

iFAST/Web User Guide

Version 1.0



iFAST™/WEB

iFAST/WEB is a browser based application designed to allow users access to account and fund information via a secured environment on the Internet.

iFAST/WEB functionality includes:

- Real time enquiry on account information such as balances, holdings, pending and posted transactions and banking information
- Real time enquiry on fund information such as fund prices and income dividends
- Enquiry of fund holdings in a preferred currency different than the fund's base currency
- Shareholder registration and account listing
- Real time trading

User Access Levels

iFAST/WEB will determine the user's access level during the authentication process from the Sign In page and will display different menu versions depending on this access level.

Navigation

Quick Search functionality is defined by the user's security type and is available for all pages. Depending on the user's access levels, this functionality allows the user to search by:

1. Advisor



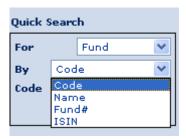
2. Shareholder



3. Account



4. Fund





The Quick Search results display in a pop up window or in the browser for easy navigation. The Quick Search remembers the last page selected and populates the selected results into the same page.

Functionality

• iFAST/WEB allows a user to download any table of data into Excel using the CSV format by clicking on the download icon located on the top right hand of the screen:



 Clicking on information that is underlined will take you to a related page on the site

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Advanced date-range search and fund filters allows for quicker data selection.



PDF Statements available by clicking on Printer Friendly Version



• Click on Search/Refresh when you've change the search criteria



Screen Shots

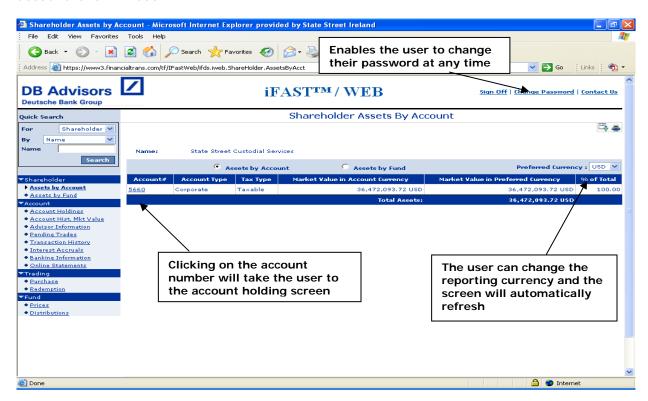
Screen shots for the following pages have been attached for your information:

- Shareholder Assets by Account
- Account Holdings
- Transaction History
- Transaction Detail
- Online Statements
- Fund Prices
- Account List
- Trading

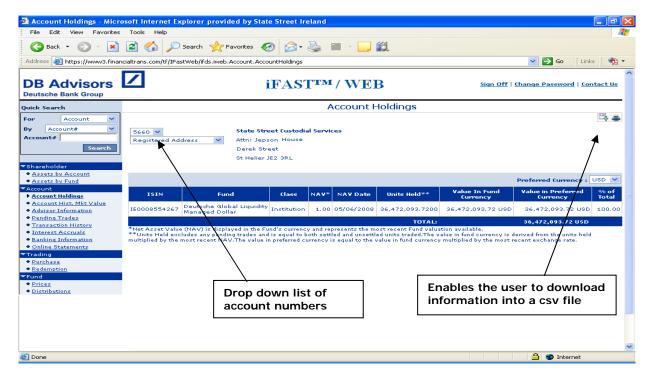


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Shareholder Assets by Account - This is the first page a user who is set up at account level will see



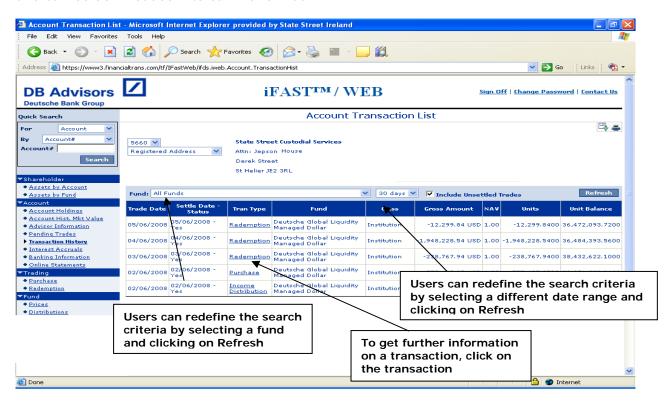
Account Holdings – this page shows holdings at fund level and the user can change the reporting currency





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Transaction History – this page shows all the recent transactions on the account and can be downloaded into csv file format



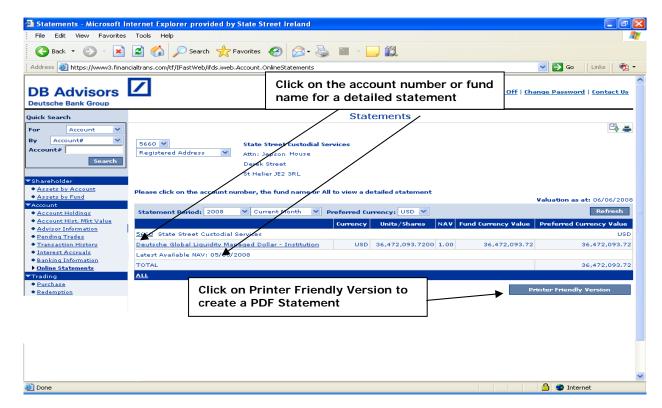
Transaction Detail – this page gives further information on the transaction type – you can also see this information for pending trades



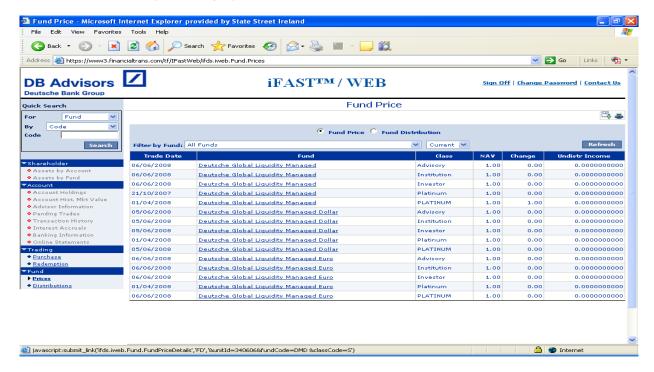


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Online Statements – this allows you to customise a statement and print it off in PDF format

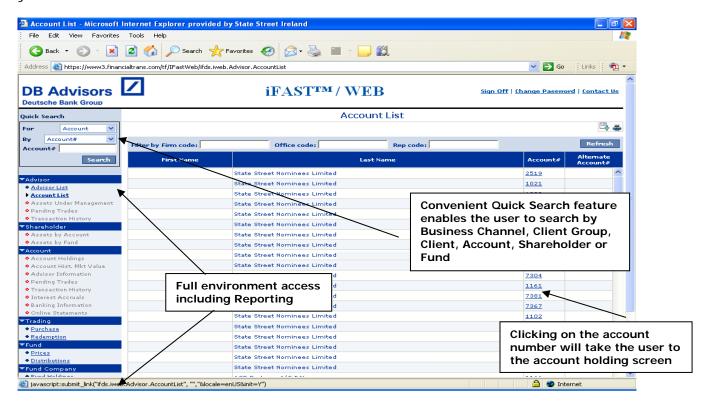


Fund Prices – this will give you prices at a fund and class level and you can change the search criteria by filtering by Fund and Date

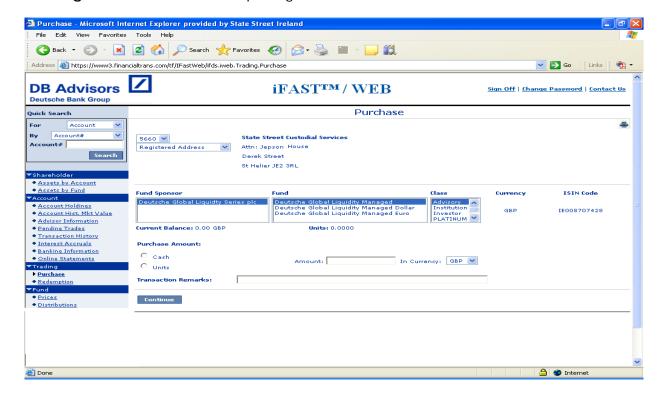




Account List – This is the account list page for users with full environment access – you can click on an account number or use Quick Search:



Trading - This is the screen for placing trades





FAQ

(1) Can I change my password at anytime? If so, how?

Yes. In the top right corner, select the hyperlink "Change Password". The Change Password page will display requesting you to type in your old password and a new password twice. You will need to type the new password a second time to verify that the password you selected was spelled correctly. The password rules are as follows:

- 1 At least 6 characters in length
- 2 At least 2 alphabetic characters and at least 2 non alphabetic characters.
- 3 No more than 7 letters in a row (e.g. abcdefgh12 is invalid but abcdefg12h is ok).
- 4 No blanks allowed.
- 5 No more than 2 of the same characters allowed (e.g. a12a34a56 is invalid, but a12a34b56 is ok).
- 6 No more than 1 repetition of the same character. (e.g. aaab12 is invalid but aabb12 is ok).
- 7 Password can not be same as the userid.

(2) Which Web Browsers are recommended for iFAST/WEB?

Though this application will display using most browsers, iFAST/WEB is viewed best using Microsoft Internet Explorer 5.0 or higher.

(3) Who do I contact for assistance with iFast/WEB?

Please contact your Client Relationship Manger with any queries you may have. For technical support, please contact the State Street Helpdesk on +353 1 853 8400.

- **(4)** How does iFAST/WEB ensure the security of my personal information? iFAST/WEB uses Secure Socket Layer (SSL) technology to encrypt and protect your personal information as it crosses the Internet. This technology is only supported by the following SSL-capable browser:
 - Netscape Communicator / Navigator 4.7 or higher (with the exception of Netscape 6.00)

http://channels.netscape.com/ns/browsers/default.jsp

• Microsoft Internet Explorer 5.0 or higher

http://www.microsoft.com/windows/ie/downloads/default.mspx

(5) What is encryption and how does it work?

Encryption is the process by which information sent over the Internet is encoded so that it cannot be read without being decoded. Most secure Web browsers contain encryption software from RSA Data Security Inc. iFAST/WEB uses 128 bit encryption.

(6) What is the preferred resolution for iFast/WEB?

The preferred resolution for iFast/WEB is 1280 x 1024.