Client Access Portal FAQ

What is the Client Access Portal?

The Client Access Portal is a leading-edge online portal that empowers you with a suite of on-demand functionality — from secure and simplified trading, to online onboarding, to digital document delivery and access, and more. We're replacing the days of burdensome paper transactions, with digital simplicity, security, and efficiency. This new portal not only provides access to your data but enables you to conduct your business, from anywhere.

What are the benefits of using the Client Access Portal?

The new portal will provide our clients with simplicity, efficiency, and security, in a number of key ways.

Simple and intuitive. The new, intuitive transaction screen is an improvement over our current process. You will no longer will you need to locate SSGA Fund Codes and trading schedules as all of the information you need will be embedded in the digital form. Additionally, all of your accounts, invoices and onboarding events can be viewed at-a-glance.

Secure Access. The platform is protected by a leading security token. This means that your subscriptions or redemptions occur instantaneously which eliminates the need for phone confirmations of trade orders.

Single Point of Entry for all State Street Global Advisors needs. You can now access your existing suite of current and historical performance reporting and onboarding events, as well as notify your State Street Global Advisors relationship manager about any investment inquiry, through this single point of access and entry.

What can I use the portal for?

The portal provides a broad array of services and information

1. Placement of contribution and redemption transactions
2. Track your Onboarding events for new or existing investment accounts
3. Access to your historic performance and analysis reports
4. Retrieve current and previous account invoices etc.
5. Annual communications pertaining to Fund Operating Guidelines, Declaration of Trust, Strategy Disclosure Documents, K-1s, Tax Reclaim updates
6. Investment strategy documents including Strategy Fact Sheets

These items are just the beginning and we welcome your feedback and suggestions please contact the Portal Support Team at PortalSupport@ssga.com.

When will the portal be available?

The Client Access Portal is currently available for clients participating in our US Commingled Funds. We plan to expand access to include all of our fund ranges and separate accounts globally beginning later this year.

How secure is the portal?

We know that it is important that you be able to conduct your business securely, and to have confidence that they will be executed as you intend without undue risk. That's why the portal is secured using an industry-standard two-factor authentication. For more information and documentation about the process of setting up the token, click here.

Can I still call on my relationship manager?

Absolutely. The Client Access Portal is an additional product enhancement, but does and will not replace access to any of our people. While the portal is designed to enable you to execute many of the day-to-day administrative actions on your own, your relationship manager is always available to help you solve your investment needs, just as they were before.

What types of documents are available through the Client Access Portal?

All of the reports you have access to from State Street Global Advisors are available on the site. This includes:

- Performance reports
- Valuation and Transaction reports
- Invoices
- Market Commentary reports
- Factsheets
- Compliance, Legal, Regulatory, and Disclosure Documents
- Financial and Tax Statements
- Client Communications

We are constantly working to improve this experience, and will seek to expand this list of available functionality later in 2021. Stay tuned for more, or contact PortalSupport@ssga.com.

What will I see when I login?

Upon logging in, you will see an overview of your accounts with State Street Global Advisors, including a view of total AUM and a list of accounts. Additionally, a visual will display your highest AUM accounts. More detail can be found by clicking into individual accounts, reports, and documents.

Does the portal offer the ability for consultant or third-party transactions?

Of course. Once setup, you will be able to request access for employees as well as consultants and other third parties. If you wish, we can provision third-parties to transact or approve transactions.

What do I need to do to start using the portal?

To start using the portal you will need to reach out to a member of our team or your relationship manager and provide the following information:

- Updated Transaction Security Form, which will authorize you to trade on the Client Access Portal. If you need a copy of this form, your relationship manager can provide it.
- A list of users including their email address, mobile phone number, device type (Android/Apple), and desired role within the portal. All of these are necessary to complete the process.
- Following these two steps, you will receive instructions to activate a SoftToken from our technology team which will enable you to login securely and start using the Client Work Station.

Once set up, how can I access the Client Access Portal?

The Client Access Portal is configured to be accessed primarily through your desktop, with mobile (iOS and Android) devices also providing some access .

How do I submit a trade?

Trades can be submitted by navigating to the Transaction menu and clicking on the New Transaction button. Once there, a user will need to select the specific Account from which you will make the transactions, and then a specific Fund. Based on these selections, certain trade dates and settlement dates will be available. The user can then enter their desired transaction type and amount. Upon submission notice of the transaction will be emailed to all designated transaction approvers at the company with a link for them to login to Approve/Reject. Once the trade is approved or rejected, State Street Global Advisors will enter it into the system.

How do I submit an inquiry?

Inquiries can be submitted navigating to the Communications menu and clicking on the Inquiries button, followed by New Inquiry. This will present the user with a basic form that can be populated in order to submit an inquiry.

How do I access my documents?

All reports and documents are accessible from the Documents menu. Once there, users will be presented with the most recent documents of all types. If you would like to filter by certain document types or date ranges, you can do so by clicking on the Filter button. The filter options include the document types listed above as well as customizable date ranges, to enable you to more efficiently find and access specific documents.

How do I access my invoices?

Invoices are available via the Documents menu by simply filtering by Invoice.

How do I view my other accounts?

All of your accounts will be visible on the Account Summary. If you believe any accounts are missing please reach out to the Portal Support team or your relationship manager.