Client Information Portal
User Guide

500 West Jefferson Street
Louisville, KY 40202
(888) 878-7845

Getting Started

Existing Users

If you have accessed your account online in the past, but have not signed into our new and improved Client Information Portal, you will be prompted to validate your picture and phrase and answer two pre-established challenge questions.

First Time Users

First time users will be prompted to enroll in Secure Sign-On.

See our **New User Security & Sign-On Guide** for detailed instructions.

Getting Started

Access Client Information Portal

Visit our website (www.HilliardTrust.com) and choose the Login To Your Account button.

Need Help or Have Questions?

Account Specific

Please contact your Account Administrator or Portfolio Manager. Contact information for each is available on our website (www.HilliardTrust.com) under the Our Professionals page.

Account Access, Passwords or Computer Technology

Please contact our technology support group at 877-226-1244.

Technology Support

Available Weekdays 7:30 a.m. - 5:00 p.m. EST

It may be helpful to save the Client Information Portal site to your Favorites folder for future use.

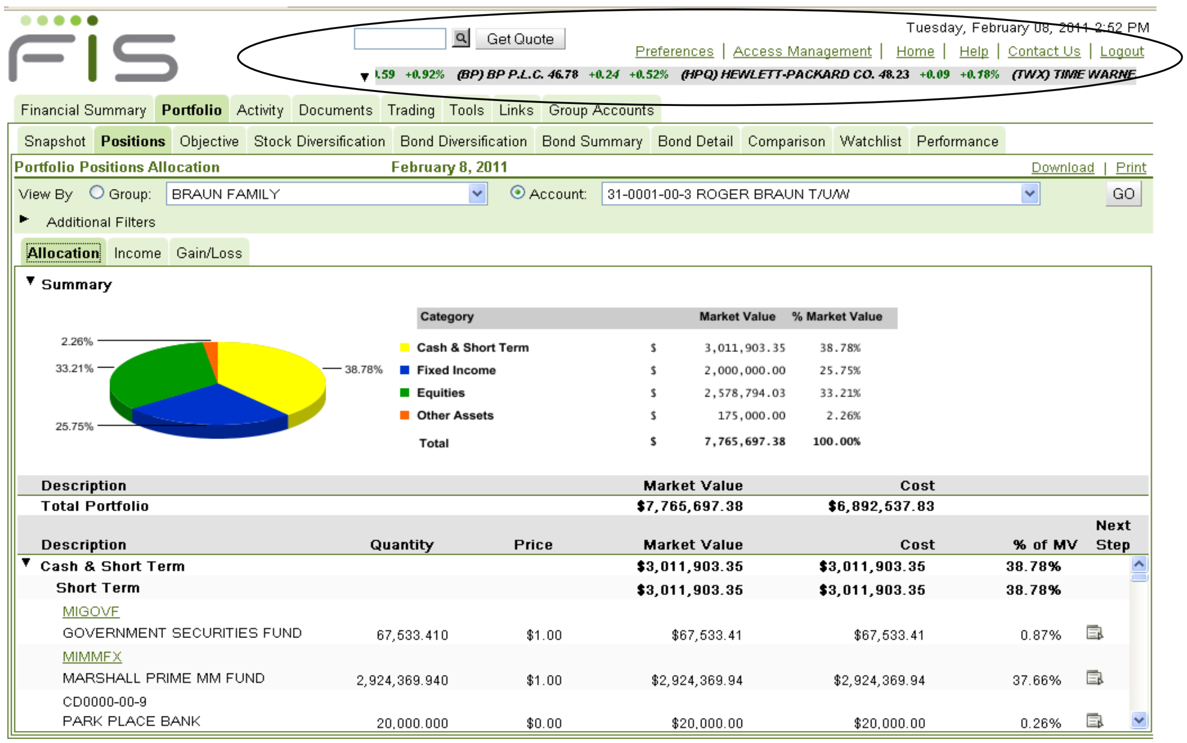
Key Features

Key Features

- Single-click to view an individual account or an aggregate of multiple accounts.
- A holistic presentation of your total portfolio.
- Enhanced analytical tools to help value and analyze your portfolio.
- Single-click to view a year-to-date summary of account activity with the option to drill down to view the underlying list of transactions.
- Convenient online access to statements.
- Data extraction through a direct feed to Quicken or the use of a sophisticated customizable extract feature.

Page Features - Banner

Obtain a market quote direct from the exchanges with a single-click of the Get Quote button. Track the stock price on up to 20 individual stocks or indices.



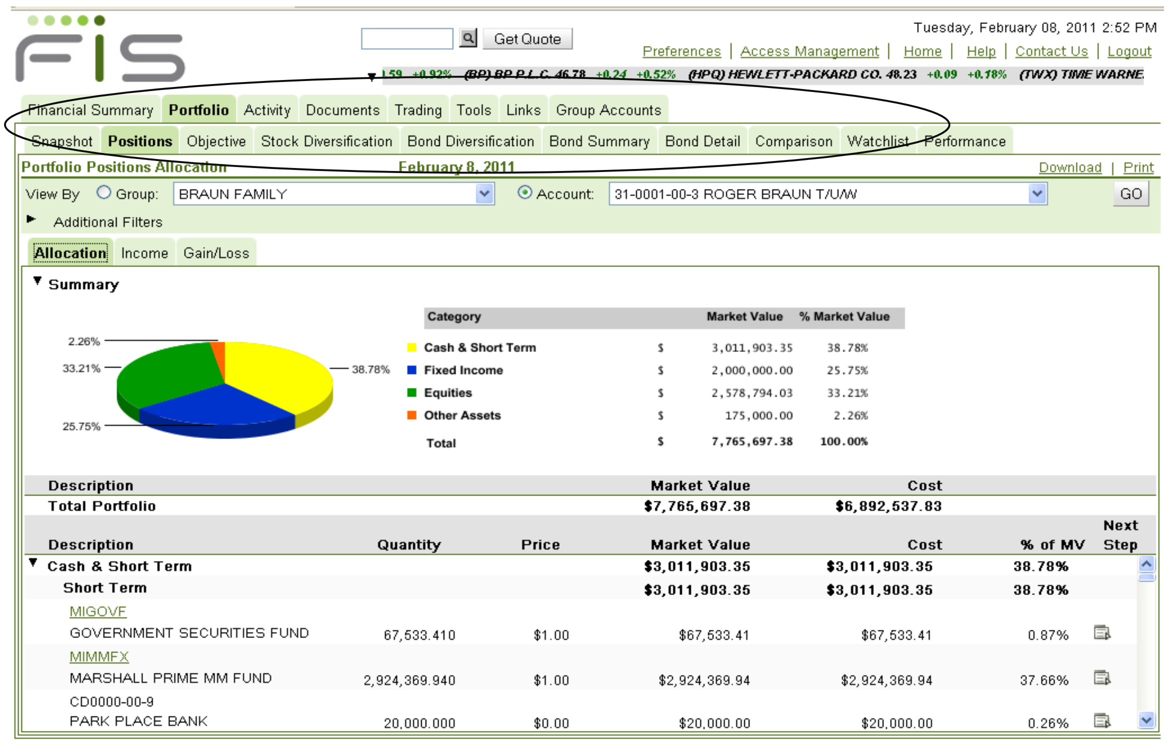
The Banner Area Key Features

Preferences
Your preferred viewing method, individual account versus a group of accounts; and various other options

Access Management
Options to change your password and your access ID

Online Help
Page-level help, including descriptions of the fields of information on the page in view (Be sure to select the Product Info link within Help for more information on system settings and navigation tips)

Page Features – Navigation Menu



The Navigation Menu Key Features

Portfolio
View position allocations and gains/losses, equity and fixed income analytics, and personal rates of return

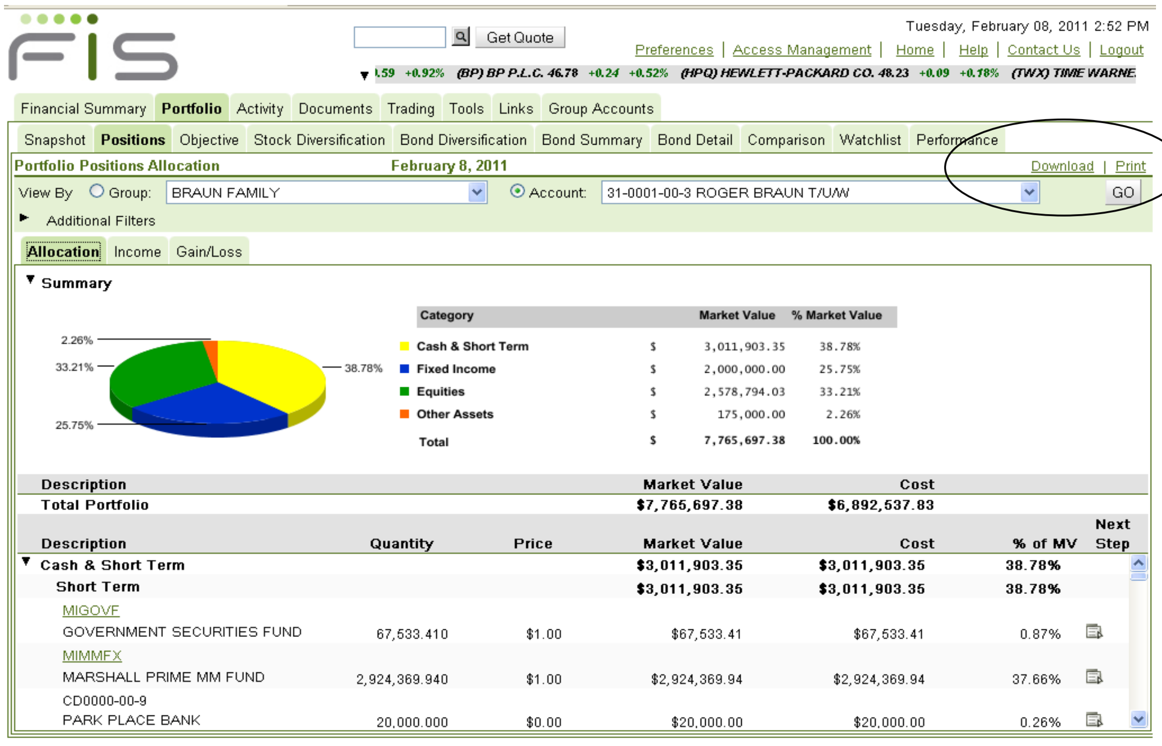
Activity
View a snap shot of year-to-date transaction activity with links to the individual transactions

Documents
Access electronic statements

Tools
Calculate cash flows, use calculators to plan for life events and download information for use in third party software like Quicken

Group Accounts
Assemble authorized accounts into groups for easy review and management of investments

Page Features – Download and Print Controls



Downloading and Printing

Downloading

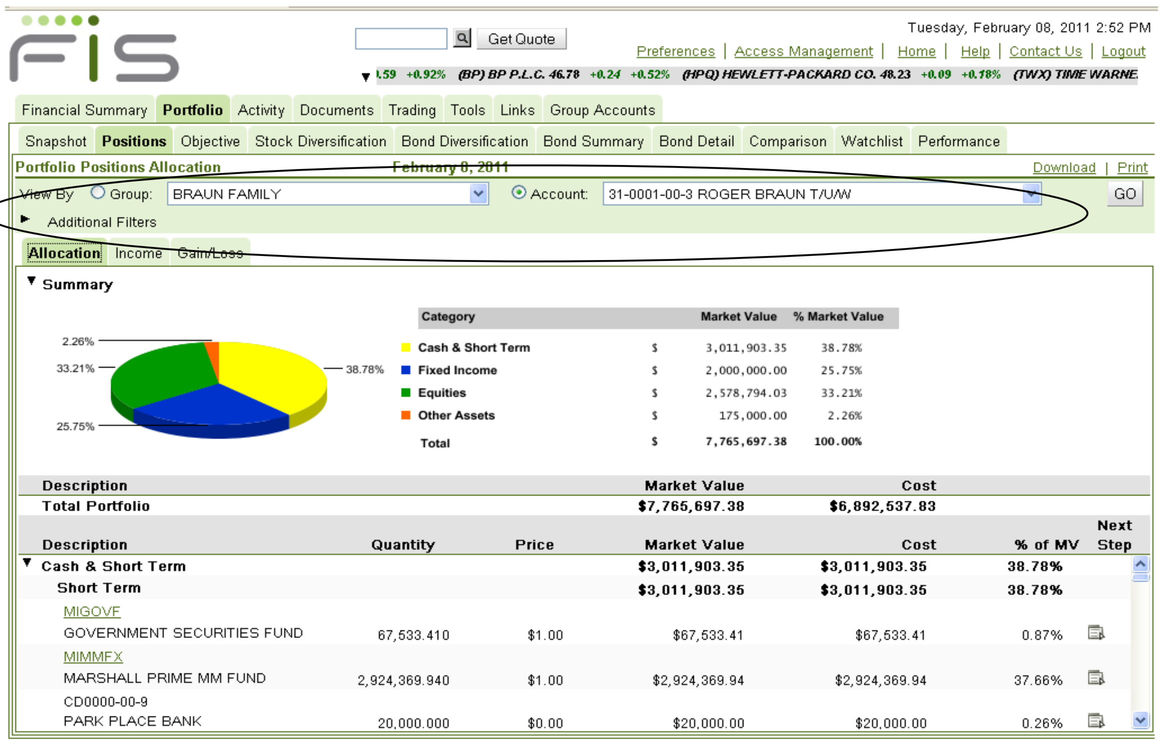
Selecting Download on a page will automatically launch a pop-up window confirming the desire to download the page information to a Microsoft® Excel® spreadsheet. Doing so allows you to use the information as desired. You may print or save the spreadsheet for your own use.

Printing

Selecting Print will either launch a PDF type report or a browser print. PDF type reports can be printed or saved for your own use.

Page Features – Filter Area

The Filter Area on the page allows you to view the information the way you want to see it.



The Filter Area

Show/Hide Filter Options

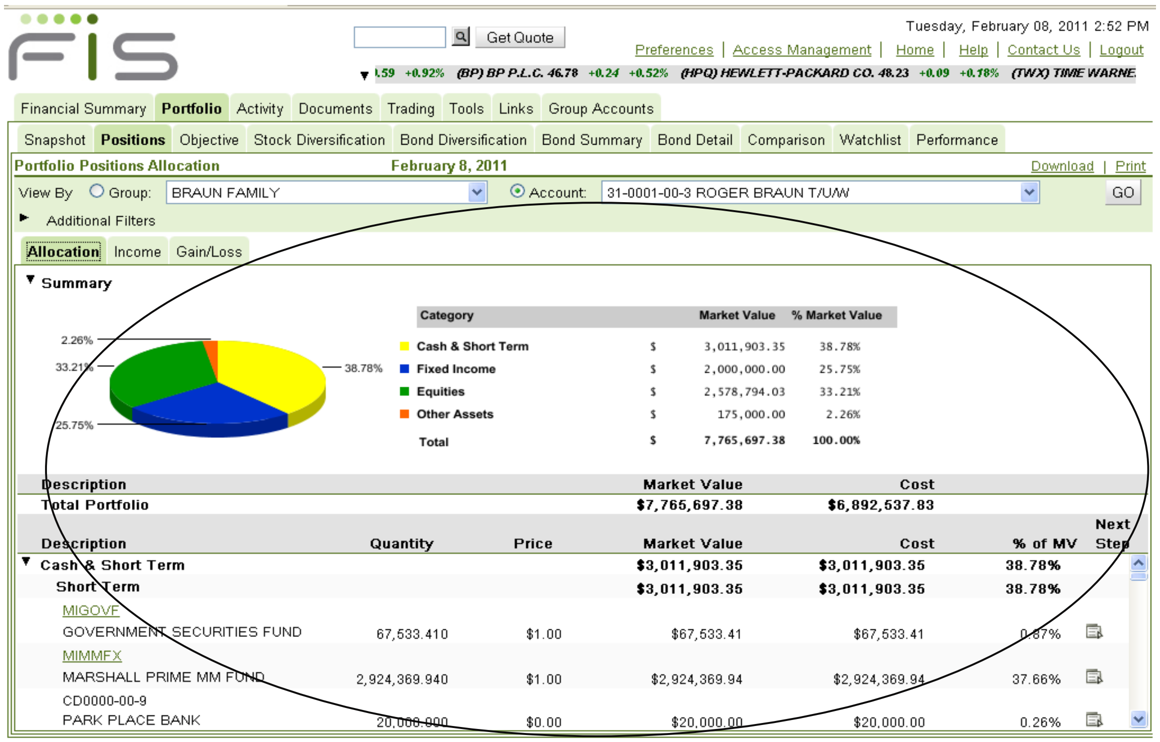
To create a custom view, select the icon next to the title Additional Filters. Populate the fields desired. Select the Go button to update the page. The site saves your request.

Viewing a Group of Accounts

The Filter area provides single-click access to view an aggregate of accounts. This means that when viewing by group, the page will sum all of the information for the accounts in the group. For example, on the Portfolio Positions page, if View By Group is selected, the site will display only one position of a stock with the listed information as the sum of all the accounts holding it. It will not list the holding multiple times per the number of accounts held in.

Page Features – Information Area

Many pages display the information totals at the top of the page eliminating the need to scroll down the page.



Some pages include Next Step options for obtaining additional information concerning a selected position or transaction activity. Selecting a Next Step option presents the information in a pop-up window so that you do not lose your place on the page. Examples of Next Steps include tax lot detail, transaction activity, and detailed security information.

The Information Area

Messages
Some pages include informational messages concerning the content on the page or instructions for viewing the page. These messages are located beneath the filter area.

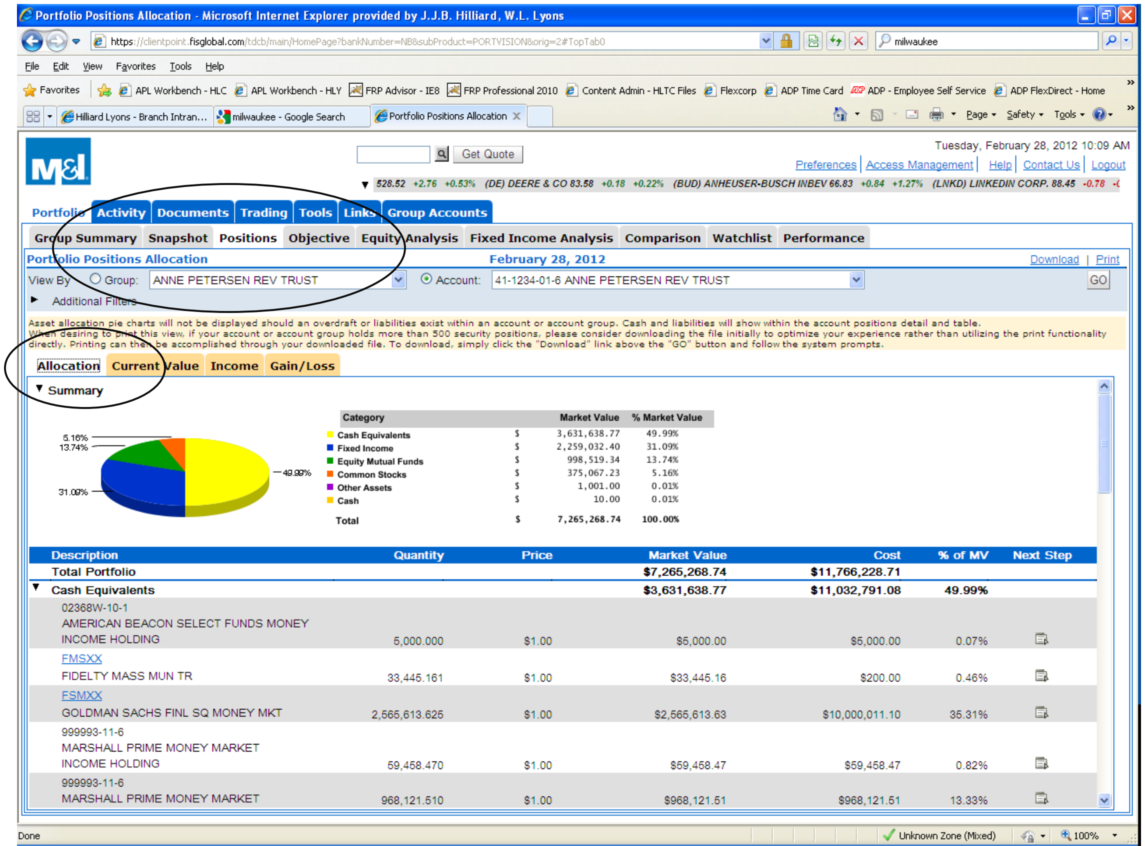
Show/Hide Summary Sections
Summary sections offer the opportunity to show or hide the graphic or chart. Your selection to show or hide will be stored on your PC so when you return to the page in the future, it is displayed as you left it.

Navigating Your Account

Navigating through your account information is as easy as selecting any one of the main navigation tabs and then selecting the desired page to view. Included on the following pages are examples of just some of the information you may want to view.

Portfolio Positions

The “Positions” page provides additional choices for displaying the holdings of the account or group of accounts in a meaningful and analytical manner.



Optional Views

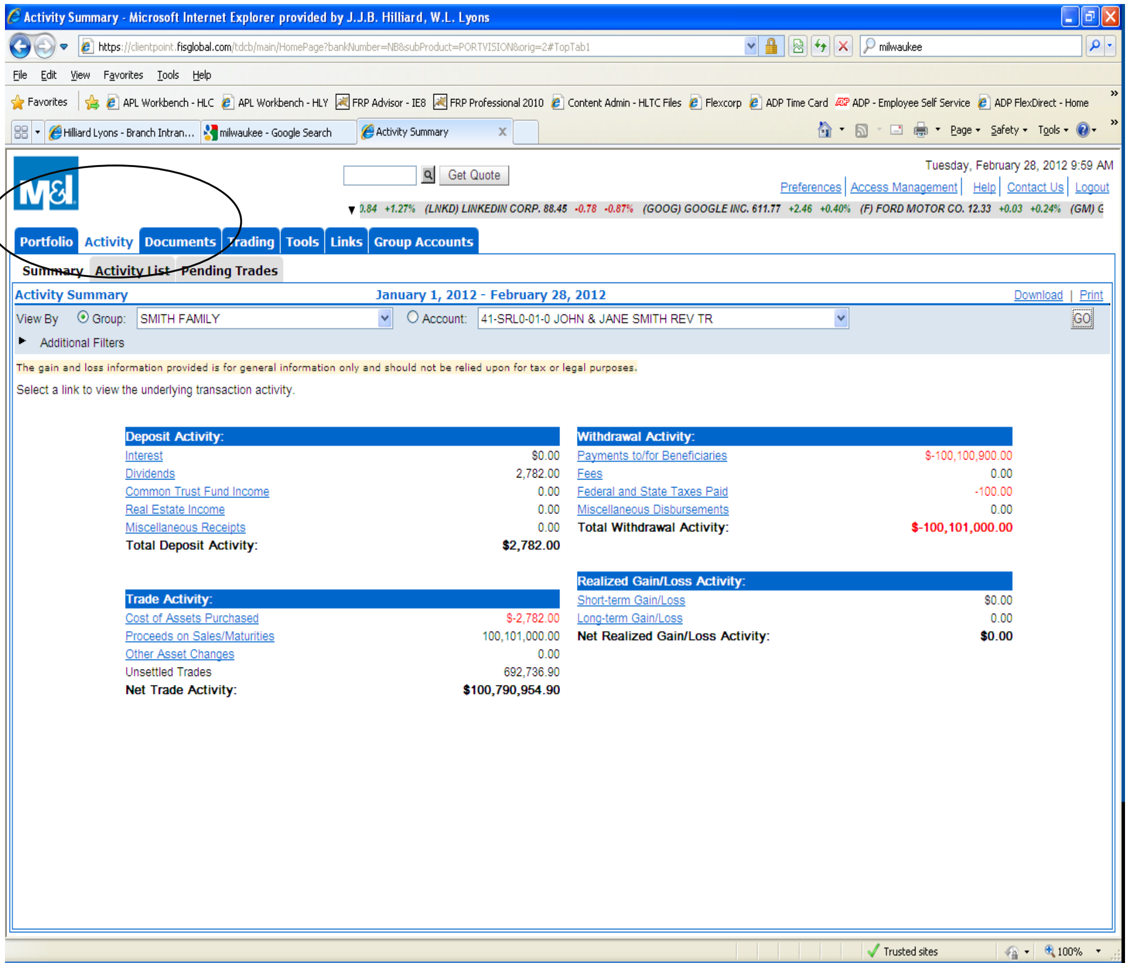
- Sub Menu Options
- Show /Hide graphical summary section
- Totals
- Detailed list of assets

Sub Menu Options

- Allocation – Asset diversification as compared to the total market value
- Income – The estimated income expected on the position and the yield-to market
- Gain/Loss – Summarized gains/losses incurred and the unrealized impact per position

Activity Summary

The "Activity" page displays a year-to-date view of all transaction activity in an account or aggregated for a group of accounts.

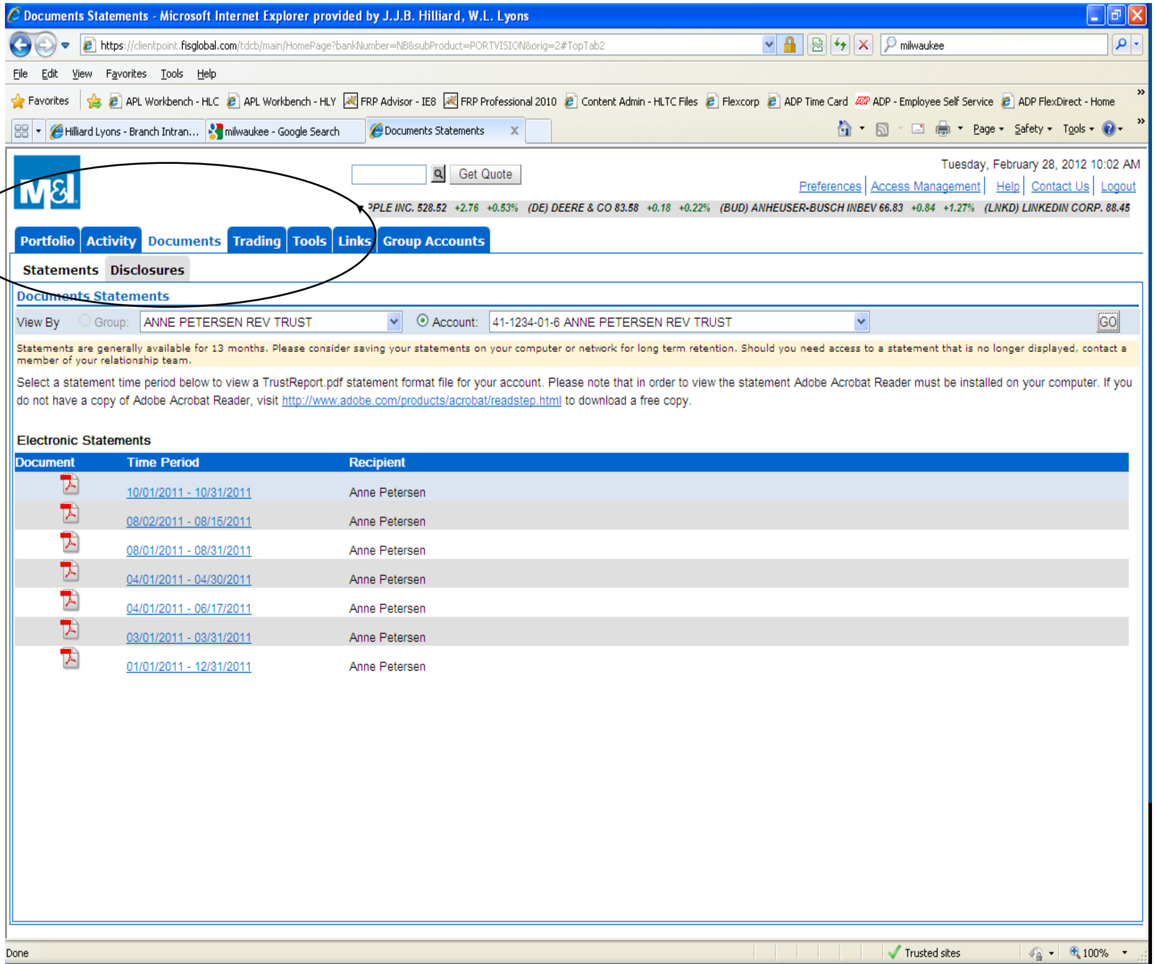


Activity

- Click a category link to view the detailed list of transactions.
  - The transactions are grouped into major categories for ease in identifying cash flows.
  - The page also offers a one-click view to the underlying transactions by selecting the desired transaction category. A pop-up window will display the list of transactions comprising the category total.

Documents

This feature provides quick access to your electronic statements. It displays the list of available statements for viewing and a link to launch the statement in a PDF.

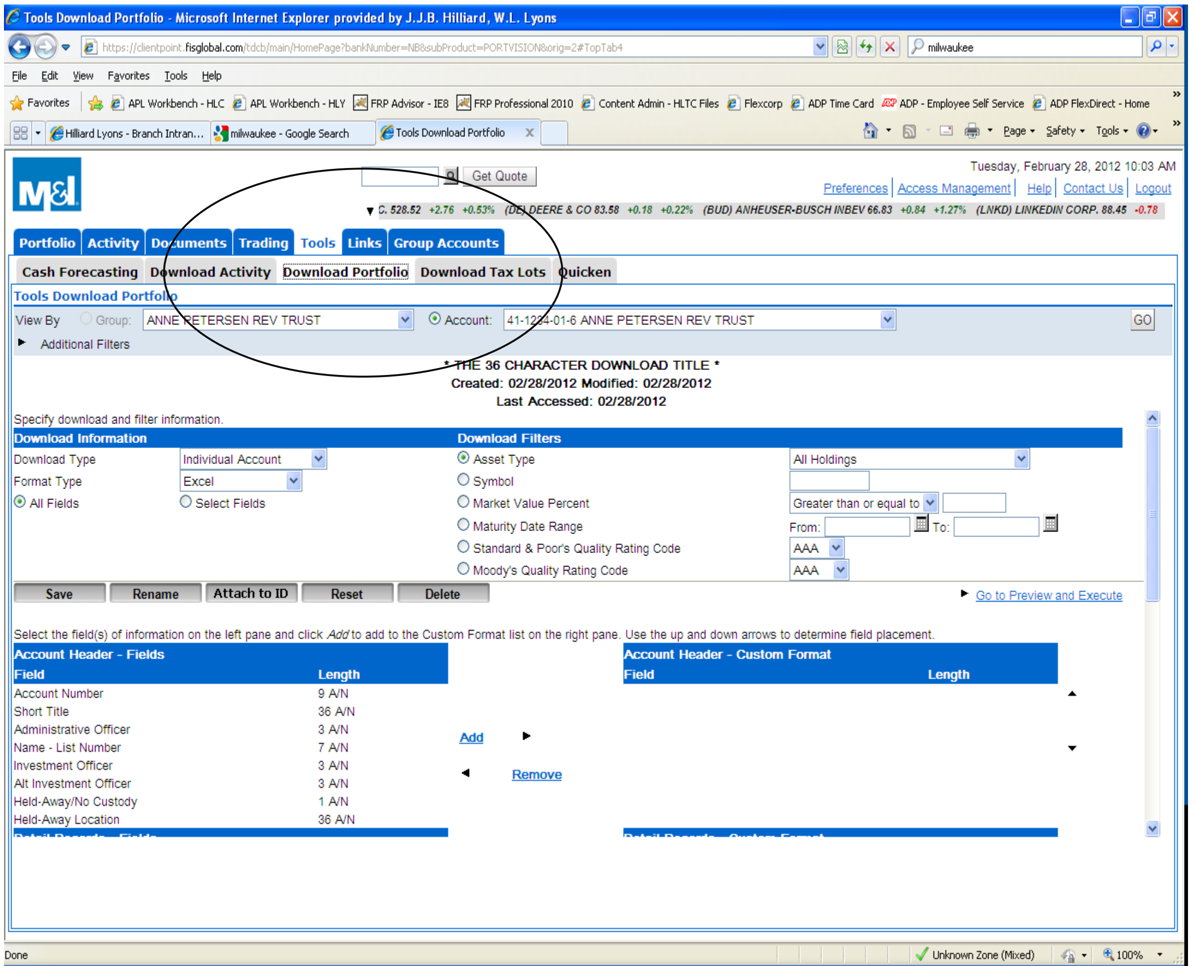


Documents

- Click the desired statement link to launch the PDF
    - Adobe® Acrobat® Reader is required to view the statement in a PDF format. This software can be downloaded at www.adobe.com. You can then save, print, e-mail, or close the PDF.

Tools / Download Portfolio

Three separate "Download" options (Portfolio, Tax Lots & Activity) allow quick access to research an individual account or group of accounts. You can also save the format for future use.

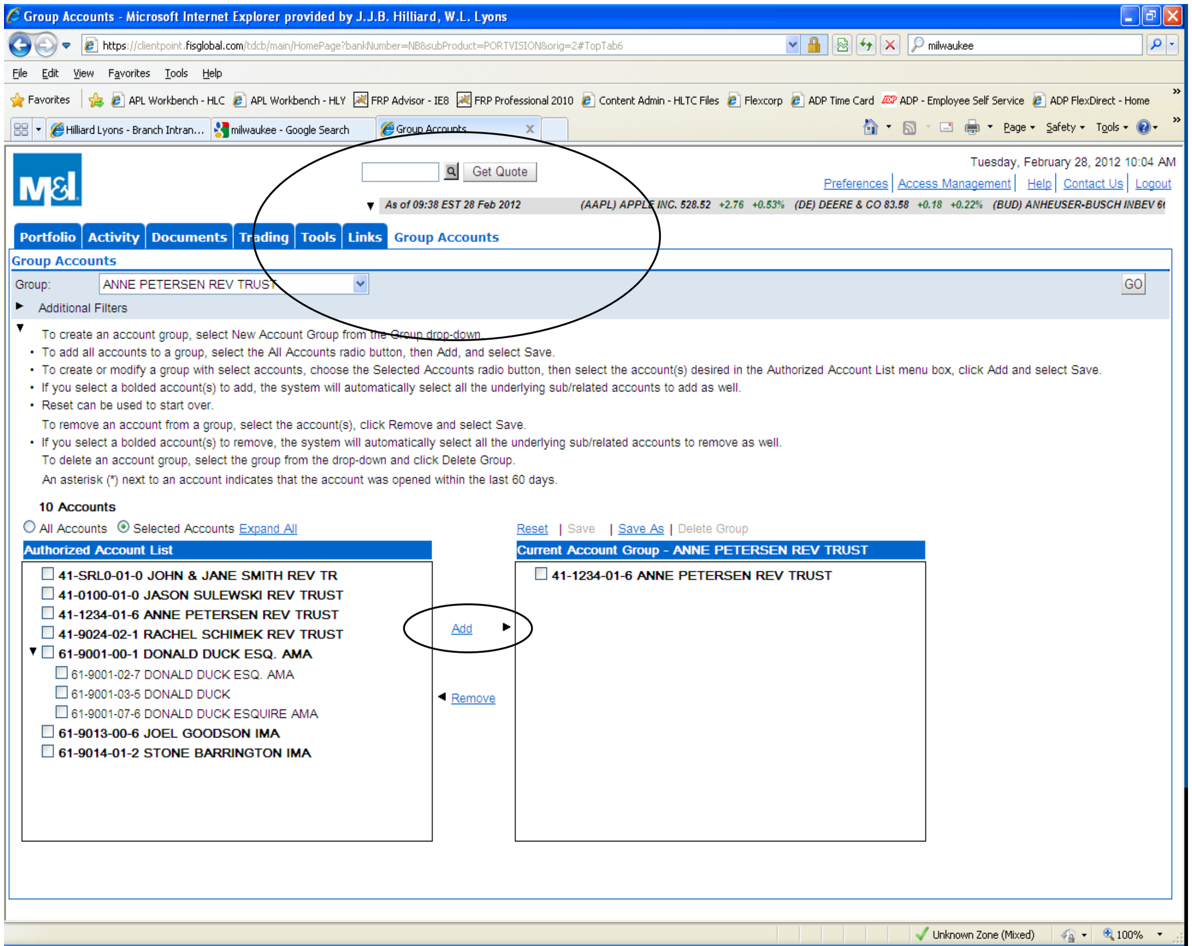


Tools

- Select the desired output format
- Select the desired fields of information

Group Accounts

The "Group Accounts" feature gives you the opportunity to create your own grouping of accounts for information gathering and investment management.



Group Accounts

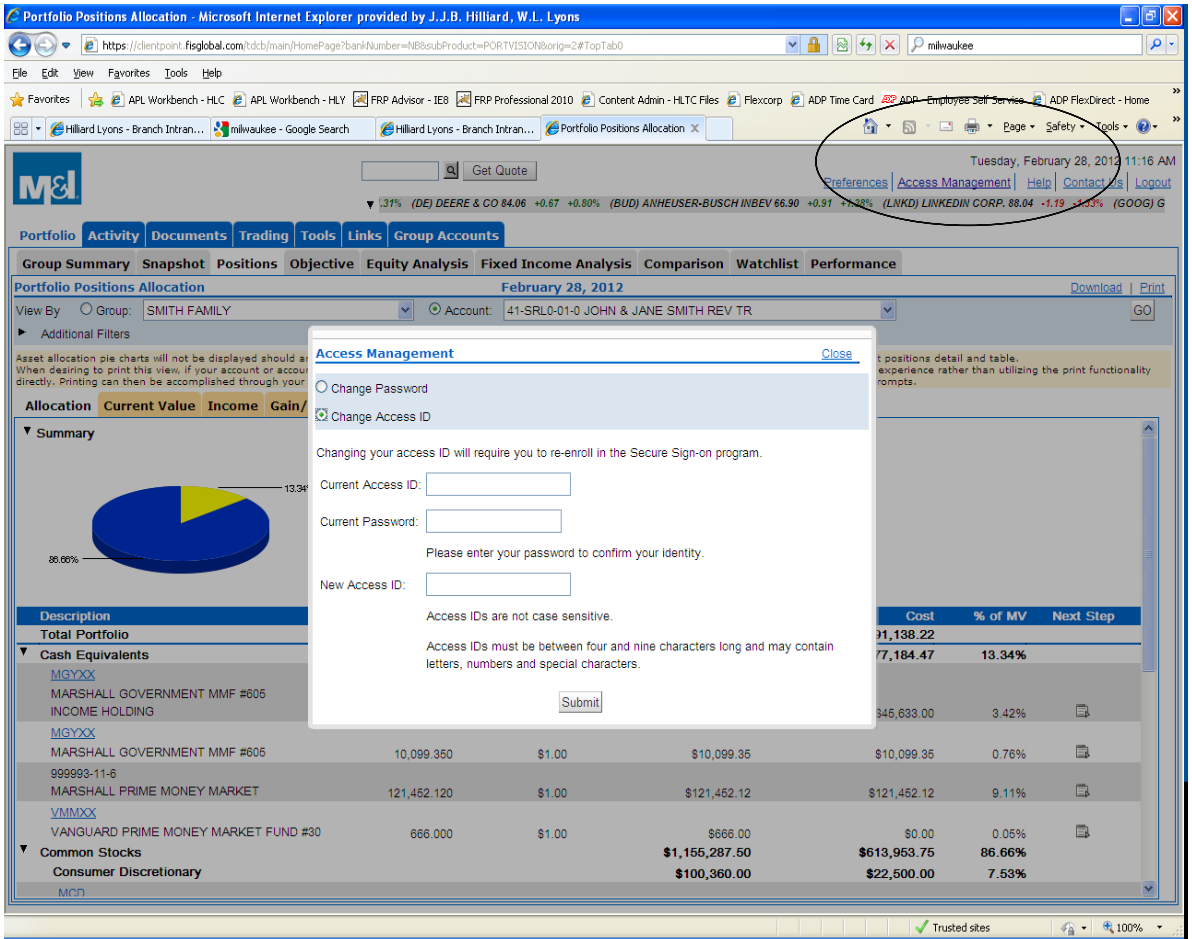
- Select the checkbox next to the desired accounts and click the Add link.
- Selecting an account with a Show/Hide icon will bring all the accounts in the relationship into the group.
- You determine the group name and select the underlying accounts. Once a group is created you can use the list throughout the site, eliminating the need to memorize account numbers or account titles.

Changing Your Password and/or Access ID

Once logged into your account, you have the ability to change your Password and/or your Access ID.

Password and Access ID Changes

Once logged into your account, choose Access Management to change your Password or Access ID.



Access Management

- Choose the Access Management link.
- Check the Change Password or Change Access ID box.
- Enter the current Password/Access ID. Next enter the new Password/Access ID. Click Submit.

Questions

Account Specific

Please contact your Account Administrator or Portfolio Manager. Click on the **Contact Us** link located in the Banner area of Client Information Portal to access individual contact information.

Account Access, Passwords or Computer Technology

Should you need any further guidance, our technology support team is available weekdays from 7:30 a.m. to 5:00 p.m. EST. Contact them at 877-226-1244.

Please be sure to mention that you are trying to access the "HLTC Client Information Portal". For verification purposes, the technology support team will need the **User ID and Account Number**. It is also important to note that the person to whom the User ID was issued is the individual who must make the phone call.

System Requirements

System Recommendations

1. Pentium Dual-Core/Athlon X2 minimum, Core 2 Duo/Athlon II X2 or higher recommended
2. 1024 x 768 or greater resolution
3. RAM 1G required minimum, 2G recommended
4. Additional software Microsoft® Excel® 2003, 2007 or 2010 Adobe® Acrobat® Reader 11.0 or newer

Supported Browsers & Supported Operating Systems

Edge - Windows 10

Internet Explorer*- Windows 7, Windows 8, Windows 8.1, Windows 10

Firefox - Windows 7, Windows 8, Windows 8.1, Windows 10

Chrome - Windows 7, Windows 8, Windows 8.1, Windows 10

Safari - Mac OS X 10.11 “El Capitan”

iOS iPad 2, 3 and 4

Client Information Portal may not be compatible using Internet Explorer on tablets or other mobile devices.