

INVESTOR WEBSITE: USER GUIDE

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1. Introduction

Highclere International Investors (“HII”) has provided an Investor Website (“IWS”) for parties with interests in accounts of its funds which are administered by Northern Trust on its behalf.

Where an interested party's email address has been entered in the fund's administration register to receive documents, that email address can be used to create an IWS user account. Once the user account is registered, a user will be able to access the following information from the accounts to which the email address is linked:

- US Administered Funds
 - Statements and transaction confirmations

2. Registration

2.1 IWS User Account Creation

To create an IWS user account, HII or the registered holder will provide approval to initiate the registration process for the user.

The user will receive an email to their registered email address providing an IWS User ID.

Sample User ID email

From: InvestorWebsiteAdmin
Sent: Tuesday June 20, 2017 3:55 AM
Subject: Your Investor Website User Id

Highclere International Investors - Your Investor Website User Id

You are invited to register for The Highclere International Investors Website. The online portal will provide you with access to retrieve statements, contract notes, and other important communications regarding your fund investment.

Your new user identification code for accessing the website is [UserID].

You should also have received a second email containing a security pin and instructions on how to register and activate your account.

Replies to this email are not monitored.

If you experience any difficulties with registering your account, or have any questions about the service, please contact Northern Trust Transfer Agency on behalf of Highclere International Investors at HighclereUSTA@ntrs.com.

We are pleased to offer you this new service, and thank you for your continued support.

Highclere International Investors

CONFIDENTIALITY NOTICE: This communication is confidential, may be privileged and is meant only for the intended recipient. If you are not the intended recipient, please notify the sender ASAP and delete this message from your system.



2.2 PIN Generation

The user will receive a second email notifying them of a PIN number to be used in the registration process together with a 'Register Link'.

Sample PIN notification email

From: InvestorWebsiteAdmin
Sent: Tuesday June 20, 2017 3:55 AM
Subject: Your Investor Website PIN

Highclere International Investors - Your Investor Website PIN

Your PIN which you should use to register your Highclere International Investors Website account is [PIN].

Please note that if you do not complete your registration within 15 days of receipt of this email, your code will be disabled for your protection and you will need to call or email us to initiate the reregistration process to generate a new code.

To register your account please click on the link below to commence the registration process.

[RegisterLink]

A user guide may be found in the footer of the web page.

Replies to this email are not monitored.

If you experience any difficulties with registering your account, or have any questions about the service, please contact Northern Trust Transfer Agency on behalf of Highclere International Investors at HighclereUSTA@ntrs.com.

CONFIDENTIALITY NOTICE: This communication is confidential, may be privileged and is meant only for the intended recipient. If you are not the intended recipient, please notify the sender ASAP and delete this message from your system.

2.3 Email Registration Process

Clicking on the 'Register Link' will open HII's IWS email registration page in the user's default web browser. Please note that IWS currently supports Internet Explorer 11 and Chrome.

Where the email address that has been provided by the interested party is a group email address, it is the responsibility of the interested party to administer and control access to its user ID, password and security questions and answers.

Sample Email Registration page

2.3.1 PIN Entry

The user should enter the PIN provided in the relevant box.

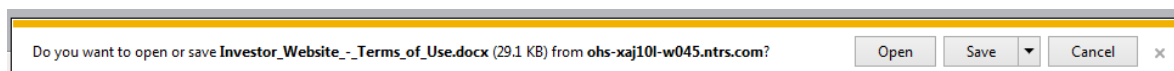
2.3.2 Create Password

The user should enter a password which must be at least eight characters long, contain at least one uppercase and one lower case letter, one numeric character (0 to 9) and one special character. The allowed special characters can be viewed by hovering on 'special'.

Once entered, the user is required to re-enter the password to ensure it is correct.

2.3.3 Complete Registration

To complete the registration process, the user must accept the website's Terms and Conditions by clicking in the box provided. When using Internet Explorer, clicking on the link will give the user the option to 'Open' or 'Save' the document.




Clicking on the arrow next to 'Save' gives the user the option to 'Save', 'Save as' or 'Save and open'.

If using Chrome, the document is shown in the bottom left of the screen. Clicking on the arrow next to the document gives the user the option to 'Open', 'Always open files of this type' and 'Show in folder'.

When a document is opened it opens in a separate window.

Sample Email Registration page completed

 **DEMO COMPANY**Investor Services
800-588-2300
Demo Company (UAT TEST)

EMAIL REGISTRATION

Please enter your details below as they have been communicated to you.

Register Information

User Id:

Your details

First Name:
Last Name:

Verification Questions

Please enter your PIN:

Create Password

My Password:
Re-enter Password:

Your new password must:

- Be at least eight characters long
- Contain at least one uppercase and one lowercase character
- Contain at least one numeric character (0-9)
- Contain at least one special character (for example: \$&@-;:()*)
- New password and confirm password match

Your new password CANNOT:

- Match any of your previous twelve passwords

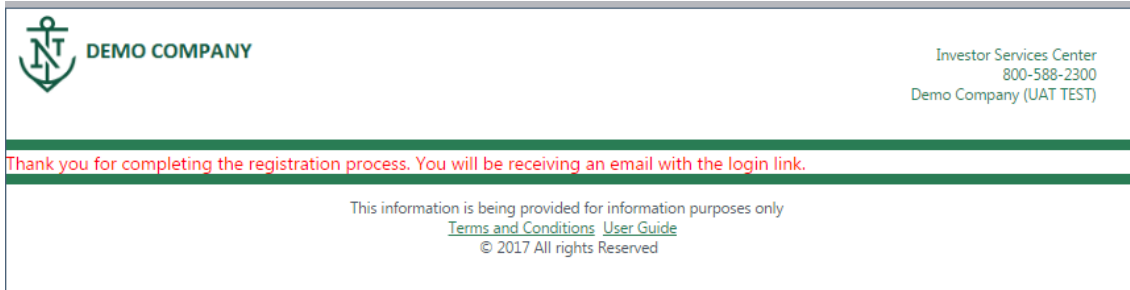
Complete Registration

Accept/Read the [TERMS AND CONDITIONS](#)

This information is being provided for information purpose only
[TERMS AND CONDITIONS](#) [FAQs](#)
© 2016 All rights Reserved

Once the user has accepted the Terms and Conditions, the user should click on the 'Register' button.

If the data has been entered successfully, the user will see the page shown below.



2.4 Email Account Registration

On successful registration, an email is sent to the user's registered email address providing a 'Login Link'.

Sample Login Link email

From: InvestorWebsiteAdmin
Sent: Tuesday June 20, 2017 3:55 AM
Subject: Your Investor Website Account Registration

Your Highclere International Investors Investor Website account has been set up successfully.

Please click on the link below to log in to the Investor Website. On successful logon you will be asked to select six security questions and provide answers. In subsequent logins, you will be asked to verify your identity by providing your ID and password, as well as the answers to two of your security questions.

[LoginLink]

A user guide may be found in the footer of the web page.

Replies to this email are not monitored.

If you experience any difficulties with registering your account, or have any questions about the service, please contact Northern Trust Transfer Agency on behalf of Highclere International Investors at HighclereUSTA@ntrs.com.

CONFIDENTIALITY NOTICE: This communication is confidential, may be privileged and is meant only for the intended recipient. If you are not the intended recipient, please notify the sender ASAP and delete this message from your system.

2.5 Login Link

Clicking on the 'Login Link' will open HII's IWS 'Log On' page in the user's default web browser.

Sample Log On page

Investor Services Center
800-588-2300
Demo Company (UAT TEST)

LOG ON

Please enter your User Id and password below. Please input the User Id that was emailed to you when you first registered for the service.

User Id:
Password:

Login

[Forgot your User Id?](#) [Reset Password](#)

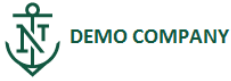
This information is being provided for information purposes only
[Terms and Conditions](#) [User Guide](#)
© 2017 All rights Reserved

The user should enter their IWS User ID and password that was created during the registration stage and click on the 'Login' button.

2.6 Security profile

On successful log on, the 'Security Profile' page is displayed.

Sample Security Profile page



SECURITY PROFILE

As part of Demo Company's enhanced security, we are requesting online users to complete a security profile.

1 Security Information 2 Review

Security Questions ▼

In the event we need to verify your identity, you can answer security questions. Please select six questions, one from each section, and provide answers for each. Your answers are not case sensitive.

1	<input type="text" value="-Select Question-"/>	<input type="text" value="Answer"/>
2	<input type="text" value="-Select Question-"/>	<input type="text" value="Answer"/>
3	<input type="text" value="-Select Question-"/>	<input type="text" value="Answer"/>
4	<input type="text" value="-Select Question-"/>	<input type="text" value="Answer"/>
5	<input type="text" value="-Select Question-"/>	<input type="text" value="Answer"/>
6	<input type="text" value="-Select Question-"/>	<input type="text" value="Answer"/>

The user selects six different security questions and provides suitable answers.

Sample Security Profile page with answers



SECURITY PROFILE

As part of Demo Company's enhanced security, we are requesting online users to complete a security profile.

1 Security Information **2 Review**

Security Questions

In the event we need to verify your identity, you can answer security questions. Please select six questions, one from each section, and provide answers for each. Your answers are not case sensitive.

1	What is your favorite restaurant?	Giacomos
2	What is your favorite food?	PASTA
3	What is the first name of your oldest niece or nephew?	guy
4	What was your favorite class in high school?	english
5	What month was your father born in?	April
6	What is your favorite hobby?	tennis

Cancel Next

The answers are not case sensitive but only accept alphanumeric, hyphen (-), underscore (_) and space characters. Once entered, the user should click the 'Next' button.

Sample Security Profile page for Review



SECURITY PROFILE

As part of Demo Company's enhanced security, we are requesting online users to complete a security profile.

Progress bar: 1 Security Information (checked), 2 Review

Security Questions

	Show Answers
1 What is your favorite restaurant?	*****
2 What is your favorite food?	*****
3 What is the first name of your oldest niece or nephew?	*****
4 What was your favorite class in high school?	*****
5 What month was your father born in?	*****
6 What is your favorite hobby?	*****

Buttons: Previous, Cancel, Submit

Clicking on 'Show Answers' will reveal the answers entered.



SECURITY PROFILE

As part of Demo Company's enhanced security, we are requesting online users to complete a security profile.

Progress bar: 1 Security Information (checked), 2 Review

Security Questions

	Hide Answers
1 What is your favorite restaurant?	Giacomos
2 What is your favorite food?	PASTA
3 What is the first name of your oldest niece or nephew?	guy
4 What was your favorite class in high school?	english
5 What month was your father born in?	April
6 What is your favorite hobby?	tennis

Buttons: Previous, Cancel, Submit

Answers may be amended or different questions selected by clicking the 'Previous' button. Clicking the 'Cancel' button takes the user back to the 'Log On' page. Once the user is satisfied with the selected questions and answers, click on the 'Submit' button.

The following message pops up in a new window.

Success!

Your security profile has been established.

OK

The user should click the 'OK' button to launch the user's landing page.

3. Landing Page - US Administered Funds

If the login is successful, the user's landing page will be displayed. The page is split into a number of sections detailed below.

Sample landing page 1

The screenshot shows the following layout:

- Header:** Northern Trust logo and 'DEMO COMPANY' on the left; 'Investor Services Center 800-588-2300 Demo Company (UAT TEST)' on the right.
- Navigation Bar:** 'Investor Information Website' and 'Investor Reference: IP44526' on the left; 'Settings' and 'Logout' buttons on the right.
- User Information:** 'LIMITXXXXXXXXXXXXXXXXXXXX' and 'nh77@xxxxxxx' on the left; 'Last Login Date: 31 Jan 2017 10:07:55 GMT' on the right.
- Documents/Statements:** A section with a 'Document Search' button and a list of documents: '+ Confirmations - US Administered Funds (1)' and '+ Statements - US Administered Funds (4)'. Below this is a section for 'Forms & General Documents' with '+ Forms & General Documents (5)'.
- Footer:** 'Kiltearn Partners LLP can be contacted clients@kiltearnpartners.com THIS IS UAT' with links for 'Terms and Conditions' and 'User Guide'.

3.1 Investor Information Section

This section shows as a minimum:

- the user's investor website ID, which was provided prior to registration
- the user's email address that is registered
- the date and time the user last logged in

3.2 Settings Button

Clicking on the 'settings' button shows the 'user setting's page where the user can change the questions and answers to the security questions that were provided on registration.

To change the security questions and answers, it is necessary to first click on the 'Reset Security Questions & Answers' box.

The user has the option to unselect the 'Email notification' box if the user does not wish to be notified of the availability of new documents.

The user can add an additional email address to which an email notification will be sent when new documents become available.

Clicking on the 'Save' button saves the changes that have been made.

Clicking on 'Home' returns the user to the landing page.

3.3 Log Out Button

Clicking on the 'Log Out' button logs the user out and returns the user to the logon page.

3.4 Documents / Statements

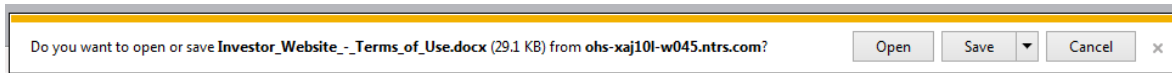
This section shows the account-related documents that are available.

3.4.1 Latest documents

Clicking on the '+' sign next to a document type will expand the section to show the current documents which are the latest that are available within the last 30 days.

3.4.2 Document Retrieval

When using Internet Explorer, clicking on the date of a document will give the user the option to Open or Save the document.



Clicking on the arrow next to 'Save' gives the user the option to 'Save', 'Save as' or 'Save and open'.

If using Chrome the document is shown in the bottom left of the screen. Clicking on the arrow next to the document gives the user the option to Open, Always open with system viewer, Open with system viewer and Show in folder.

When a document is opened it opens in a separate window.

3.4.3 Document Search

Clicking on the document search button opens the 'Document History Search' window.

3.4.3.1 Timeframe

The 'Timeframe' provides the ability to search on the following criteria.

- Custom Dates
- Last 30 days
- Last 60 days
- Last 90 days
- Last 6 months
- Last 12 months

Where a custom search is used, the date range is restricted to a period of two years from the current date.

3.4.3.2 Document Type

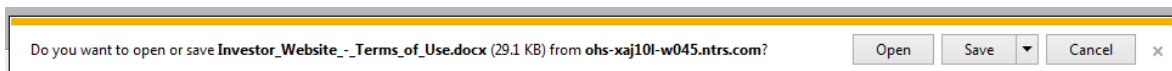
The 'Document Type' provides a filter to 'Select all' or 'Select' a particular document type.

Once the relevant criteria have been input, the 'Search' button should be clicked on. If there are no documents available for the search, a message will be displayed saying 'No documents found'.

3.5 Forms & General Documents

This section contains any documents that HII has provided for the user to access. Clicking on the '+' sign will expand the section to show the current documents that have been made available.

When using Internet Explorer, clicking on a document gives the user the option to 'Open' or 'Save' the document.



Clicking on the arrow next to 'Save' gives the user the option to 'Save', 'Save as' or 'Save and open'.

If using Chrome, the document is shown in the bottom left of the screen. Clicking on the arrow next to the document gives the user the option to 'Open', 'Always open files of this type' and 'Show in folder'.

When a document is opened it opens in a separate window.

3.6 Footer Section

The footer contains a link to the website's Terms and Conditions of Use.

4. Forgot User Id

If a user has forgotten their user ID, they can obtain it by clicking on the 'Forgot User Id' link on the 'Log On' page.

This will open the 'Forgot User Id' page.

The user should enter their IWS registered email address in the box provided and click the 'Send' button.

Once submitted, if the email address matches the registered email address, a message will be displayed stating that the user ID has been emailed.

The email generated will contain details of all user IDs which are associated with the registered email address provided.

5. Password Reset

If a user has forgotten, or wishes to change, their password, they can reset it by clicking on the 'Reset Password' link on the 'Log On' page. This will open the 'Reset Password' page.

The user enters their IWS user ID and clicks on the 'Answer Questions' button. This will open the 'Reset Password' page.

The user will be presented with two of the six security questions which were selected and answered during the registration process.

The user should enter the relevant answers to the questions in the boxes shown. The user should then enter and confirm a new password and click the 'Reset' button.

If the answers to the questions match those provided on registration, and the password complies with the password content requirement and does not match any of the previous twelve passwords, the password will be reset.

A message will be displayed confirming that password has been reset.

6. Security Question and Answers Change

If a user wishes to change either their security questions and/or answers, they can be changed by logging on and clicking the 'Settings' button. See paragraph 3.2 above.

7. Forgotten Password and Security Question Answers

Where a user forgets their password and cannot remember the answers to the security questions that were selected on registration, it will be necessary to contact Northern Trust Transfer Agency on behalf of Highclere International Investors at HighclereUSTA@ntrs.com

Once the user has passed the security checks a HII administrator will initiate the re-registration process, which will require the user to perform the registration process again.

8. Locked Account

If a user receives a message that the account is locked, it may be necessary to contact Northern Trust Transfer Agency on behalf of Highclere International Investors at HighclereUSTA@ntrs.com who will, in most cases, initiate the re-registration of the user account.

8.1 Inactivity

An account will be locked if a user does not log in to their account for a period of 180 days or more. The user will receive the message "Account locked due to inactivity, please re-set your password".

8.2 User Action

If a user enters their password or security question answers incorrectly three times, it will be necessary to contact Northern Trust Transfer Agency on behalf of Highclere International Investors

at HighclereUSTA@ntrs.com who will, in most cases, initiate the re-registration of the user account.

8.3 Malware

An account will be locked if malware is detected on a user's computer. Malware is a collective name for malicious software used by fraudsters to gain access to information on a computer. There are many forms of malware, such as trojans, spyware and viruses. If an account is locked due to the existence of malware, it will be necessary for the user to arrange for the malware to be removed.