Standard Bank

FREQUENTLY ASKED QUESTIONS

CLIENT GUIDE

Frequently asked questions

What will be available to me on the new client portal?

The Client Portal has many features that are designed to improve your experience in the way you interact with your portfolio. Here's a brief overview of the functionality available on the portal.

Overview

This will give you a general overview of your portfolio and manager information. This includes risk classifications, restrictions and benchmarks, as well as the performance of the portfolio.

Transactions

This gives you a list of all transactions related to your current portfolio. You can filter the type of transactions displayed on the screen using the Advanced Filter feature, which, amongst many options, allows you to view cash-only transactions or security-only transactions.

Distribution

Here you'll be able to see a pie chart or graph showing the distribution of your portfolio. You will also be able to see a table of market values and percentages. If you click on a particular category, the positions of that category are displayed. The distribution graph can also automatically cycle through the various configure perspectives for that portfolio.

Holdings

This will give you a list of all positions held within your portfolio. You can see more details about each position by using the Details button on the left of each position.

Performance

This provides more in-depth details of your portfolio's performance.

Reports

Here you can generate reports and access all the reports you've previously generated, together with the standard reports which we have set up for you to receive. You'll be able to see the type of report, as well as the date when it was generated. If you'd like to generate a new report, you can click on the Generate Report button in the Overview tab.

Standard Bank

CLIENT GUIDE

Frequently asked questions

How do I arrange access for third or related parties who currently have access to my portfolio information?

Many clients require third parties (e.g. accountants) and/or related parties (for example, trustees or beneficiaries) to have access to their portfolio information. Recently introduced data protection (GDPR) and ongoing client confidentiality legislation will ensure that your information is secure and confidential. However, in taking these new security steps, we are required to double check that you have granted third parties and related parties access to your portfolio information.

If you wish to request access to the Client Portal for additional persons to view your portfolio information, please request this through your current primary contact.

What reports will be available to me through the new system?

Portfolio valuations and statements will be available through the new system, all other reporting will be made available to you in the same way as you receive this information today.

Where can I access my historic portfolio statements?

Portfolio statements generated before the 31st December 2017 will not be available on the new Client Portal. Copies of these reports will need to be sourced from our old system and you can request these through your Portfolio Manager.

Please note, that you will be able to access portfolio information and portfolio reports on the New Client Portal dating from 1 January 2018 onwards.

What are the changes to how fees are calculated for portfolios?

Fees for portfolios will be calculated slightly differently. While the current method uses the period end market value, adjusted for cashflows, the new method uses a monthly average market value of the portfolio over the accounting period. This change won't have any major impact on you as a client.

What are the changes in how performance is calculated for portfolios?

There will be a slight change to the way in which performance is calculated. The current system uses a quarterly weighted returns method while the new system uses a time weighted method for cashflows.

This change won't have any major impact on you as a client.

Is there a charge for the new client portal?

The new system is provided to our investment clients at no additional costs, as a value-add addition to our online services offering.