



Canaccord Wealth client portal

User guide

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Logging in for the first time

If you have received an email from us with a temporary password and a link inviting you to register, you will need to follow the link provided and log in with your username and temporary password. You will need to go through multi-factor authentication (MFA) and answer a security question. If you would like the device you are using to be treated as a trusted device going forward, you can toggle on 'trust this device?', meaning you will not need to complete this additional security check for this device going forward. Once this has been completed, you will be asked to complete three security questions (security questions are only required as part of the MFA process), set a new password and enter a contact number for MFA purposes. If you haven't received an email from us, you will need to contact us for a username.

Our mobile app, Canaccord Wealth Investments, is also available from the Apple and Google stores.

The screenshot displays the Canaccord Wealth login interface. At the top, the Canaccord WEALTH logo is visible. The main content is divided into two sections: "Security questions" and "Enter your new password".

Security questions section:

- Security question 1: A dropdown menu with "Select" and a downward arrow.
- Answer: A text input field with a toggle icon (eye) on the right.
- Security question 2: A dropdown menu with "Select" and a downward arrow.
- Answer: A text input field with a toggle icon (eye) on the right.
- Security question 3: A dropdown menu with "Select" and a downward arrow.
- Answer: A text input field with a toggle icon (eye) on the right.

Enter your new password section:

- Temporary password provided to you: A text input field with a toggle icon (eye) on the right. A red "x" icon and error message "Must be between 6-45 characters" are shown to the right.
- New password: A text input field with a toggle icon (eye) on the right. A red "x" icon and error message "Must contain one or more number(s) (0-9)" are shown to the right.
- Confirm new password: A text input field with a toggle icon (eye) on the right. A red "x" icon and error message "Must contain one or more uppercase letter(s) (A-Z)" are shown to the right.

Logging in for the first time

- 1 Please select your security questions and then type your answers in the text boxes below.
- 2 Please add the temporary password provided in the email.
- 3 Please input your new password and then confirm your new password in the second box.
- 4 Please add your mobile number here, dropping the first zero, e.g +44 77XXXXXXX.

The screenshot displays the Canaccord WEALTH login interface. It is divided into two main sections: 'Security questions' and 'Enter your new password'.

Security questions section: This section is titled 'Security questions' and contains a numbered step '1'. It features three sets of input fields. Each set includes a dropdown menu for selecting a security question (labeled 'Security question 1', 'Security question 2', and 'Security question 3') and a corresponding text box for the answer. Each answer box has a small eye icon to toggle visibility.

Enter your new password section: This section is titled 'Enter your new password' and contains three numbered steps: '2' and '3'. Step 2 is a text box for the 'Temporary password provided to you', with a red 'x' icon and the error message 'Must be between 6-45 characters'. Step 3 is a text box for the 'New password', with a red 'x' icon and the error message 'Must contain one or more number(s) (0-9)'. Below this is another text box for the 'Confirm new password', with a red 'x' icon and the error message 'Must contain one or more uppercase letter(s) (A-Z)'. Each password box has a small eye icon to toggle visibility.

Navigation

- 1 In the top left hand corner is the site menu, selecting this will allow you to navigate to the different sections of the site.

The screenshot displays the Canaccord Wealth user interface. At the top left, a 'Menu' icon is highlighted with a red circle and the number '1'. The main content area is divided into several sections:

- Summary:** Shows the total market value as of 05/05/2025, which is GBP 1,802,119.
- Canaccord news:** Features a news article titled 'Join our webinar: Pensions post budget' dated 31/10/2024.
- Market news:** Includes articles such as 'Fashion retailer Hugo Boss shares pop 8% on better-than-expected first-quarter sales' (dated 06/05/2025) and 'DoorDash to buy British food delivery firm Deliveroo for \$3.9 billion in overseas push' (dated 06/05/2025).
- Portfolio and accounts:** A table showing account details. The table has columns for Account, % of portfolio, Type, CCY, and Value. It lists several accounts, including 'CW Sample Client - DPM G' and 'CW Sample Portfolio - X0'.
- Asset allocation:** A bar chart showing the distribution of assets: Debt and Fixed Interest (43.34%), Cash (22.61%), Managed Funds (19.46%), and Equities (14.56%).

Home page

Once you have successfully logged in, you will be directed to the home page. From here you can use the menu to navigate through the site. You also have the following options:

- 1 The 'Portfolios' tab shows your accounts at an account group or reporting level. For example, if you have two accounts and they are reported together, this is referred to as an account group and these are listed here.
- 2 The 'Accounts' tab shows your accounts at an individual level which make up each of the account groups.
- 3 The 'Custom groups' tab allows you to create your own account groups to view and navigate the portal e.g. all discretionary accounts.
- 4 The 'Edit columns' option allows you to edit the columns you can see in the table. You can also drag and drop a column heading into the space above the headings, which allows you to group accounts based on the option selected, for example, by service type. This feature is repeated throughout the site.

The screenshot shows the Canaccord Wealth home page for user John. The page is divided into several sections:

- Summary:** Total market value GBP 1,802,119 as of 05/05/2025.
- Canaccord news:** A section with a video player and a link to a webinar titled "Join our webinar: Pensions post budget".
- Market news:** A section with a link to an article titled "Fashion retailer Hugo Boss shares pop 8% on better-than-forecast first-quarter sales".
- Asset allocation:** A bar chart showing the distribution of assets: Debt and Fixed Interest (43.34%), Cash (22.61%), Managed Funds (19.46%), and Equities (14.56%).

The main dashboard features a table of accounts with columns for Account, % of portfolio, Type, CCY, and Value. The table is filtered by Portfolio (CY) and Portfolio (X). The table shows the following data:

Account	% of portfolio	Type	CCY	Value
GBP				1,802,118.76
CW Sample Client - DPM G				114,571.40
CW Sample Portfolio 6198924.1005 Ex Custody DPM GBP	100.00%	Internal Account	GBP	114,571.40
CW Sample Portfolio - XD				1,687,547.36
CW Sample Portfolio 6198924.1001 Ex Custody XO GBP	100.00%	Internal Account	GBP	1,687,547.36

The 'Edit columns' option is highlighted in the top right corner of the table, allowing users to customize the columns displayed in the table.

Custom group

- 1 Selecting 'Manage your custom groups' allows you to manage existing or create new custom groups.
- 2 To create a new custom group, select '+ New custom group'.
- 3 You will then be asked to give the new custom group a name and you can add a description of what the group is. You should then select the 'Create group' button.
- 4 Once the group has been created, you can select the accounts you would like to include in it.

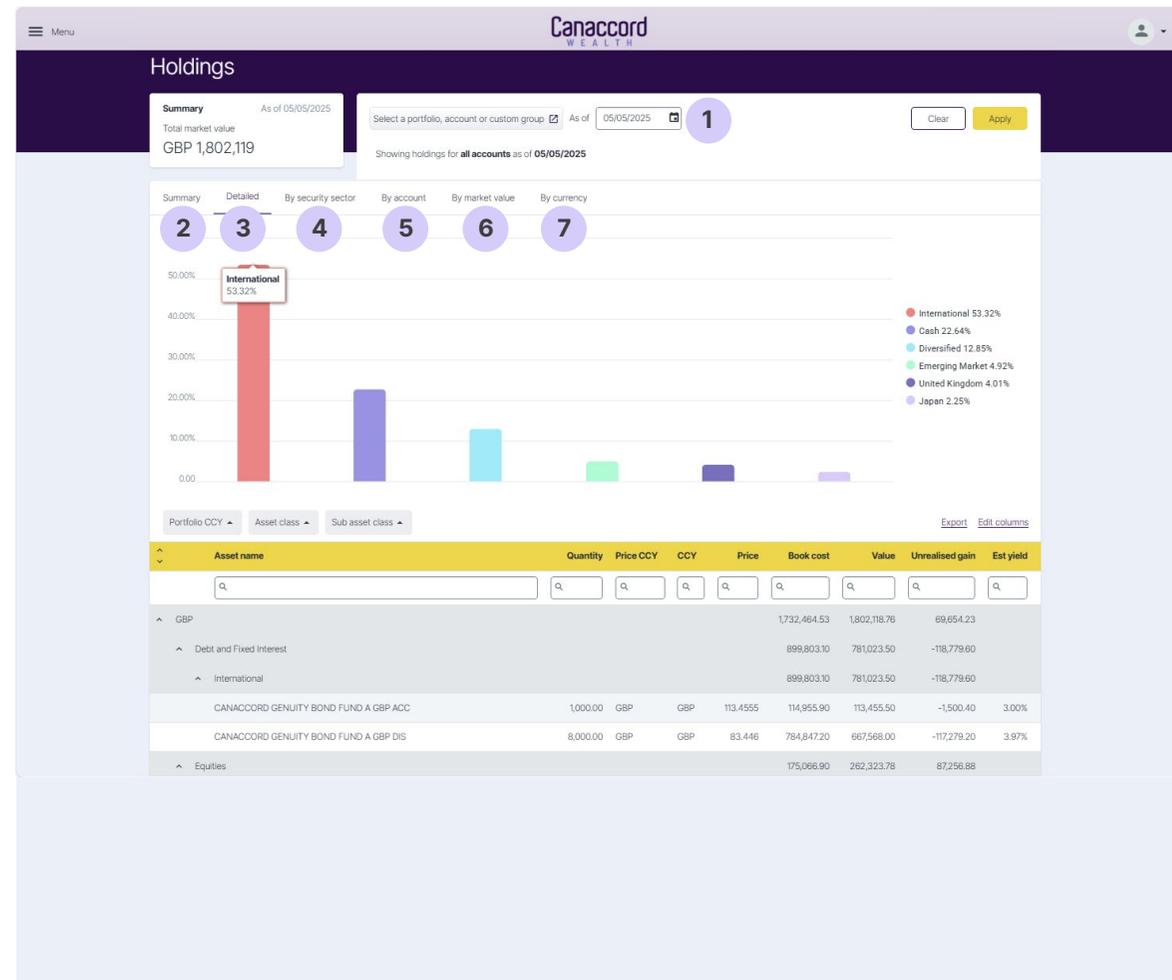
The screenshot displays the 'Canaccord WEALTH' interface for managing custom groups. The main header is 'Manage your custom groups' (1). A 'New custom group' button (2) is located in the top right. Below the header is a table with columns: 'Custom group name', 'Description', 'Rename', 'Add account(s)', and 'Delete'. A search bar is present on the left. Two modal windows are overlaid. The first, 'Create a new custom group' (3), contains input fields for 'Custom group name' (with 'DPM' entered) and 'Custom group description' (with 'DPM' entered), and 'Cancel' and 'Create group' buttons. The second, 'Add Accounts to Group' (4), has a search bar and a list of accounts with checkboxes and 'Add account' buttons. One account is selected, and a 'Complete' button is at the bottom right.

Holdings

The 'Holdings' page can be accessed from the site menu or by clicking on one of the accounts detailed on the 'Accounts' tab on the home page. You can see your holdings broken down in various ways, both graphically and in the table below. You can add or remove columns in the table to your own preferences using the 'edit columns' button, or by dragging the columns up, to group by different options. Search options are available for each of the columns.

1 This allows you to choose the portfolio, account or custom group and date you wish to view the holdings for.

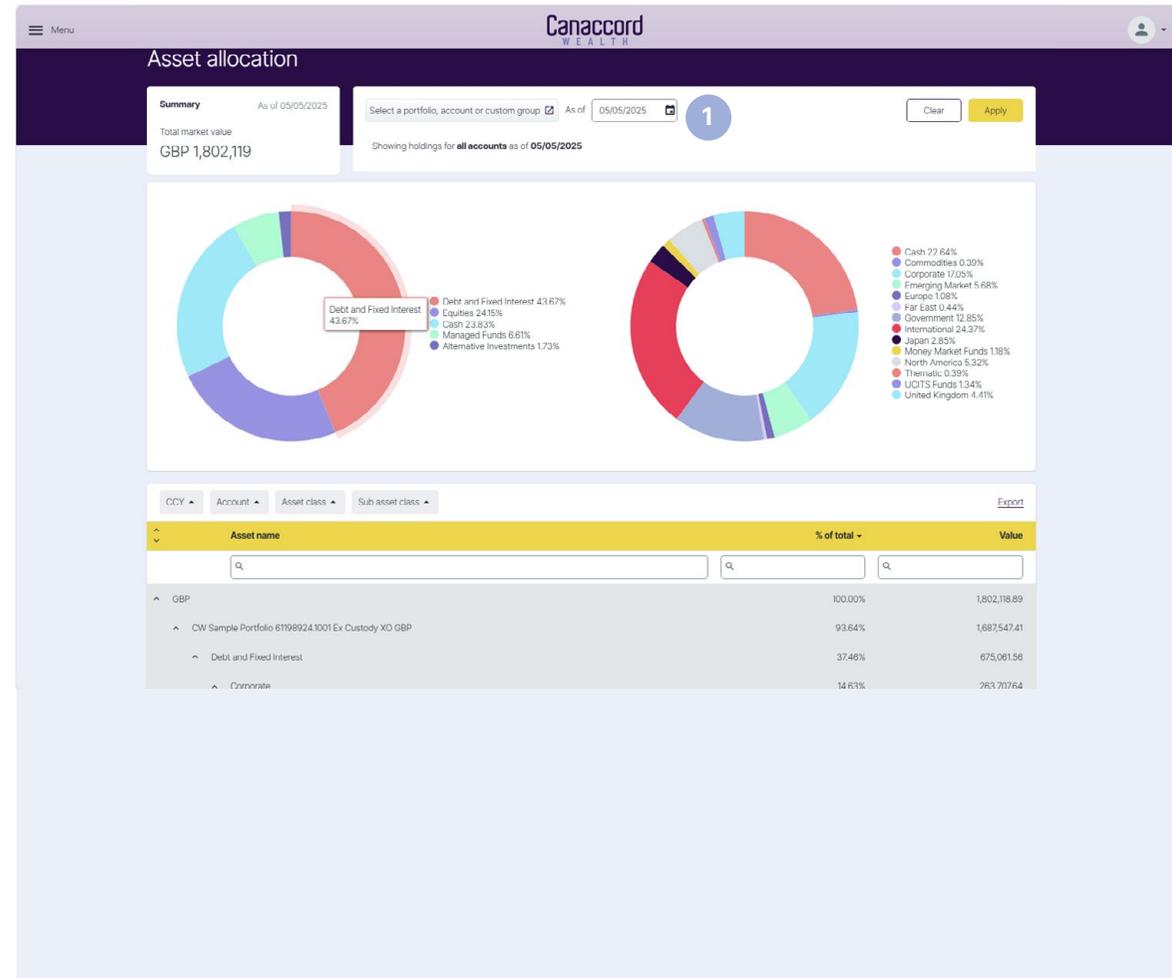
2-7 This allows you to view the holdings in different ways.



Asset allocation

The 'Asset allocation' page can be accessed from the site menu. The page provides a dual-level summary of where assets are invested, both graphically and in a manipulatable table. You can add or remove columns in the table to your own preferences using the 'edit columns' button, or by dragging columns above the header row to create filters to group by different options. Search options are available for each of the columns.

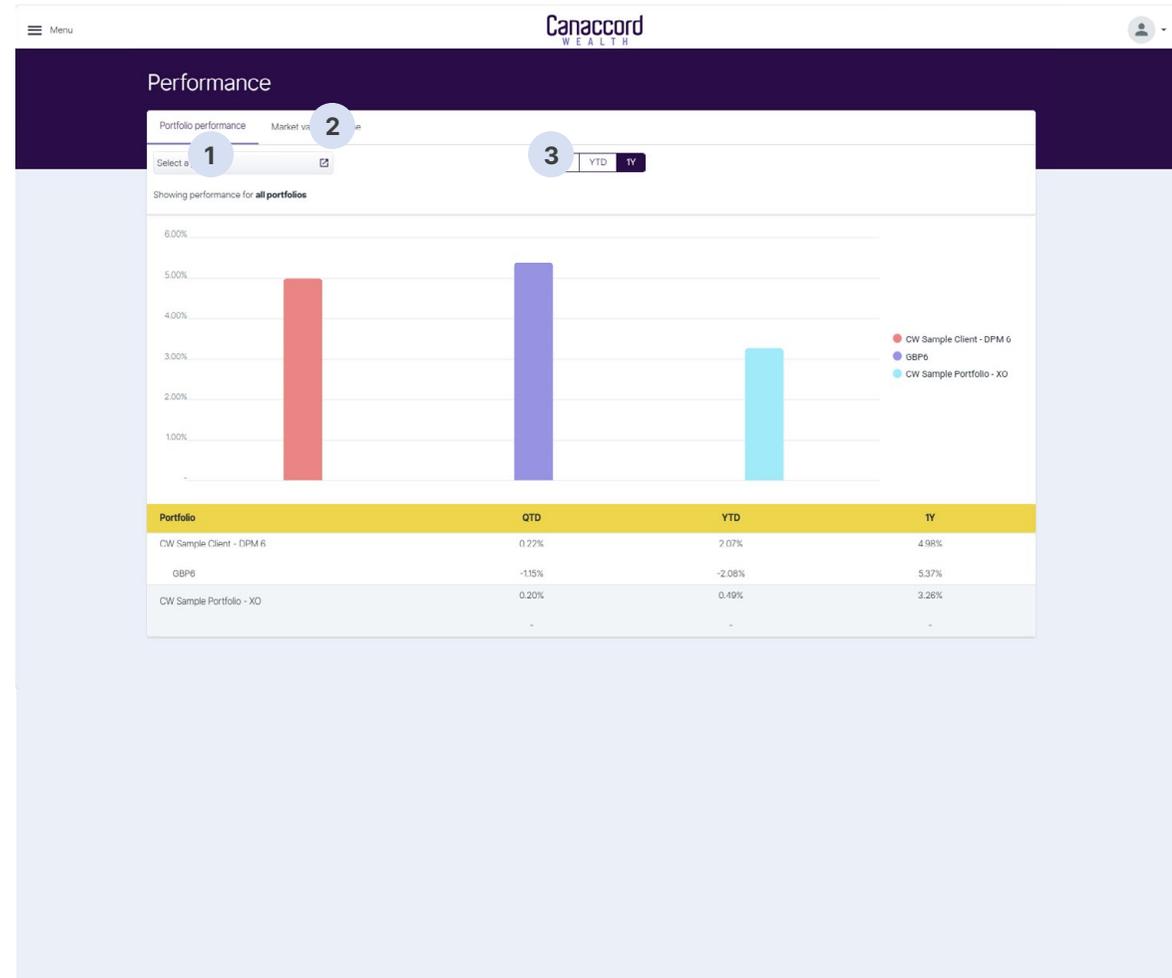
- 1 This allows you to choose the portfolio, account or custom group and date you wish to view the holdings for.



Performance

The 'Performance' page allows you to review the performance of your portfolios over set time periods, you can also view the market value over time.

- 1 You can select the portfolio you wish to review performance for.
- 2 Shows market value over time.
- 3 Reports performance over different time periods.



Performance: market value over time

- 1 This allows you to view the market value over different time periods.
- 2 By hovering over a point in the graph you can see the total market value of your portfolio for that day.
- 3 The blue bar at the bottom allows you to select/adjust time periods selected.



Transactions

The 'Transactions' page allows you to view your transactions by portfolio, account or custom group and over varying time periods. In the table you can search, filter and amend the columns as you can on the holdings page.

- 1 This allows you to choose the portfolio, account or custom group you wish to view transactions for, the type of transaction and the time period. You need to click apply to show the transactions you have selected.
- 2 Select to show stock transactions.
- 3 Select to show cash transactions.
- 4 Shows all income received.
- 5 You can drag and drop a column into this space to group accounts by the column selected.
- 6 Search using these fields.

The screenshot displays the 'Transactions' page in the Canaccord Wealth application. At the top, a navigation bar includes 'Menu' and 'Canaccord WEALTH'. The main header is 'Transactions'. Below this, a filter bar allows users to select a portfolio, account, or custom group, with a dropdown for 'All types' and a time period selector set to 'Last 12 months'. There are 'Clear' and 'Apply' buttons. Below the filter bar, a message states 'Showing activity across all accounts from the last 12 months'. There are three tabs: 'Stock transactions', 'Cash transactions', and 'Income schedule'. A drag-and-drop area is present with the instruction 'Drag a column here to group by that column'. Below this is a table with columns: Date, Settlement, CCY, Event type, Description, Credit/Debit, and Action center. The table contains several rows of dividend cash transactions. A search bar is located at the top of the table, with a magnifying glass icon and a search button.

Date	Settlement	CCY	Event type	Description	Credit/Debit	Action center
25/04/2025	25/04/2025	GBP	Dividend cash	Dividend cash: 15000 - JPMORGAN EMER MKTS INVEST TRUST ORD GBP0.025	97.50	
16/04/2025	16/04/2025	GBP	Dividend cash	Dividend cash: CANACCORD GENUITY BOND FUND A GBP DIS	4,536.16	
16/04/2025	16/04/2025	GBP	Dividend cash	Dividend cash: CANACCORD GENUITY CAUTIOUS FUND A GBP DIS	70.20	
26/03/2025	26/03/2025	GBP	Dividend cash	Dividend cash: 2500 - ISHARES CORE FTSE100 UCITS ETF GBP DIS	118.75	
28/02/2025	28/02/2025	GBP	Dividend cash	Dividend cash: FUNDSMITH EQUITY FUND FUNDSMITH EQUITY FUND I DIS	117.57	
07/02/2025	07/02/2025	GBP	Dividend cash	Dividend cash: 1000 - EXPERIAN PLC ORD USD0.10	157.81	
17/01/2025	17/01/2025	GBP	Dividend cash	Dividend cash: CANACCORD GENUITY BOND FUND A GBP DIS	9,001.44	
17/01/2025	17/01/2025	GBP	Dividend cash	Dividend cash: CANACCORD GENUITY BALANCED A GBP HGD DIS	22.60	
27/12/2024	27/12/2024	GBP	Dividend cash	Dividend cash: 2500 - ISHARES CORE FTSE100 UCITS ETF GBP DIS	124.75	
15/11/2024	15/11/2024	GBP	Dividend cash	Dividend cash: JPMORGAN EMER MKTS INVEST TRUST ORD GBP0.025	195.00	
16/10/2024	16/10/2024	GBP	Dividend cash	Dividend cash: CANACCORD GENUITY CAUTIOUS FUND A GBP DIS	63.50	
16/10/2024	16/10/2024	GBP	Dividend cash	Dividend cash: CANACCORD GENUITY BOND FUND A GBP DIS	6,562.20	

Balances

The 'Balances' page allows you to view current holdings and balances (located at the top of the page), and activity over varying time periods for the holding or cash account selected (located at the bottom of the page). The same group, search and filtering functions are available as on the other pages.

- 1 This allows you to choose the portfolio, account or custom group you wish to view.
- 2 Select a stock or cash to view it's holdings or cash balances and the corresponding activity.
- 3 You can drag and drop a column heading into the gap above to group accounts by that title, e.g. asset name.
- 4 You can search using these fields.

Balances

1 Select a portfolio, account or custom group From 05/02/2025 To 05/05/2025 Clear Apply

Showing activity across all accounts from 05/02/2025 to 05/05/2025

2 Stock: Cash

3 Drag a column here to group by that column Export Edit columns

Account	Asset name	Currency	Value	Quantity
CW Sample Portfolio 61198924.1001 Ex Custody XO GBP	CANACCORD GENUITY BOND FUND A GBP DIS	GBP	667,568.00	8,000.00
CW Sample Portfolio 61198924.1001 Ex Custody XO GBP	CANACCORD GENUITY OPPORTUNITY A GBP HEDGED ACC	GBP	136,190.00	100,000.00
CW Sample Portfolio 61198924.1001 Ex Custody XO GBP	SANLAM GLOBAL FUNDS PLC EXCALIBUR GLOBAL MANAGED B USD	GBP	119,198.77	100,000.00
CW Sample Portfolio 61198924.1005 Ex Custody DPM GBP	CANACCORD GENUITY BOND FUND A GBP ACC	GBP	113,455.50	1,000.00
CW Sample Portfolio 61198924.1001 Ex Custody XO GBP	FUNDSMITH EQUITY FUND I DIS	GBP	60,747.00	10,000.00
CW Sample Portfolio 61198924.1001 Ex Custody XO GBP	AMUNDI INDEX SOLUTIONS MSCI JPN SRI CLMTE PARIS U E DR	GBP	40,562.03	1,061.00
CW Sample Portfolio 61198924.1001 Ex Custody XO GBP	EXPERIAN PLC ORD USD010	GBP	38,530.00	1,000.00
CW Sample Portfolio 61198924.1001 Ex Custody XO GBP	ISHARES CORE MSCI EM MI UCITS ETF USD ACC	GBP	27,220.00	1,000.00
CW Sample Portfolio 61198924.1001 Ex Custody XO GBP	CANACCORD GENUITY GROWTH A GBP HGD ACC	GBP	22,472.56	17,517.00
CW Sample Portfolio 61198924.1001 Ex Custody XO GBP	CANACCORD GENUITY OPPORTUNITY FUND A USD ACC	GBP	21,747.81	10,000.00

← 1 2 3 → Show all items

Account top up

The 'Account top up' page can be accessed from the menu. This page enables you to make payments via open banking/mobile app.

If you have an Android device, please note you might need to perform the following:

- Update the mobile device's operating system to the latest version
- Ensure the latest version of the banking app is installed
- Ensure 'open web pages in the app' is set to 'no' in the settings
- Ensure 'open app links in browser' is set to 'no' in internet settings - useful features
- Reset your cache and cookies for your browser.

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Account top up

How does it work?

- * Step 1 – Select the account you want to top up and enter the amount you wish to transfer.
- * Step 2 – Please follow the instructions on screen from our provider Plaid. You will be taken directly to your bank account to finalise the transfer payment.
- * Step 3 – The money will be applied to your account at Canaccord and made visible through the portal on the next business day.

Please note:

- * This feature is only available for payments made in GBP from a UK bank account. Banks located outside the UK (including the Channel Islands and Isle of Man) do not have connectivity to this service.
- * Your bank will apply limits, for additional information please [click here](#).
- * [Click here](#) for Account top up section in the user guide.

Payment

Select an account to top up *

Select an account

Amount* Currency

GBP

Submit

Documents

The 'Documents' page allows you to view documents uploaded by Canaccord Wealth, such as valuations and contract notes. It will also allow you to upload any documents you wish to store on the site.

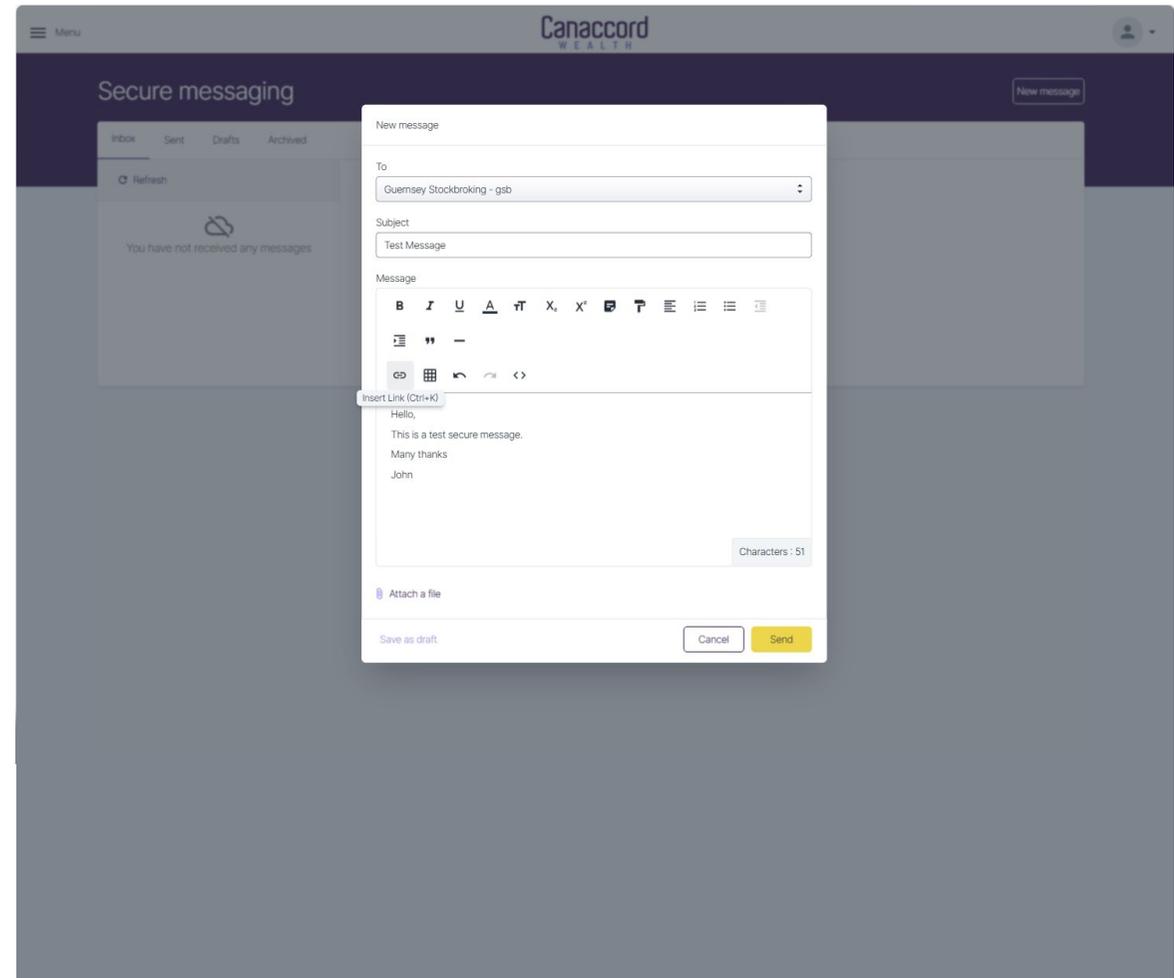
- 1 This allows you to choose the portfolio, account or custom group, document category and date range you wish to view documents for.
- 2 Click here to view all documents uploaded to the portal by Canaccord Wealth or by you.
- 3 Drag and a drop a column heading into the gap above to group documents by that title.
- 4 You can search using these fields.

The screenshot shows the 'Documents' page in the Canaccord Wealth portal. The page has a dark blue header with the Canaccord Wealth logo and a user profile icon. Below the header, there are two tabs: 'All documents' and 'Your uploads'. A 'Download selected' button is visible. A table of documents is displayed with columns for Title, Category, Date uploaded, As of date, Portfolio, and Account. A search bar is located above the table. A 'Filter options' sidebar is open on the left, showing options for document types, date range, and a 'Reset' button. A 'Show all items' toggle is at the bottom right of the table.

Title	Category	Date uploaded	As of date	Portfolio	Account
Snapshot report - 06.04.2025 to 02.05.2025	Snapshot report	06/05/2025	02/05/2025	CW Sample Portfolio - XO	
Snapshot report - 06.04.2025 to 02.05.2025	Snapshot report	03/05/2025	02/05/2025	CW Sample Portfolio - XO	
Snapshot report - 02.04.2025 to 01.05.2025	Snapshot report	02/05/2025	01/05/2025	CW Sample Portfolio - XO	
Snapshot report - 01.04.2025 to 30.04.2025	Snapshot report	01/05/2025	30/04/2025	CW Sample Portfolio - XO	
Portfolio report - 01.01.2025 to 31.03.2025	Periodic reports	05/04/2025	31/03/2025	CW Sample Portfolio - XO	
Portfolio report - 01.01.2025 to 31.03.2025	Periodic reports	05/04/2025	31/03/2025	CW Sample Client - DPM 6	
Consolidated tax voucher 01.01.2024 - 31.12.2024	Tax reports	22/03/2025	31/12/2024	CW Sample Portfolio 611989241001 Ex Custody XO GBP	
Portfolio report - 01.10.2024 to 31.12.2024	Periodic reports	11/01/2025	31/12/2024	CW Sample Client - DPM 6	
Portfolio report - 01.10.2024 to 31.12.2024	Periodic reports	11/01/2025	31/12/2024	CW Sample Portfolio - XO	
Portfolio report - 01.07.2024 to 30.09.2024	Periodic reports	05/10/2024	30/09/2024	CW Sample Client - DPM 6	

Secure messaging

From this page you can send and receive secure messages to/from your Account Executive and review old messages.



Profile & settings

From this page you can view and update information such as your address, contact information, change your password and amend your security questions as well as changing display settings such as your preferred currency (for display purposes only, as the actual reference currency of your portfolios will not change) and viewing the portal in light or dark themes.

If changing your address or contact details, please note:

- Updating your physical or email address will update this address across all your records. This means any correspondence will now be sent to the new address provided.
- Updating your phone number will only update the number used to receive authentication code and will not update the number used for general communication by Canaccord Wealth. If you wish to update your phone number for general communication purposes, please contact us.
- If your email address is also your username, updating your email address will not automatically update your username. If you wish your username to be updated, please contact us.

The screenshot shows the 'Profile & settings' page for Canaccord Wealth. The page is organized into several sections:

- Personal information:** Includes fields for 'Username' (cgwm Client) and 'Welcome name' (John).
- Address details:** Includes fields for 'Address line 1' (Sample Street), 'Address line 2', 'Address line 3', 'Address line 4', 'Country' (Guernsey), and 'Post code/zip code' (GY1 2JA).
- Contact information:** Includes fields for 'Phone number' (+447781409253) and 'Email address' (wofesting@canaccord.com).
- Profile photo:** Features a placeholder for a profile photo and an 'Upload' button. A warning message states: 'The following characters are invalid for the file name when uploading a file: <, >, :, ;, /, \, |, ? , * , # , +'. There is also a 'Save changes' button.
- Display settings:** Features a 'Preferred currency' dropdown menu set to 'GBP' and a 'Save changes' button.

How can we help?

Need help? Get in touch: **T:** 0330 390 0850 **E:** cgwmonline@canaccord.com

Crown dependencies

Guernsey

Dorey Court, Elizabeth Avenue,
St. Peter Port, Guernsey, GY1 2HT
T: +44 1481 733900

Isle of Man

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Isle of Man IM1 4NL
T: +44 1624 690100

Jersey

37 The Esplanade,
St Helier, Jersey JE4 0XQ
T: +44 1534 708090

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Birmingham Third Floor, 4 St. Phillips Place,
Birmingham B3 2PP **T:** +44 1212 301 910

Lancaster 2 Waterview, White Cross Industrial Estate,
South Road, Lancaster LA1 4XS **T:** +44 1524 541 560

Norwich 13-15 St Georges Street, Norwich,
Norfolk NR3 1AB **T:** +44 1603 567 120

Blackpool Talisman House, Boardmans Way,
Blackpool FY4 5FY **T:** +44 1253 754 700

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Junction, Conwy LL31 9LS **T:** +44 1492 353 242

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Ocean Way, Southampton SO14 3JZ
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Newcastle Second Floor, One Strawberry Lane,
Newcastle upon Tyne NE1 4BX **T:** +44 1919 178 520

Guildford Fourth Floor, Tempus Court, Onslow Street,
Guildford GU1 4SS **T:** +44 1483 961 100

Important information

Investment involves risk. The value of investments and the income from them can go down as well as up and investors may not get back the amount originally invested. Past performance is not a reliable indicator of future performance.

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The registered office of CGIF is 3 Dublin Landings, North Wall Quay, IFSC, Dublin 1, Republic of Ireland. CGIF is regulated by the Central Bank of Ireland. In the UK, CGIF is a recognised collective investment scheme for the purposes of Section 264 of the UK Financial Services and Markets Act, 2000. In Guernsey, CGIF is recognised under Section 29(1) of the Protection of Investors (Bailiwick of Guernsey) Law, 1987 and the Investor Protection (Designated Countries and Territories) Regulations 1989 and 1992. In Jersey, CGIF is recognized under the Control of Borrowing (Jersey) Order 1958 and the Collective

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