

WealthTek LLP (the 'LLP')
(In Investment Bank Special
Administration)

This user guide is for clients of the LLP
who have received an email from the BDO
Global Portal platform (no-reply-acc-
eur@portal.bdo.global)

WealthTek LLP
(In Investment Bank
Special Administration)
Client Portal User Guide

February 2024

This User Guide has been provided to you because you (or someone representing you) have opted to use electronic communication to correspond with the Joint Special Administrators.

Contents

- Getting started with Your Client Portal 2
- Setting up notifications 5
- Viewing your Tasks and accessing your Documents 7
- Accessing your Client Assets Claim Form 10
- Completing Multi-Factor Authentication..... 12



Getting started with Your Client Portal

Section 1





Setting up your Client Portal

If you provided the JSAs with an email address to link to your account and have not expressly requested hardcopy documents to be provided to you, the JSAs' team will have arranged for an individual Client Portal to be set up for you. The Client Portals are set up through BDO's Global Portal platform.

It is anticipated that all Client Portals will become active during the week commencing 5 February 2024; on creation of your individual Client Portal, you will receive a notification email from [no-reply-acc-eur@portal.bdo.global](mailto:reply-acc-eur@portal.bdo.global).

The email will contain the following wording:

Dear [REDACTED]@gmail.com,

You have been invited to the BDO Global Portal

We are pleased to welcome you to the online collaboration workspace for interacting with BDO United Kingdom.

If you haven't done so already, you will receive additional communications from your BDO contact regarding use of this site and new way of communicating with BDO.

Accessing the Portal

Your account has been setup with the following user name:

[REDACTED]@gmail.com

Open this link in a browser to accept your invite and complete the setup of your account, please refer to the setup guides for help:

portal.bdo.global

Setup Guides

This information will give you what you need to start using the Global Portal:

- [Quick Start Guide](#)
-
- Additionally, there are a host of Support Pages, FAQs and User guides that can be accessed [here](#).

The highlighted section is a link which will take you to **Multi-Factor Authentication** which keeps your Client Portal secure. We have included step-by-step instructions on how to complete this in Section 5 of this User Guide (page 12).

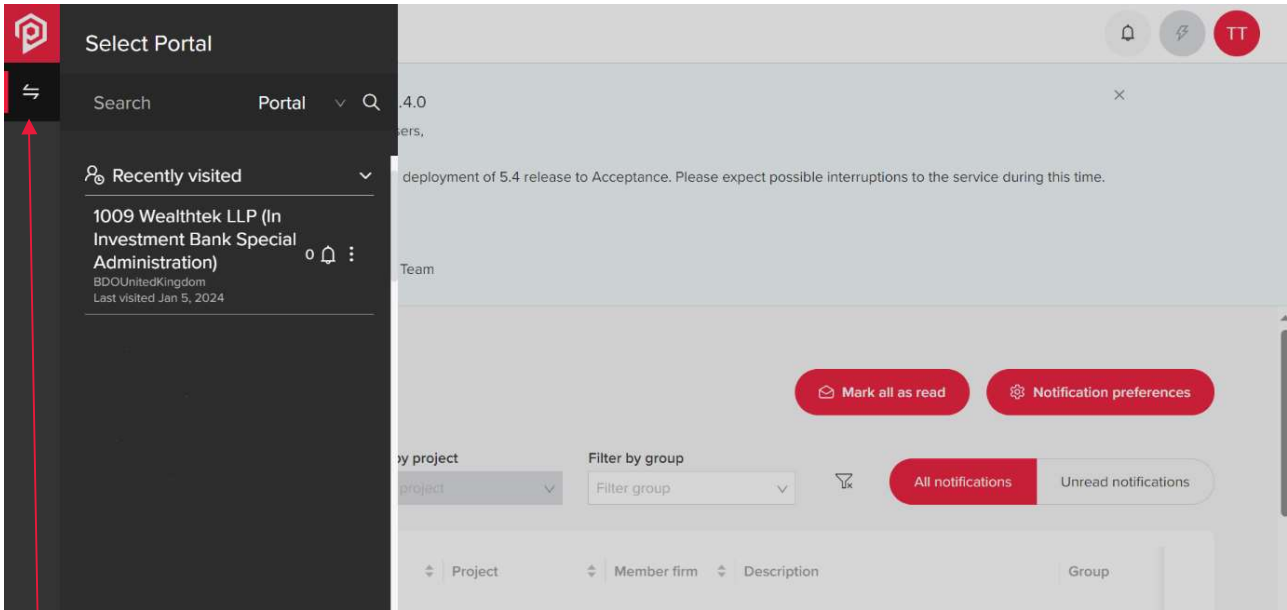
Accessing your account information in your individual Client Portal

From this point, whenever you need to access your individual Client Portal, please simply click on the link in the original email and this will take you directly to your Client Portal.


Please note that your Client Portal will not contain your documents immediately and **you do not need to take any immediate action in relation to this email**. The JSAs will inform you when documents have been uploaded to your Client Portal.



When you do access your Client Portal, you will see a screen similar to the one below:



1

Clicking on the **Select Portal**  (**Step 1**) will display the list of your Client Portals relating to each Client Account Reference ('CAR') we hold for you. Therefore, if you had more than one CAR with WealthTek then you will see more than one Client Portal displayed here. Please note that, if you are using a tablet device to access your individual client portal, the Icon may appear at the bottom left of the screen.

Setting up notifications

Section 2





No action is required on receipt of the first notification of set-up email from no-reply-acc-eur@portal.bdo.global; however, it will allow you to access your Client Portal and set any notification preferences.

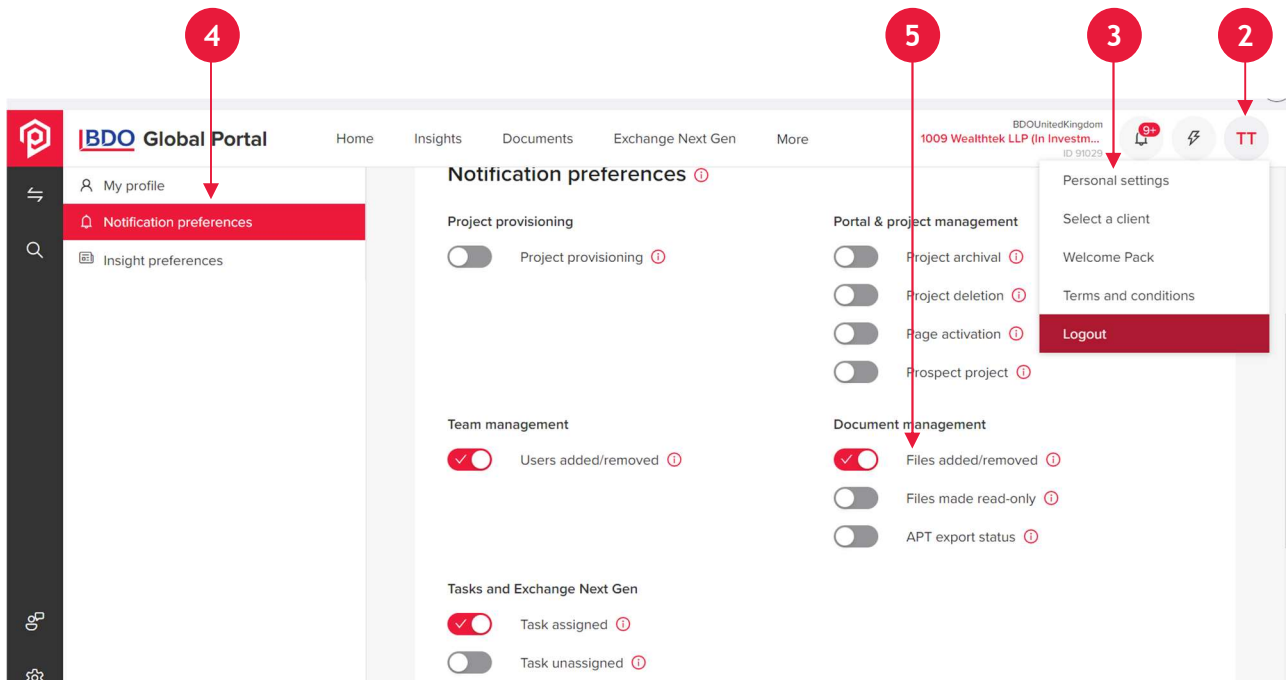
To set up your notification preferences you will need to access your Client Portal by clicking the link in the initial notification email, as set out in the previous section.

You can then, if you wish to, set notification preferences so that you are informed by email when any documents are uploaded or tasks assigned in your Client Portal.

To do this:

Click on the disc in the top right corner of the page, which should contain your initials (**Step 2**)

1. Click “Personal settings” in the drop-down menu (**Step 3**)
2. Click “Notification preferences” in the pane on the left-hand side (**Step 4**)
3. Toggle the buttons as required according to your preferences (**Step 5**).



If you choose to set up notifications, we recommend that you enable, by selecting the toggle on buttons, the following notifications, as shown in the image above:

- ▶ Users added/removed
- ▶ Files added/removed
- ▶ Tasks assigned.

Please note that your individual Client Portal will not be populated with documents immediately upon creation and you will receive an email from the JSAs when your Client Assets Statement is uploaded to your Client Portal, irrespective of whether you have selected to receive automatic notifications on the Client Portal itself.

**Viewing
your Tasks
and accessing
your Documents**
Section 3

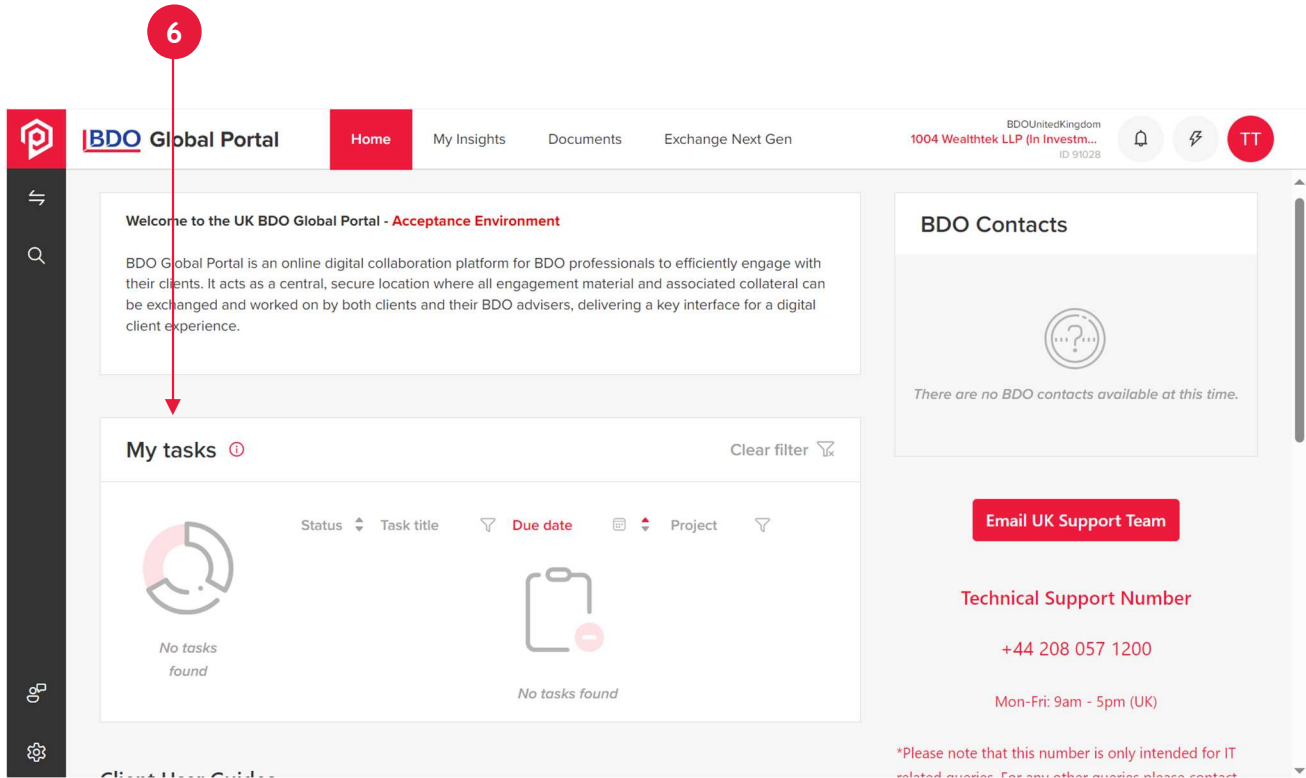




Viewing your Tasks

Once you have accessed your Client Portal as set out in (Step 1), your **Tasks** panel will be displayed on your Client Portal landing page and illustrated in the diagram below at (Step 6).

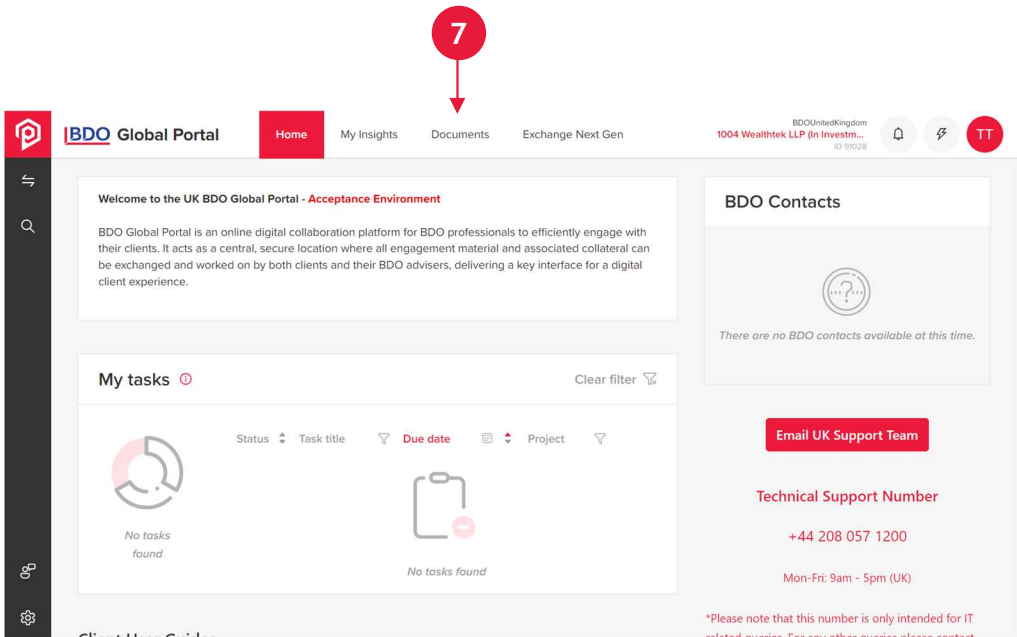
The JSAs will set out any tasks they require you to complete in the Tasks section.



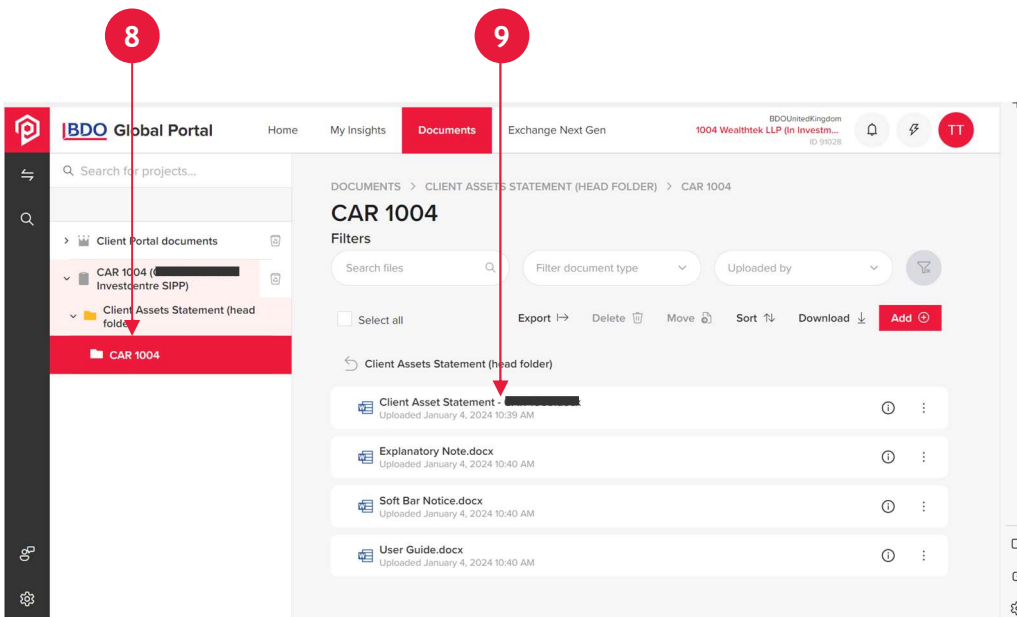


Accessing your Documents

You can access your Documents by selecting the Documents tab at the top of your Client Portal, as shown at (Step 7). Your Client Assets Statement will be contained in this section.



Clicking on Documents (Step 7) will produce a folder of documents as shown below. Your CAR will be shown at the head of the folder tree as shown below (Step 8). All documents in the folder will be displayed in the main panel (Step 9). You can view each document individually by double clicking on them.



Accessing your
Client Assets
Claim Form
Section 4





Once you have reviewed your **Client Assets Statement** and other documentation uploaded to your Client Portal, return to the **Tasks** section of your Client Portal (**Step 6**) and click on the task entitled ‘**Submit your Client Assets Claim Form**’ this will provide you with a link which will take you to a secure web form, as shown below. You can also access this form directly by clicking this link to your [Client Assets Claim Form](#) and the link is also available in your Client Assets Statement. Please note that you will only need to complete the Client Assets Claim Form once, and the form will allow you to input details for all your WealthTek accounts if you have more than one.

Information you may find useful when completing your Client Assets Claim Form can be found in our [FAQ Document](#).

Also, please note that if any of the Client Assets you hold are held within a Self Invested Pension Plan (SIPP), then you may need to contact your SIPP provider before completing the form. You can come back to the form at any time by accessing it through your Client Portal or from the link embedded in your Client Assets Statement. Please note that responses in the form cannot be saved before submission, so we advise that you contact your SIPP provider before commencing completion of the Client Assets Claim Form.

WEALTHTEK LLP – IN INVESTMENT BANK SPECIAL ADMINISTRATION CLIENT ASSETS CLAIM FORM

This **Client Assets Claim Form** will allow you to submit both your Client Assets claim and your Client Money claim and should be reviewed together with your **Client Assets Statement**.

Prior to completing your **Client Assets Claim Form** you will need to make an informed decision regarding the following:

- Whether the Client Assets set out in Table 1 of your **Client Assets Statement** is representative of what you understood WealthTek held on your behalf;
- Whether the Client Money set out in Table 2 of your **Client Assets Statement** is representative of what you understood WealthTek held on your behalf;
- Whether you wish to apply to receive compensation from the FSCS (if eligible); and
- Whether you would like to raise any queries with the Joint Special Administrators (**JSA**s)

Your **Client Asset Statement** is set out in your individual **Client Portal**.

Additionally, if you elect below to receive **FSCS compensation** (if eligible), you will be requested, to provide copies of your photographic identification (such as a passport or UK full driving licence). This can be done by email and post details of which will be sent to you in due course and posted on your individual **Client Portal**.

Please note that if you have more than one account with WealthTek then we will need you to complete this form for each account you hold. Please also provide details of the accounts you hold where indicated in the form below.

Completing Multi-Factor Authentication

Section 4






Setting up your Multi Factor Authentication

Your Client Portal uses Multi-Factor Authentication to ensure the security of all data within it, and you are required to use it whenever you access your portal.

You can use two methods to complete multi factor authentication:

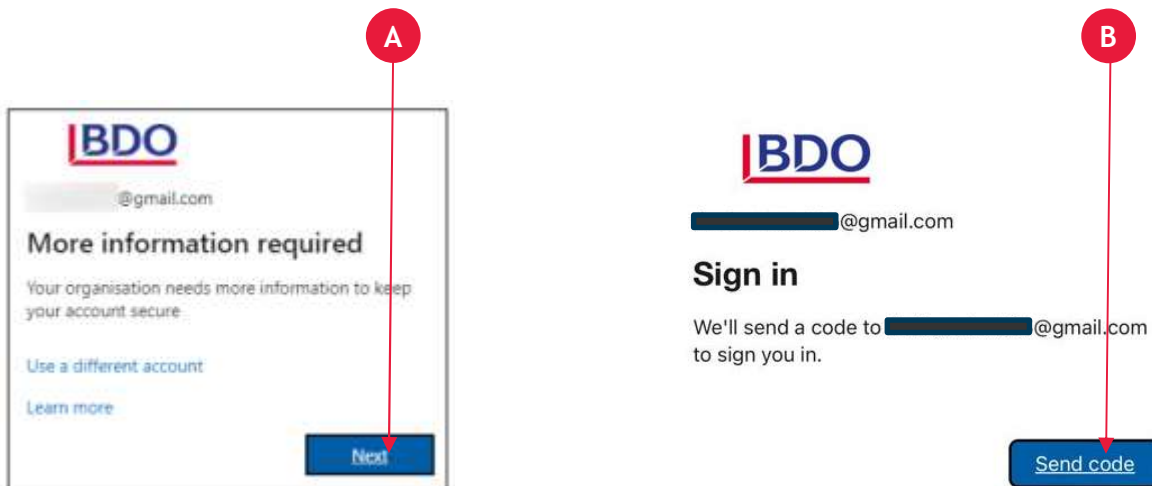
- ▶ if you have a smartphone, by downloading the Microsoft Authenticator App from the App Store or Google Play applications; or
- ▶ if you do not have a smartphone and need to verify your identity via phone or text message.

If you choose to use the Authenticator App , please be sure to install the official Microsoft app (shown with the icon below). Please do not delete the app once installed, as you may need to use the information contained with it next time you access your Client Portal (although you should only need to authenticate once).

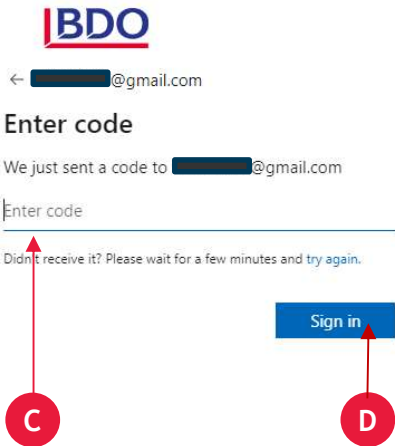
If you do not have a smartphone and need to verify your account by phone call or text message, please refer to the instructions on page 15.

Setting up your Multi Factor Authentication using Authenticator

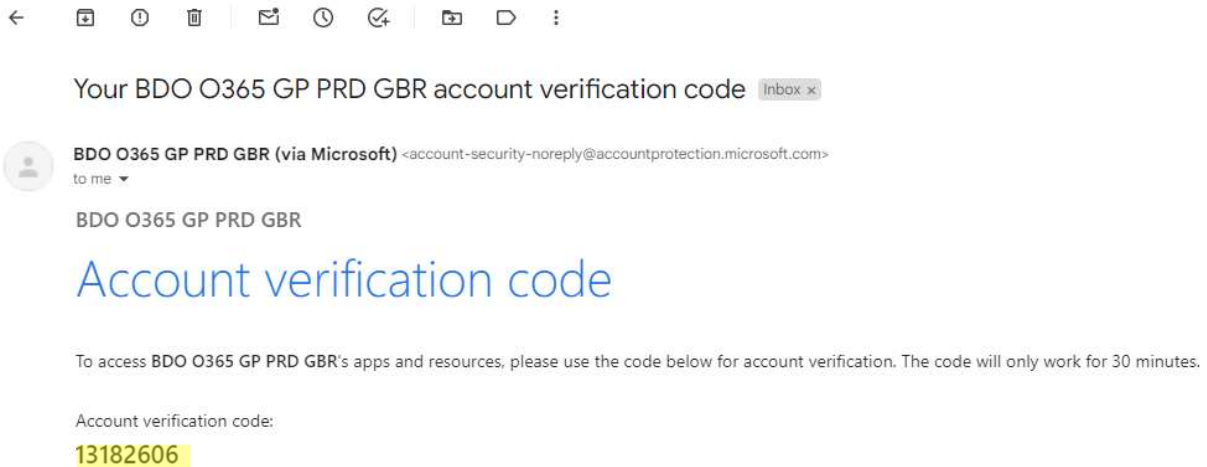
When you click on the link in the email you receive from BDO Global Portal, you will be directed to the following screen. Click on the **Next** button (**Step A**) and follow the prompts on screen. You will be asked to confirm your email address by retrieving a code from the email address that we sent your Client Portal link to (**Step B**).



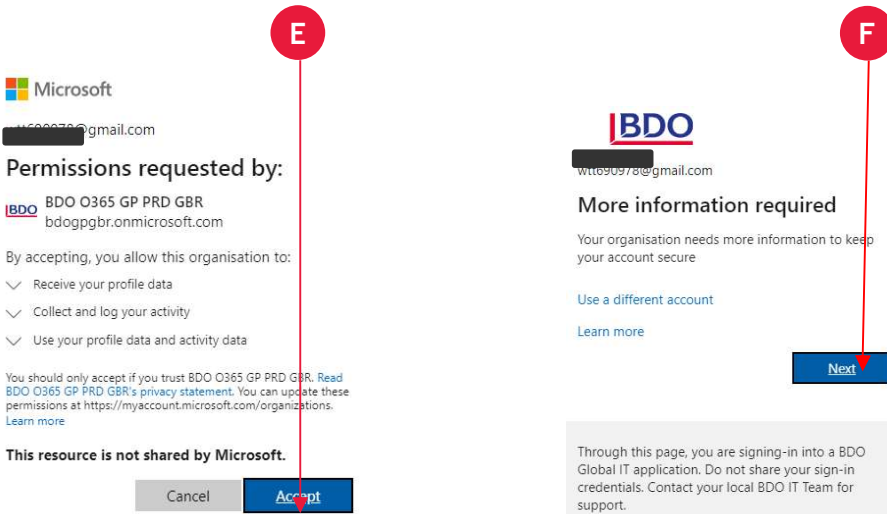
You will see the following window:



You will receive an email to the email account details provided to the JSAs which looks like the extract below. Enter the Account Verification Code provided in your email where indicated at **Step C** and click **Sign in (Step D)** as shown above.

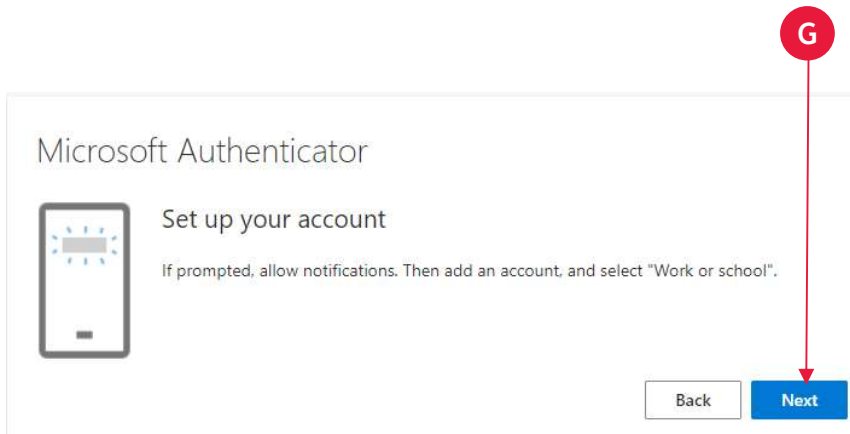


You will then see the following window. Click **Accept (Step E)**. Then click **Next (Step F)**

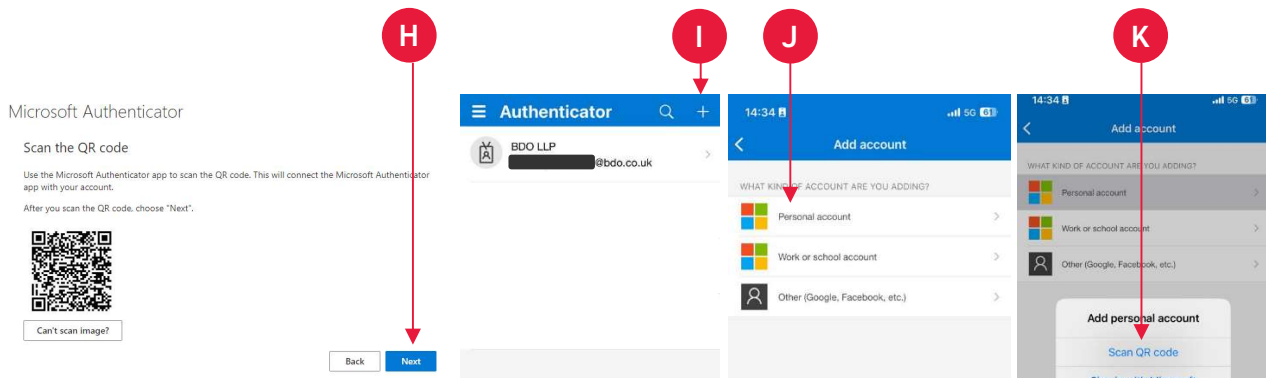




You will see the following screen. Click Next (**Step G**)



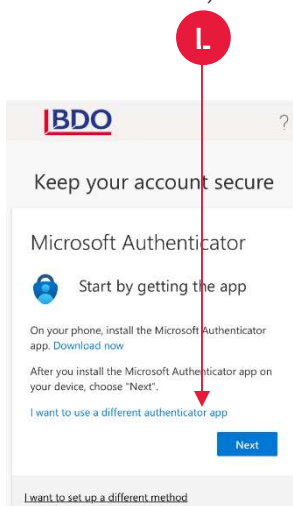
You will see the following screen (**Step H**). Now open the Microsoft Authenticator app in your smartphone and click on the + icon in the top right of the screen (**Step I**). Select Personal Account (**Step J**), you will be asked to scan the QR code that appears in the screen in **Step H**. To do this click on **Scan QR Code** (**Step K**) and hold the camera up to the screen so that the QR code in **Step H** appears in the pane.



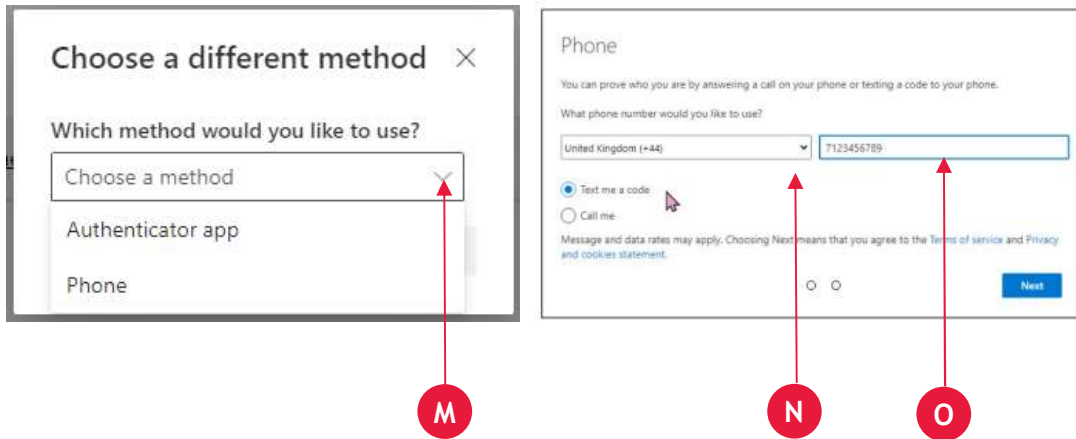
This will link Authenticator to your Client Portal and take you through to the following screens in your individual Client Portal.

Setting up your Multi Factor Authentication using text message or phone call

You may also authenticate your account by text message. This may be simpler and will also be the route you need to follow if you do not have a smartphone. To do this when you see the following screen, click on the link states, "I want to set up a different method" (**Step L**).



You will see the following screen. Select the down arrow **Step M** and click **Phone** then click **Confirm**. On the following screen, enter the country (United Kingdom) by clicking on the down arrow **Step N** to the right of the field and then type in your phone number in the box to the right of the screen (**Step O**).



Enter the code that you receive by text or phone call and follow the prompts on screen and click **Next**.

Phone

We just sent a 6 digit code to +44 7568513813. Enter the code below.

Enter code

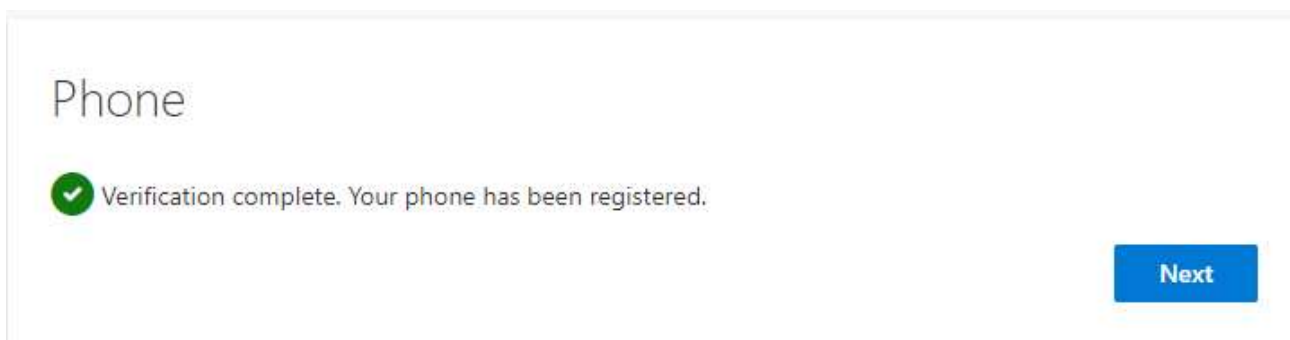
[Resend code](#)

Back

Next

[I want to set up a different method](#)

You should see the following screen. Click **Next**. A further screen will display the phone number to which verifications will be sent. Click **Done**.



FOR MORE INFORMATION:

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