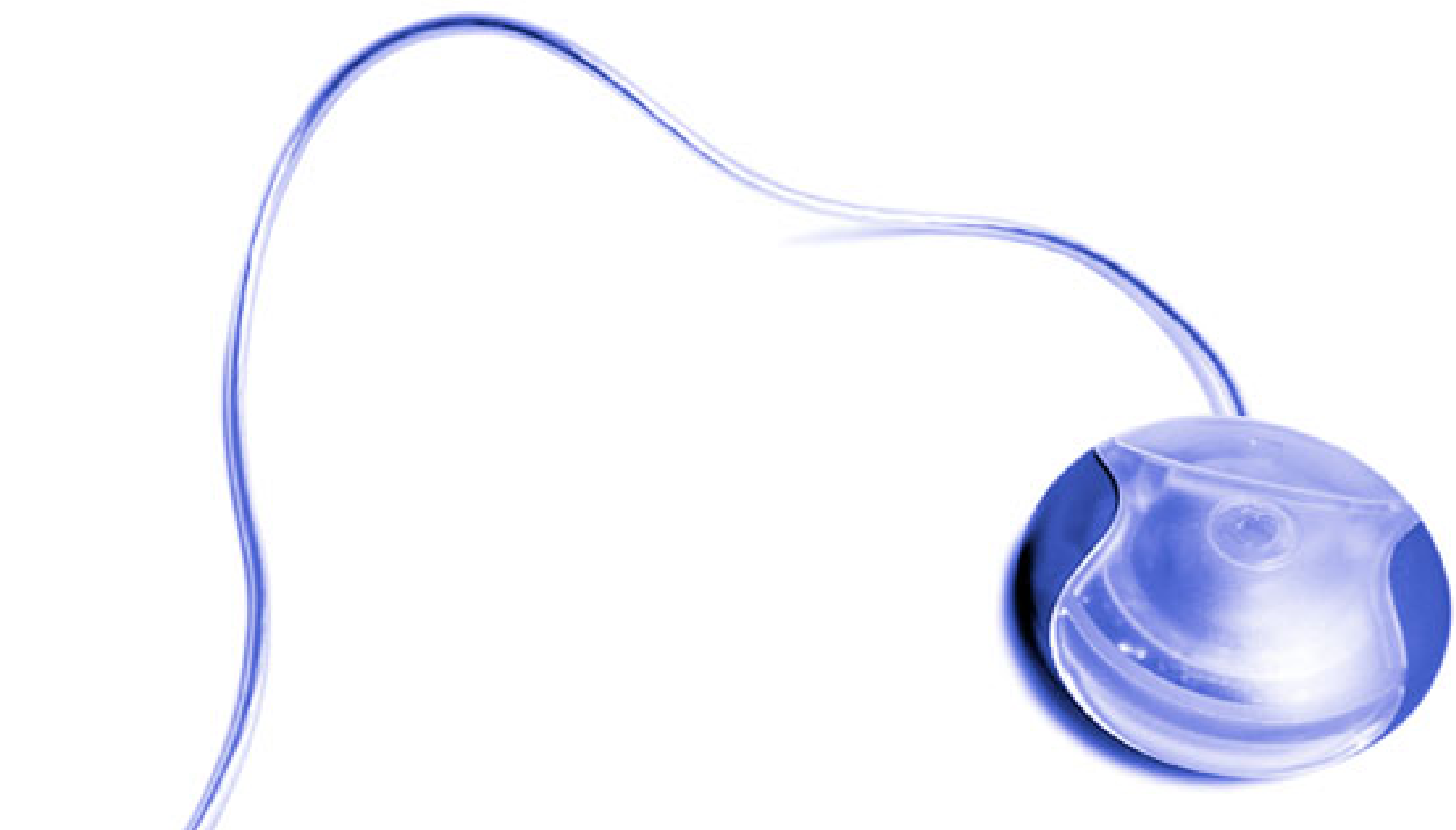
ipac



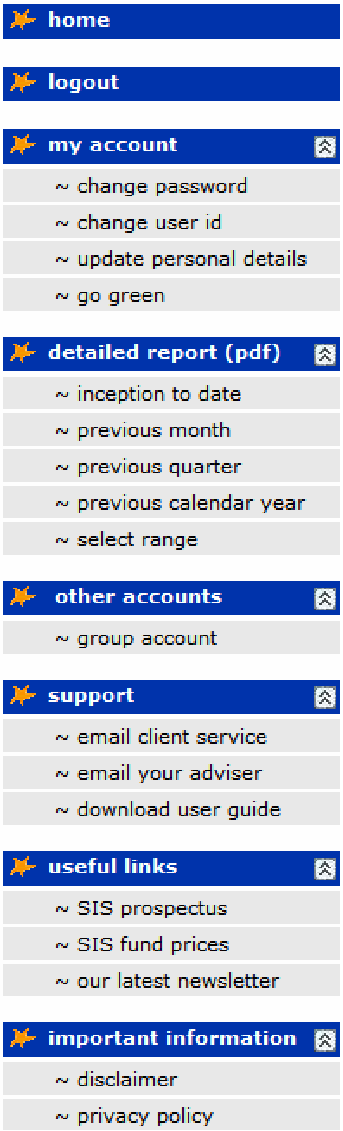
itrac client reporting

a smart and fast way to monitor your portfolio

version one
July 2009

contents

about itrac client reporting



itrac client reporting is our convenient online service for all ipac Strategic Investment Service (SIS), iAccess and iFast clients.

what are the benefits?

itrac client reporting provides you with direct online access to your investment portfolio details. With a touch of a button, you can view:

- ~ portfolio valuations
- ~ asset allocations
- ~ account transactions

With itrac client reporting, you can monitor your investment portfolio at your convenience.

Your privacy is protected, as itrac client reporting is a secure, password-protected site.

who can use itrac client reporting?

All ipac clients who hold an account and have access to the internet can register for online access.

getting started

how do I log on to itrac client reporting?

You will receive an email containing your user ID and a letter sent via post containing your password. After you have received both your user ID and password, you will be able to log on to itrac client reporting.

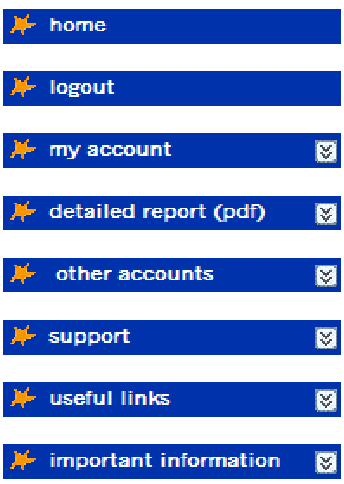
step one	To access itrac client reporting, go to https://itrac.ipacasia.com Once you have accessed the itrac client reporting log in page, enter your user ID and password.
step two	For security reasons, you will be required to change your password the first time you log on to itrac client reporting. Your new password must have a minimum of eight characters, consisting of both upper and lower case letters and have at least one number or symbol (e.g. # or !).
step three	Once steps one and two are completed, you will be able to view your portfolio details online. **note:** For your convenience, you can change your user ID to one that is easier to remember after you have logged on to itrac client reporting.

how do I find out more?

To find out more about itrac client reporting, please contact the client services team. Alternatively, you may call the main office line:

Hong Kong:	(852) 2285 2888
Singapore:	(65) 6512 7000
Taiwan:	(886) 2 2713 3998

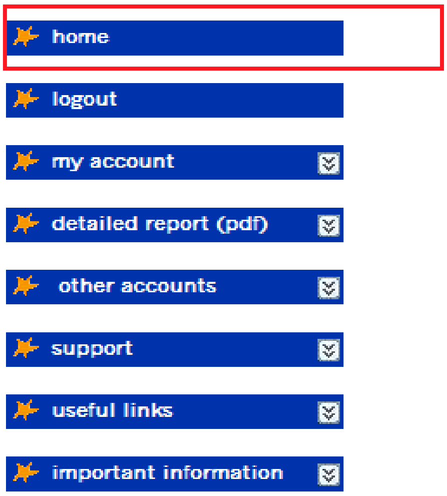
navigating through itrac client reporting



The itrac client reporting menu has eight sections, each providing information and data to assist you in tracking your investment portfolio.

Not all sections in the menu may be applicable to your plan type. For example, the “other accounts” section is only available to clients who have multiple accounts with us. For clients with only one financial plan with ipac, you will not see the “other accounts” section in the menu.

section: home



client profile

The client profile displays your personal information held by ipac. It includes:

~ your address
~ your financial adviser's name
~ your investment account numbers
~ the service providers for each investment account

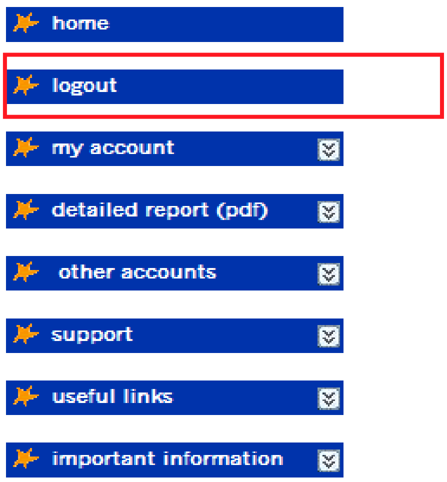
portfolio valuation

The portfolio valuation report gives you the current value* of your portfolio and underlying investments in SIS, iFast and iAccess (if you also have investments in the latter two). Information provided include units held, unit price and market value.

You can choose to view the date for previous months, on a per month basis from this section.

There are two buttons that allow you to view the information in either PDF or Excel format. You can save and/or print the information in both file formats.

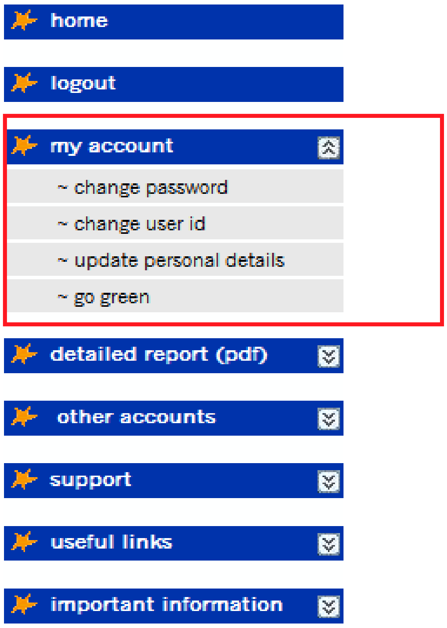
section: log out



To ensure privacy, it is important that you click log out to securely log out of itrac client reporting.

* Current value is based on the latest available pricing and transactions. While we will endeavour to update the website as soon as practicable the figures and information shown in itrac client reporting are directly extracted from the fund houses and services providers' systems. We disclaim all responsibility for any loss or damage which any person may suffer from reliance on this information or any opinion, conclusion or recommendation on this website whether the loss or damage is caused by any fault or negligence on our part.

section: my account



change password

For security reasons, you will be required to change your password the first time you log on to itrac client reporting.

Your new password must have a minimum of eight characters, consisting of both upper and lower case letters and have at least one number or symbol (e.g. # or !).

To maintain the security of your information, you should never record your password and you may choose to change your password periodically.

You will be required to select a hint question and provide the answer. This will be used to set a new password if you forget your password. It should be a question to which only you know the answer, such as "What is your mother's maiden name?".

change user ID

For your convenience, you have the option of changing your user ID to one that is easier to remember after you have logged on to itrac client reporting.

Your new user ID must have a minimum of five characters and cannot contain any space or special characters other than the at symbol (@), hyphen (-) and full-stop (.).

You should record your user ID as it will be required each time you enter the site in the future.

update personal details

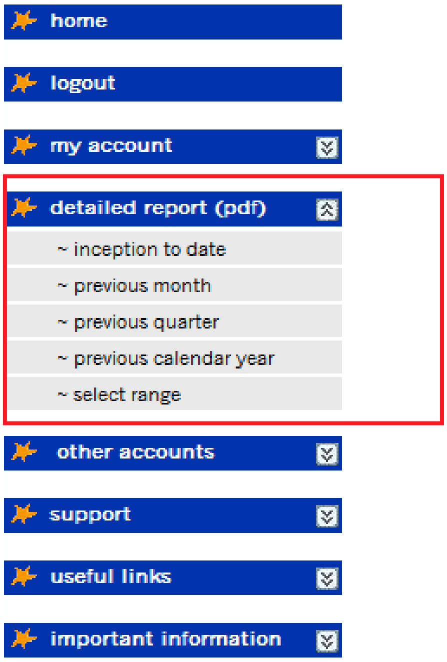
At the moment, the updating of personal details is not a fully automated process although we are working on making it part of the itrac client reporting system.

To update your personal details, the system generates an email to the ipac client services team. In the email please include which personal details you want to update and an ipac client service manager will be in touch with you.

go green

As part of our efforts to save the earth, ipac is going green. You can choose to stop receiving the printed copy of the quarterly itrac report by clicking this link. It generates an email to us.

section: detailed report (pdf)



The itrac client reporting detailed reports include a portfolio valuations page, a summary by transaction type and detailed transaction statement. You can choose to view detailed portfolio reports based on specific time period. The detailed portfolio reports will be displayed in PDF format. You can then either save and/or print them.

inception to date

Includes transaction history from your initial investment to the current date.

previous month

This generates the detailed report based on the last calendar month.

previous quarter

This generates the detailed report based on the last financial quarter. The time periods for the financial quarters are:

1 January - 31 March
1 April - 30 June
1 July - 30 September
1 October - 31 December

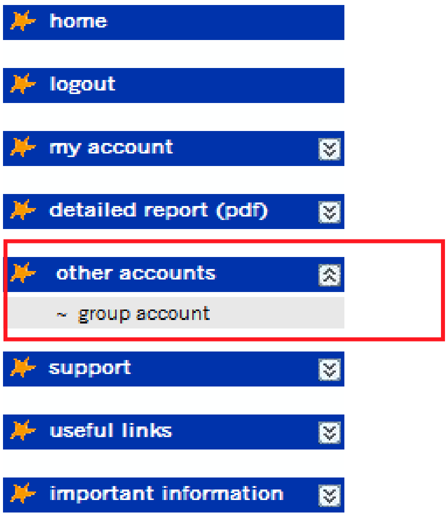
previous calendar year

This generates the detailed report based on the last calendar year (1 January - 31 December).

select range

You can enter specific start and end dates to generate the detailed report. The end date can be the same as the day you generate the report.

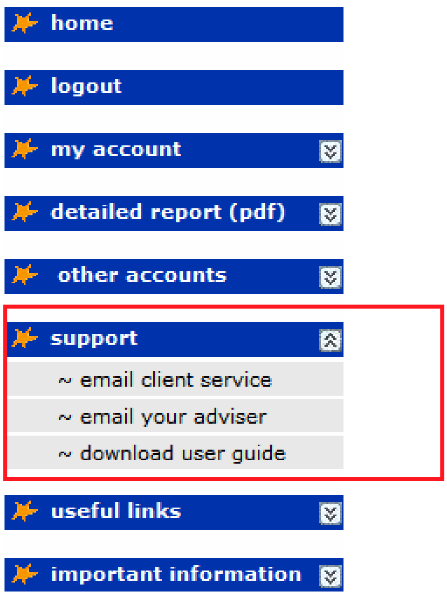
section: other accounts



The “other accounts” section is only available to clients who have multiple accounts with us.

For clients with only one account, you will not see the “other accounts” section in the menu.

section: support



email client service

This generates an email to the ipac client services team. Please detail your query in the email and an ipac client service manager will be in touch with you.

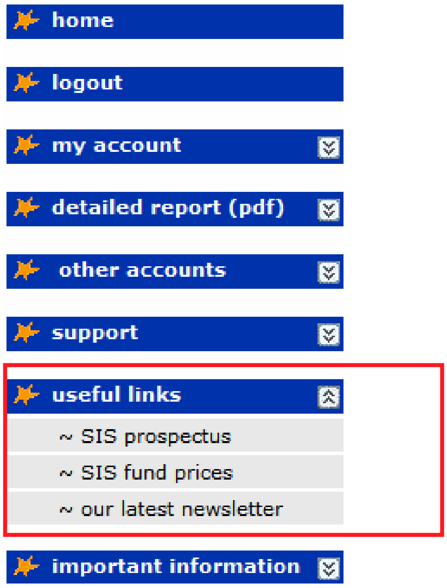
email your financial adviser

This generates an email to your ipac financial adviser. Please detail your query in the email and your ipac financial adviser will be in touch with you.

download user guide

You can view, save and/or print this itrac client reporting user guide in PDF format.

section: useful links



SIS prospectus

You can view, save and/or print the most updated SIS prospectus in PDF format. You will find the links to the iAccess and iFast prospectus here too.

note: The iAccess and iFast prospectus pages are not part of the itrac client reporting website. You have to return to the original itrac client reporting window to log off the system when you are done with the session.

SIS fund prices

The up-to-date SIS fund prices page will open up in a new window.

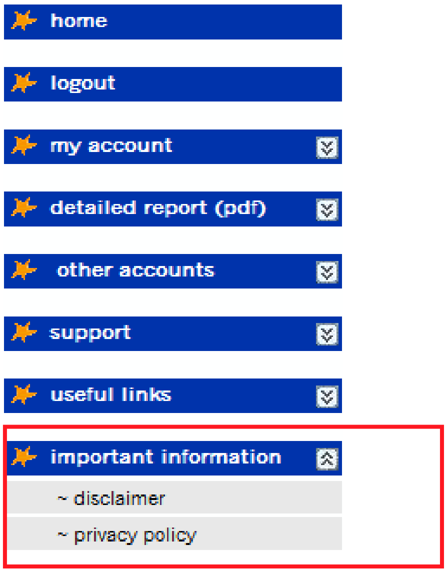
note: The SIS fund prices page is not part of the itrac client reporting website. You have to return to the original itrac client reporting window to log off the system when you are done with the session.

our latest newsletter

Our latest client newsletter will open up in a new window.

note: The ipac client newsletter page is not part of the itrac client reporting website. You have to return to the original itrac client reporting window to log off the system when you are done with the session.

section: important information



disclaimer

This explains the terms and conditions for use of itrac client reporting. By using the site, you agree to read and accept the terms of this disclaimer.

privacy policy

The privacy policy explains how we manage your personal information.

For more information or if you require any assistance, please call the main office line:

Hong Kong: (852) 2285 2888 | Singapore: (65) 6512 7000 | Taiwan: (886) 2 2713 3998

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