

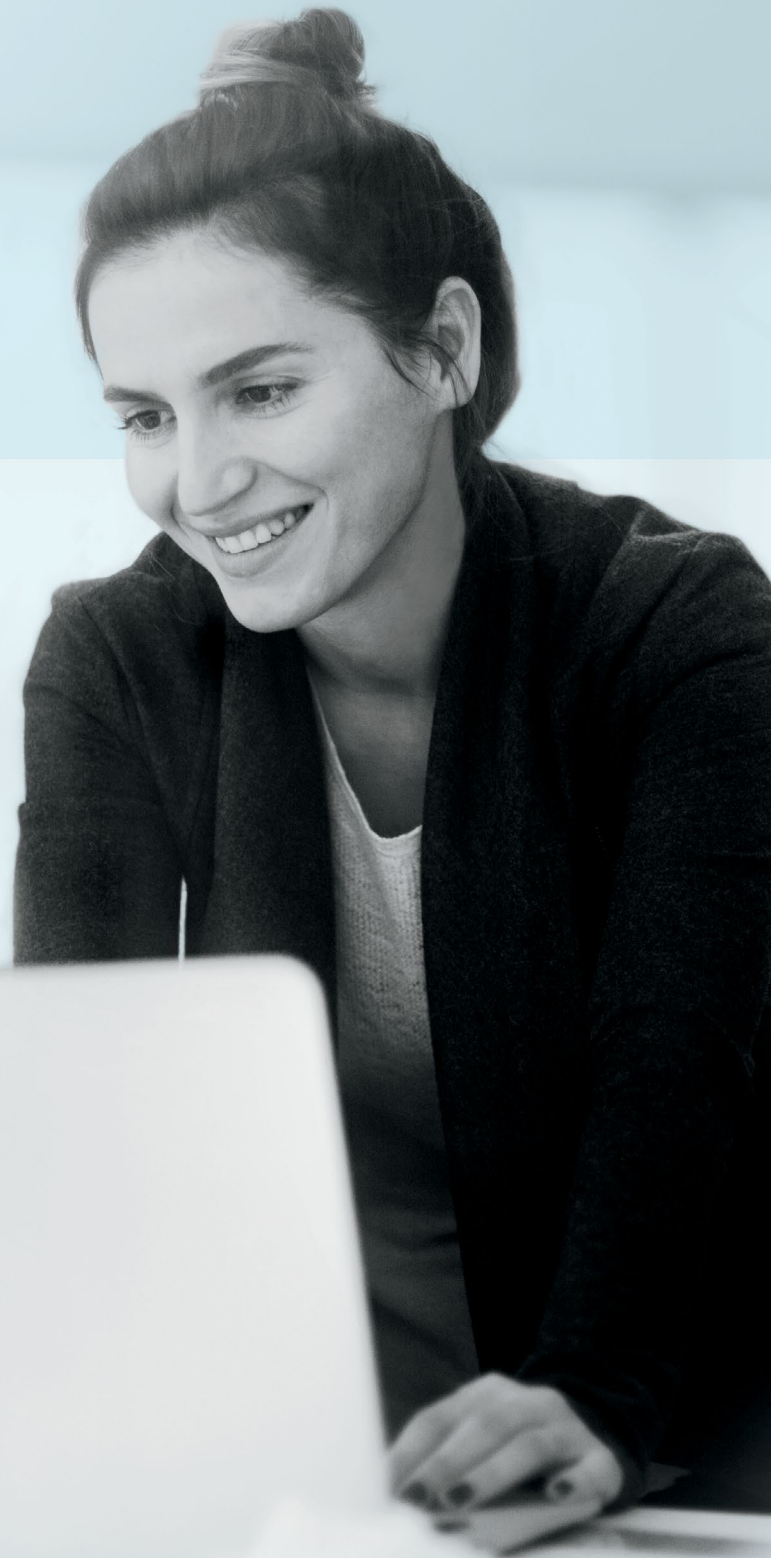


The Client Portal at client.investia.ca offers a simple and convenient way for you to view your investment portfolio and personal profile anytime, anywhere.

Please review this guide and contact your Investia advisor if you have any questions.

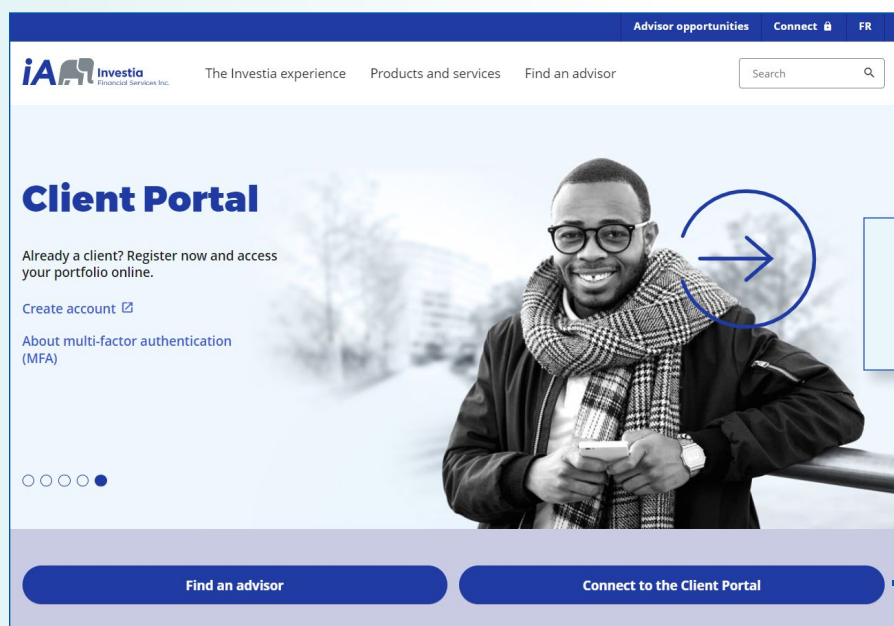
Your portal provides:

- An intuitive interface
- Mobile friendly access
- Up-to-date financial information at your fingertips
- Access to your investor profile
- Easy-to-use financial calculators
- A convenient way to update your personal information
- A secure method of sharing information and documents with your advisor



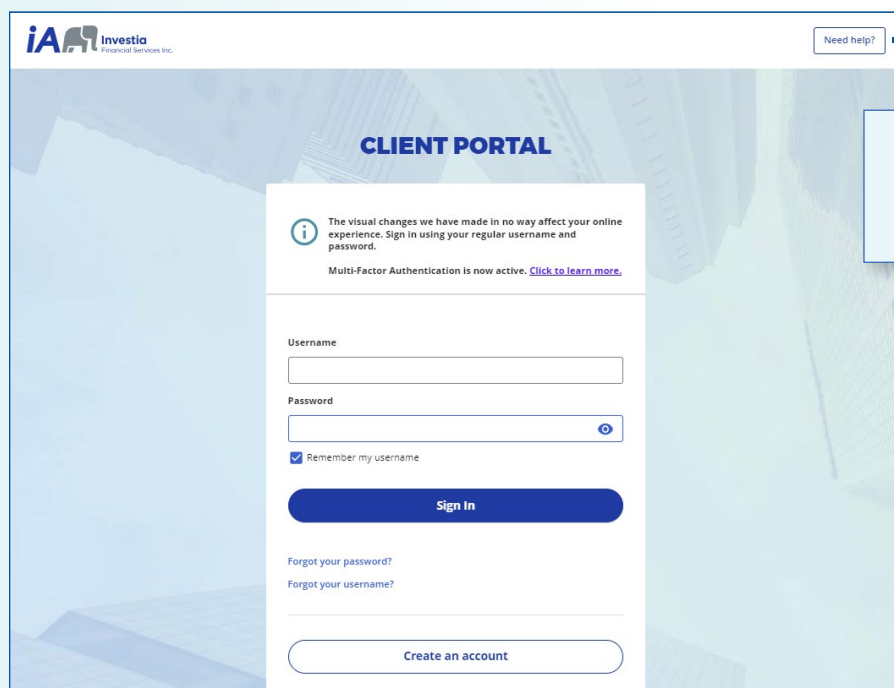
CREATING AND SETTING UP YOUR PROFILE

Accessing your Client Portal



Click here to sign in or create an account.

Creating your account



Click here to access useful resources.

Registering as a client

Register as a....

Client

Company

First name

Last name

First name

Last name

Date of birth

Month

Day

Year

Country

☒ Canada

☐ International

Postal Code

AOA 0A0

☐ My address does not have a postal code

Continue

Cancel

Provide the required information as it appears on your quarterly statement.

Register as a....

Client

First name

Last name

First name

Last name

Date of birth

Month

Day

Year

Country

☒ Canada

☐ International

Postal Code

AOA 0A0

☐ My address does not have a postal code

Activation key or client number

[Where can I find my activation key?](#)

[Where can I find my client number?](#)

[I don't have this information](#)

Continue

Cancel

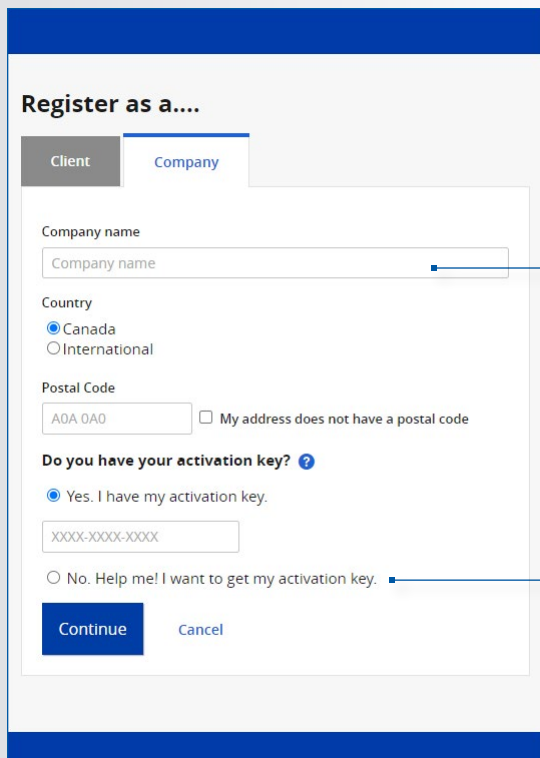
Input your **client number** (view your quarterly statement or ask your advisor) or your **activation key**.

Have more than one account?
Choose one client number and your other accounts will be automatically consolidated.*

*Except for corporate accounts

Click here to get your activation key.

Registering as a company



The screenshot shows a web form titled "Register as a...." with two tabs: "Client" and "Company". The "Company" tab is active. The form contains the following fields and options:

- Company name:** A text input field with a placeholder "Company name". A blue line connects this field to a callout box on the right.
- Country:** Two radio button options: "Canada" (selected) and "International".
- Postal Code:** A text input field with a placeholder "A0A 0A0" and a checkbox labeled "My address does not have a postal code".
- Do you have your activation key?** A section header with a help icon.
- Activation key options:** Two radio button options: "Yes. I have my activation key." (selected) and "No. Help me! I want to get my activation key." A blue line connects this second option to a callout box on the right.
- Input fields:** Below the "Yes" option is a text input field with a placeholder "XXXX-XXXX-XXXX".
- Buttons:** At the bottom are two buttons: "Continue" (blue) and "Cancel" (light blue).

Two callout boxes on the right provide additional information:

- The top box, connected to the "Company name" field, states: "Provide the name of the company as it appears on your quarterly statement."
- The bottom box, connected to the "No. Help me! I want to get my activation key." option, states: "You can choose to receive your **activation key** by mail or email. Once you receive it, enter the information here."

Provide the name of the company as it appears on your quarterly statement.

You can choose to receive your **activation key** by mail or email. Once you receive it, enter the information here.

Setting up security

Security Elements

In order to further secure your account, please provide the following information. It will help you to recover your login information if you forget it.

Email

Security question 1
Choose

Answer

Security question 2
Choose

Answer

Security question 3
Choose

Answer

Continue

Select 3 security questions to be able to reset your **username** or **password** later.

To create an account, you must choose a personalized username. It is recommended that you use an email address as your username, but if you prefer another format, it must be:

- Between 8 and 60 characters
- Different from your password
- Different from another username
- Composed of valid special characters

Click on “?” for more information.

Login Information

Please enter the login information you wish to use to connect to your account.

Username ?

Password ?

☐ I accept [the terms of use](#).


Continue

Your **password** must contain between 8 and 63 characters, including at least 3 of the 4 following types of characters:

- lower case letters
- upper case letters
- numbers
- special characters (e.g. \$, %, @, !).

Your password cannot be your username or one of your last 5 passwords.

Your account has been successfully created!



Your username is now : testclientinvestia

What you should do now

- Note your username for future use
- Log on to our secure website
- Review and update your personal information

LOG IN

Click on **LOG IN** to return to the login page and log in using your newly created credentials.

An email confirming the creation of your account will be sent to the email address provided during the registration process.

Signing in

The screenshot shows the 'CLIENT PORTAL' login interface. At the top, a message states: 'The visual changes we have made in no way affect your online experience. Sign in using your regular username and password. Multi-Factor Authentication is now active. [Click to learn more.](#)' Below this are fields for 'Username' and 'Password'. The 'Password' field has an eye icon to toggle visibility. A checkbox labeled 'Remember my username' is checked. A blue 'Sign In' button is below the fields. Below the button are links for 'Forgot your password?' and 'Forgot your username?'. At the bottom is a 'Create an account' button. Two callout boxes with lines pointing to the form are present: one points to the Username field, and the other points to the 'Forgot your password?' and 'Forgot your username?' links.

CLIENT PORTAL

The visual changes we have made in no way affect your online experience. Sign in using your regular username and password. Multi-Factor Authentication is now active. [Click to learn more.](#)

Username

Password

☒ Remember my username

Sign In

[Forgot your password?](#)

[Forgot your username?](#)

Create an account

Enter the username you chose during the account creation process.

If you forgot your username or password, click here to securely reset it.

Registering for e-delivery

The screenshot shows the 'Registration for e-delivery' page. The header includes 'Home' and 'Log Off'. The main heading is 'Registration for e-delivery' with the subtext 'A flexible and secure solution!'. Below this is a paragraph: 'Go paperless and sign up to receive your documents online. You will be notified by email when new documents are available for consultation from your Client Portal. Save your preferences for each of your accounts.' There is a 'Personal email' field with the value 'investor@email.com' and a close button. Below this is a section 'E-delivery of statements' with a checked checkbox and the text 'I agree to access my documents online in my Client Portal.' An 'Apply' button is at the bottom. A callout box with a line pointing to the checkbox contains text about changing preferences.

Home Log Off

Registration for e-delivery
A flexible and secure solution!

Go paperless and sign up to receive your documents online. You will be notified by email when new documents are available for consultation from your Client Portal. Save your preferences for each of your accounts.

Personal email

investor@email.com

E-delivery of statements

☒ I agree to access my documents online in my Client Portal.

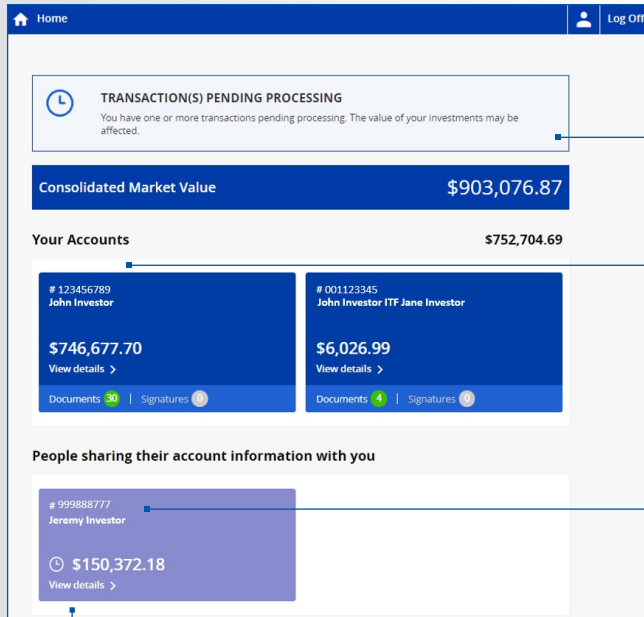
Apply

When you first log in, you will be prompted to choose between receiving your documents electronically or in paper format.

This option can be changed at any time under the **Client Information** section.

NAVIGATING YOUR INVESTMENT PORTFOLIO

Your home page



To view another account, click on **Home** to go back to the home page.

A banner will be displayed to inform you that you have one or more transactions waiting to be processed.

A similar banner may also be displayed to inform you that a document is waiting for your signature.

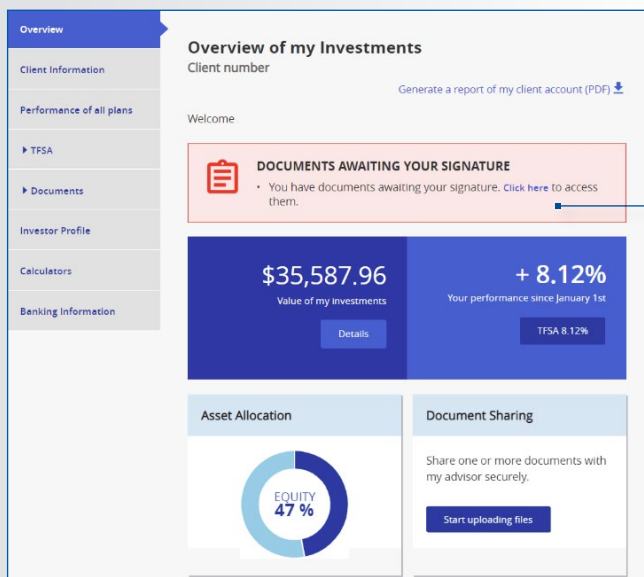
All your accounts are displayed here.

Click on an account for an overview.

All accounts shared with you will be displayed here.

Click on **View details** to access the overview of the investments per client number.

Investments overview



This notification will appear when documents are awaiting your signature.

YOUR PROFILE

Update your personal information

YOUR PROFILE

Personal Information

Username

Password

Secret Questions

Multifactor authentication

Personal information preferences

Personal Information

Identification

First name JOHN

Last name INVESTOR

Date of birth 1949-01-01

Email

Primary (or home) * John_investor@gmail.com

Primary Email Confirmation * John_investor@gmail.com

Secondary (or work)

Secondary Email Confirmation

Submit Reset

You can add and/or modify your primary and secondary email here.

Modify your username

YOUR PROFILE

Personal Information

Username

Password

Secret Questions

Multifactor authentication

Personal information preferences

Username

You can change your username below, making sure to follow the requested format.
Note that the new username will be effective as soon as you get confirmation that it has been entered correctly.

Identification

Primary (or home) email John_investor@gmail.com
Copy as username

Secondary (or work) email Copy as username

Username (email address format recommended) * John_investor@gmail.com

Requested format :

- Between 8 and 60 characters
- Different from your password
- Different from another username
- Composed of valid special characters

Confirmation of your username * John_investor@gmail.com

Enter your password to confirm the modification *

(*) Mandatory fields

Submit Reset

You can change your username from here.
Please refer to page 6 for detailed format requirements.

Modify your password

YOUR PROFILE

- Personal Information
- Username
- Password**
- Secret Questions
- Multifactor authentication
- Personal information preferences

Password

Choose your password and enter it below, making sure to respect the requested format. Your password will be valid as soon as you receive confirmation that it was entered successfully.

Your password must contain **between 8 and 63 characters, including at least three of the four following types of characters:** lower case letters, upper case letters, numbers and special characters (e.g. \$, %, @, !). Your password **cannot be your username or one of your last five passwords.**

Identification

First name	JOHN
Last name	INVESTOR
Your old password *	<input type="password"/>
Your new password *	<input type="password"/>
Confirmation of your new password *	<input type="password"/>

(*) Mandatory fields

[Submit](#) [Reset](#)

You can change your password from here.
Please refer to page 6 for detailed format requirements.

Modify your secret questions

YOUR PROFILE

- Personal Information
- Username
- Password
- Secret Questions**
- Multifactor authentication
- Personal information preferences

Secret Questions

Your answers to secret questions must have a minimum of **4** and a maximum of **25 characters**, contain numbers or **letters**, upper or lower case, **without accents or special characters.**

Secret Questions

Question no 1 *	Who was your childhood hero? ▼
Answer no 1 *	<input type="text"/>
Question no 2 *	In what year was your father born? ▼
Answer no 2 *	<input type="text"/>
Question no 3 *	What was the first name of your favorite tee ▼
Answer no 3 *	<input type="text"/>

(*) Mandatory fields

[Submit](#) [Reset](#)

You can change your secret questions and answers from here.

Personal information preferences

YOUR PROFILE

Personal Information

Username

Password

Secret Questions

Multifactor authentication

Personal information preferences

Personal information preferences

We wish to collect, use and disclose some of your personal information to get to know you better and understand your needs, interests and preferences. By agreeing, you enable us to be proactive in:

Improving our products and services and providing a distinctive client experience.

☒ I agree ☐ I decline

Keeping you informed of our promotions, products, services, contests and events that may be of interest to you.

☒ I agree ☐ I decline


You may review your choices at any time.

We want to inform you.

Under certain conditions, we may disclose your personal information including to third party, **if and only if** this disclosure:

- is necessary to serve you, or
- is made in respect of the choices you have made, or
- is in accordance with the law.

We are committed to sharing only necessary information.

To learn more, please refer to the [Privacy Notice](#). 

Save

Cancel

Click here to learn more about what we are doing to protect your personal information.

Add a bank account

Overview

Client Information

Performance of all plans

▶ OPEN

▶ TFSA

▶ RRSP

▶ Documents

Investor Profile

Family Links

Calculators

Client Fees

Banking Information

Banking Information

Account(s) already on file

Bank of Montreal

Account number: ***5724

ATB Financial

Account number: *****9501

Manulife Bank

Account number: ***9793

To update your banking information, please [contact](#) your advisor.

+

 Add an account

Click here to add a bank account.
Please note that a maximum of 5 bank accounts can be listed and that you must contact your advisor to modify or delete an entry.

Overview

Client Information

Performance of all plans

▶ OPEN

▶ TFSA

▶ RRSP

▶ Documents

Investor Profile

Family Links

Calculators

Client Fees

Banking Information

Add an account

1 Name(s) appearing on the personalized void cheque

2 Branch transit number

3 Financial institution number

4 Account number

4 Confirm the account number

Example of a void cheque

1

2

3

4

Upload a void cheque

Authorized file types: pdf, docx, doc, png, jpg, bmp.

Terms and conditions :

I authorize (We authorize) Investia to update the banking information pertaining to my (our) account as indicated above and as per the contact information displayed on the personalized void cheque attached to this request.

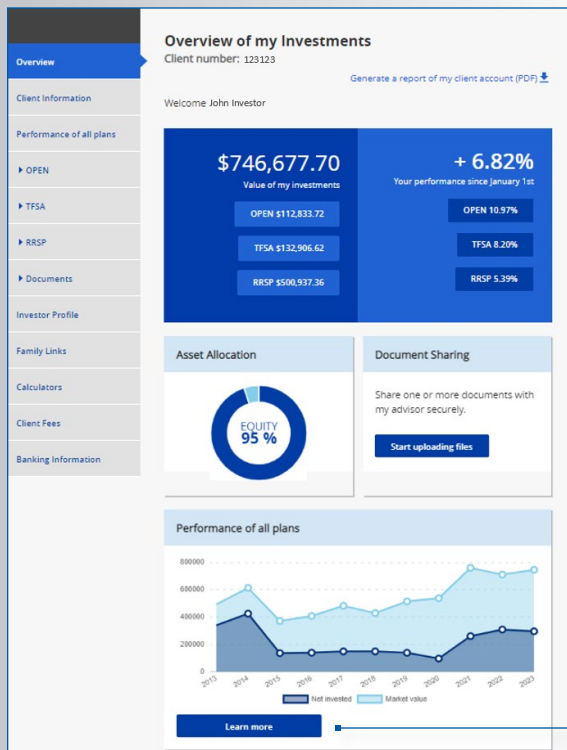
☒ I have read and I accept the terms and conditions.

Simply complete the required fields and double-check that the numbers entered are correct.

Upload a void cheque.

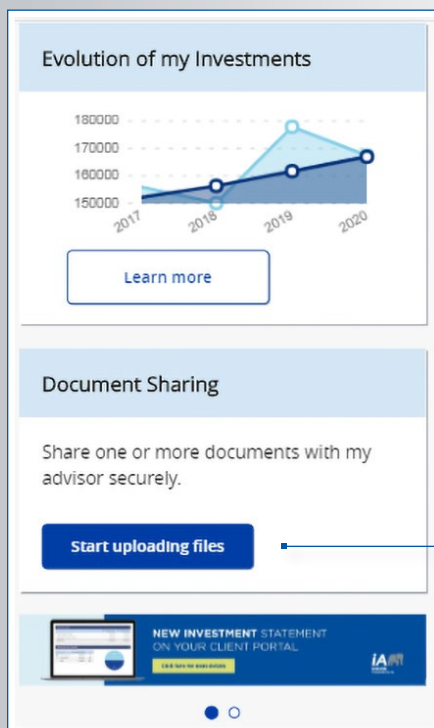
Don't forget to check the acceptance of terms and conditions box before saving.

Sharing documents and/or messages with your advisor



The security of your information is our priority. We encourage you to take advantage of the document/message sharing options.

To begin, from the Client Portal main screen, click on **Start uploading files**.



You can also upload documents from your smartphone or tablet.

To view a history of documents and messages you've shared, click on **Document Sharing** and **History of Communications**.

You can also delete them in case of error.

1. Include a **Subject**
2. Add as many documents as necessary
3. Add a message if applicable
4. Click on **Send**

Your advisor will receive a notification and be able to view the documents and messages you have shared.

Family linking

Click here for a tutorial on how to use the **Family Linking** feature.

Share or remove third-party access to one or more of your accounts.

If you have questions or require more information, please contact your Investia advisor.

About Investia

Investia Financial Services Inc. is a mutual fund dealer that offers a complete line of financial products and services. Our advisors place their expertise at your service to make your projects a reality.

Investia is a wholly-owned subsidiary of iA Financial Group, the fourth largest life and health insurance company in Canada and one of the largest publicly-traded companies in the country. Its stock is listed on the Toronto Stock Exchange under the ticker symbol IAG (common shares) and IAF (preferred shares).

Investia and iA Financial Group share values that will take you far: service, performance, teamwork.

For more information, please contact your advisor.

INVESTED IN YOU.

Investia Financial Services Inc. is a wholly-owned subsidiary of **Industrial Alliance Insurance and Financial Services Inc.**, a life and health insurance company which operates under the trade name iA Financial Group.

investia.ca