released for Online Reporting purposes. They comprise all settlement documents of securities transactions and corporate actions as well as account and securities account statements. In addition, a variety of other documents is also provided depending on the strategy and the composition of the portfolio. If you have agreed with your client relationship manager that you will receive periodic portfolio reports, you will also find these under this menu item.









7. Your Personal Funds Service

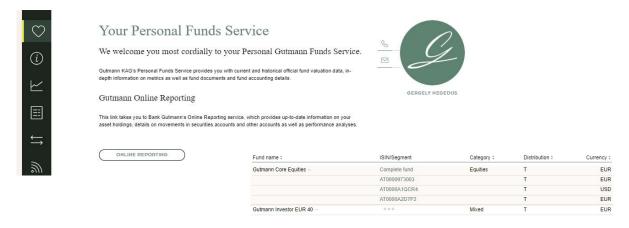
Clients invested in special funds have the possibility to access the Fund Service Individual via the Online Reporting service. The Fund Service Individual provides historic and current official fund valuations from Gutmann KAG, whereas the Online Reporting service provides data from the core banking system of the bank.

In addition to the various information relating to the fund, clients have access to extensive information and key figures as well as to the fund documents and booking details from the fund accounting system. The link to the Fund Service Individual can be found on the home page of the Online Reporting service.



7.1. Home page and Menu

An overview of the fund together with the contact details of the adviser is displayed on the home page. Clients have the opportunity to navigate between the Fund Service Individual and the Online Reporting service. A menu bar is displayed in a similar way to the Online Reporting service on the left-hand side, providing access to all available data and analysis options.





7.1.1. Available menu options

The menu bar displayed on the left-hand side guides you through all available pages. The first menu item displays the homepage with an overview of the fund and the contact details of your adviser. The tab "Details" leads you to the page with the detailed information on the fund, its tranches and segments. Under "Performance", you will find different chart analysis.

The menu items "Positions" and "Transactions" provide you with detailed information on the fund holdings as well as all the details relating to historical transactions including distributions/dividends/coupons.

Your current subscriptions are displayed under "Subscription Service" and you have the possibility of subscribing to further publications and fund documents. Historic versions of the fund documents can be found and downloaded under "Archive". This user manual, terms and conditions as well as legal information are displayed under "Information about Fund Service Individual".

The last menu icon "Envelope" provides you with the opportunity to leave a message to your personal adviser.

7.1.2. Individual parameters

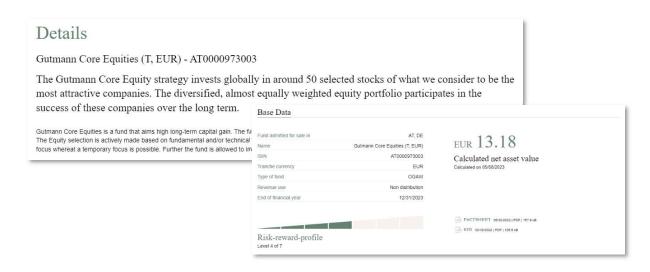
You will find the settings for your individual parameters relating to your fund, tranches and segments in the top right-hand side of the window. The default setting for the timeline is year to date.

7.2. Menu item "Details"

Under "Details", you will find extensive information on the key figures of the fund, tranches and segments. Depending on the structure of the fund and the selected fund element, a de-tailed or summarized illustration will be displayed.

The basic information presents an overview of all important information such as the fund authorization, ISIN name, tranche currency, fund type, appropriation of profits, fiscal year, unit value, factsheet, PRIIPs KID and the risk-reward profile.

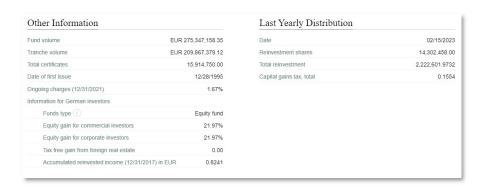




You will find all relevant trading information: price at issuance, redemption price, issuing premium, redemption premium, trading frequency, cut-off times and value dates. On the right, you will find the details of your adviser including contact details. The graphically displayed asset allocation illustrates the current allocation and investment strategy.

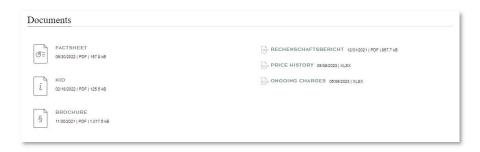


"Other information" provides you with further details regarding the fund and on the right; you will find information concerning the last annual distribution.





All current documents can be downloaded in the lower section under the fund details as well as historical documents listed in the archive section. Additionally, you have the possibility to register for new documents and receive these via e-mail.



7.3. Menu item "Performance"

Various performance valuations are available in the "Performance" tab in form of linear charts. In the top right-hand corner, you have the option to download the data used for the chart into an excel spreadsheet (besides data relating to the benchmark). Additionally, it is possible to add the benchmark (so long as one has been defined) to the fund, tranche or segment. You also have the option to display a differential chart by selecting the time series de-fining respectively the base time series and the available timeframe.

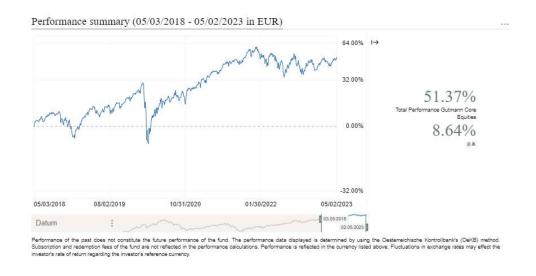


7.3.1. Performance chart

The performance data, provided in the performance overview, has been computed using the calculation method of the OeKB. Additional funds as well as benchmarks can be added to the chart in the chart settings. The performance dates of the data displayed in each chart can be individually overridden by changing the start and end dates.



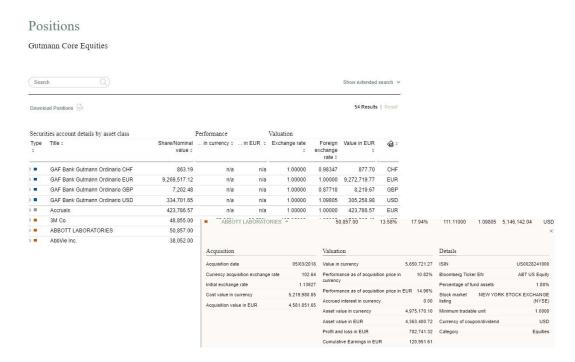




7.4. Menu item "Positions"

The holdings are listed under "Positions" and aggregated by asset class. Each asset class being easily identifiable by its own specific color. Data can be configured through an advance search and downloaded into Excel. Extensive information is available for each position.







7.5. Menu item "Deposit Transactions"

The transaction tab offers the possibility of an advance search and excel download.

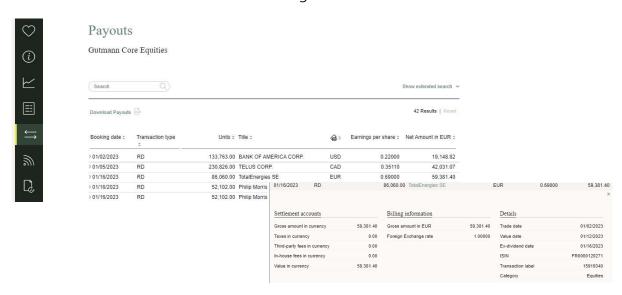
7.5.1. Custody account transactions

Under custody account transactions, you will find all transactions relating to the positions in the selected fund element within a defined time-period. A page with further detailed information opens when clicking on a transaction.



7.5.2. Payouts

In the "Payouts" schedule, you will find all positions, which have been accounted for, as well as the details of the individual bookings.

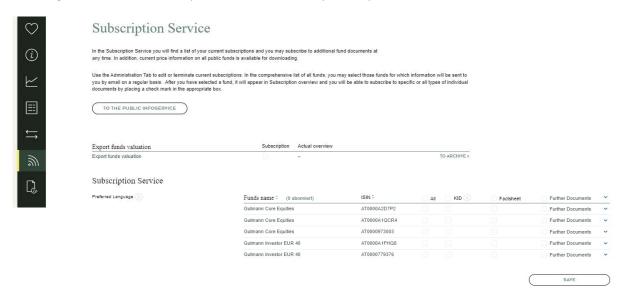




7.6. Menu item "Subscription Service"

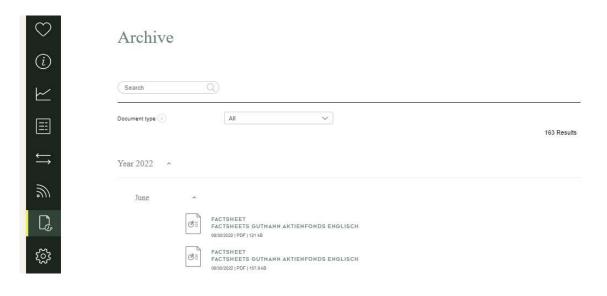
Under the tab "Subscription Service", you will find an overview of your current subscriptions and have the opportunity to subscribe to further fund documents relating to your special fund. Current and historic assessment files are also available as excel downloads.

In the subscription management section of Your Personal Funds Service, you can subscribe to individual publications, specific to your special fund, as well as to publications relating to Gutmann KAG public funds in the public publications.



7.7. Menu item "Archive"

You can access and download historic versions of your fund documents under the "Archive" tab.





8. Security and technology

Utmost security is one of the core values of Bank Gutmann. Online Reporting therefore uses technology and security standards that conform to the state of the art common in the market.

8.1. Security

Security of your data is important to us. Therefore, strong customer authentication is used as part of 2-factor authentication when logging into Gutmann Online. The strong customer authentication is based on the use of two or more elements categorized as possession (something only the authorized person has), knowledge (something only the authorized person knows) or inherence (something the authorized person is), that are independent, in that the breach of one does not compromise the reliability of the others, and is designed in such a way as to protect the confidentiality of the authentication data.

8.2. Technical information

Due to the large data volumes that are sometimes available in Online Reporting, use of the Microsoft Internet Explorer may occasionally lead to lengthy loading times. For best results in using the features of the new Online Reporting system, we recommend you use the browsers Microsoft Edge, Google Chrome, Mozilla Firefox or Safari.

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