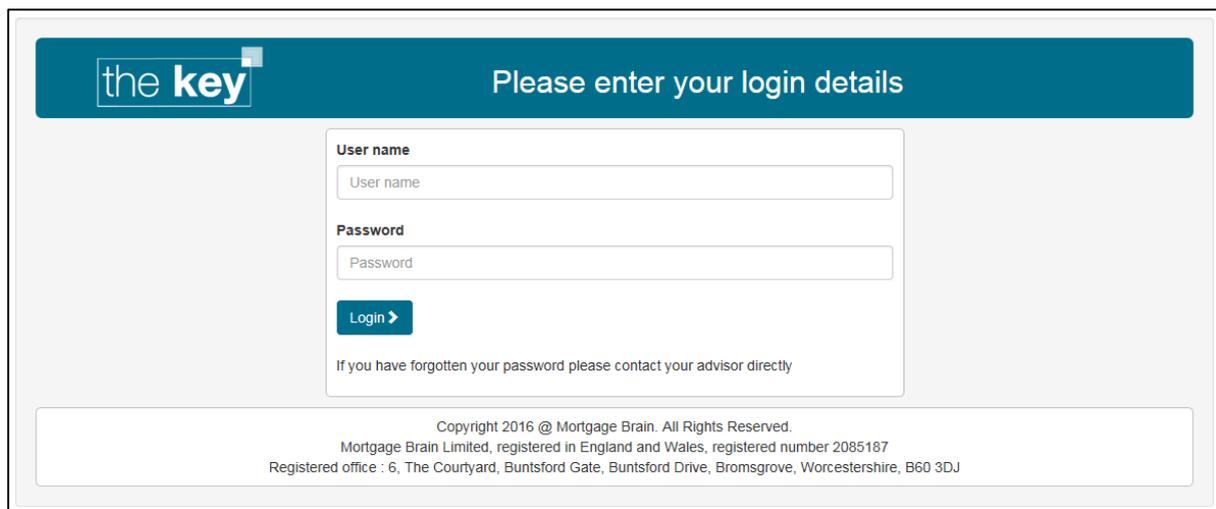


Customer Guide to using the Client Portal

Logging In

When your Adviser creates your Portal account, you will receive two emails – one with your user name with the web link for the Portal, and a second one with your initial password.

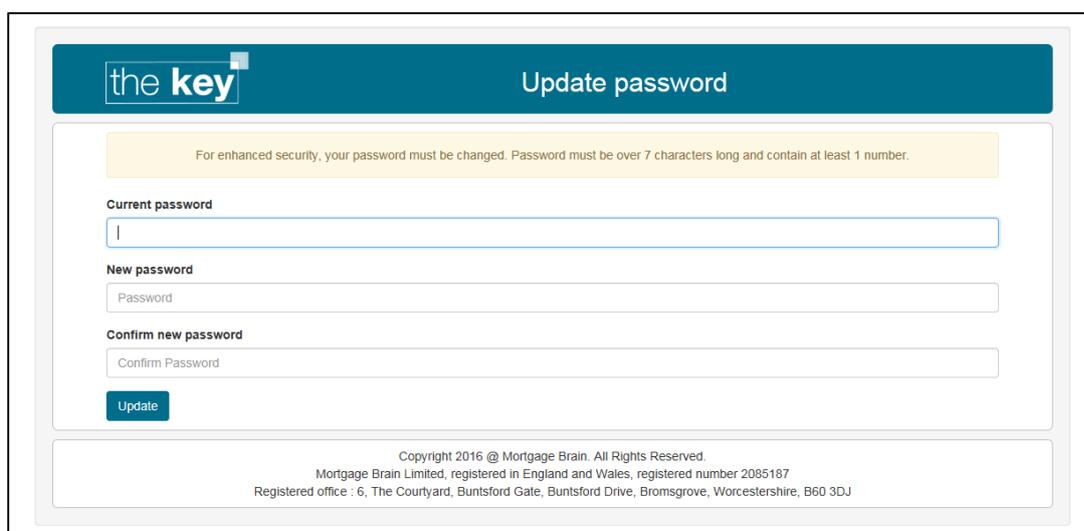
Click on the web link to open the Portal.



The screenshot shows a login form with a teal header containing the 'the key' logo and the text 'Please enter your login details'. Below the header, there are two input fields: 'User name' and 'Password'. A blue 'Login >' button is positioned below the password field. A note below the button reads: 'If you have forgotten your password please contact your advisor directly'. At the bottom of the form, there is a footer with copyright information: 'Copyright 2016 @ Mortgage Brain. All Rights Reserved. Mortgage Brain Limited, registered in England and Wales, registered number 2085187 Registered office : 6, The Courtyard, Buntsford Gate, Buntsford Drive, Bromsgrove, Worcestershire, B60 3DJ'.

Enter your user name and password and click Login.

The first time you log in, you will need to change your password. Your new password must be over **seven** characters in length and contain at least **one** number. Note that your password is case sensitive.



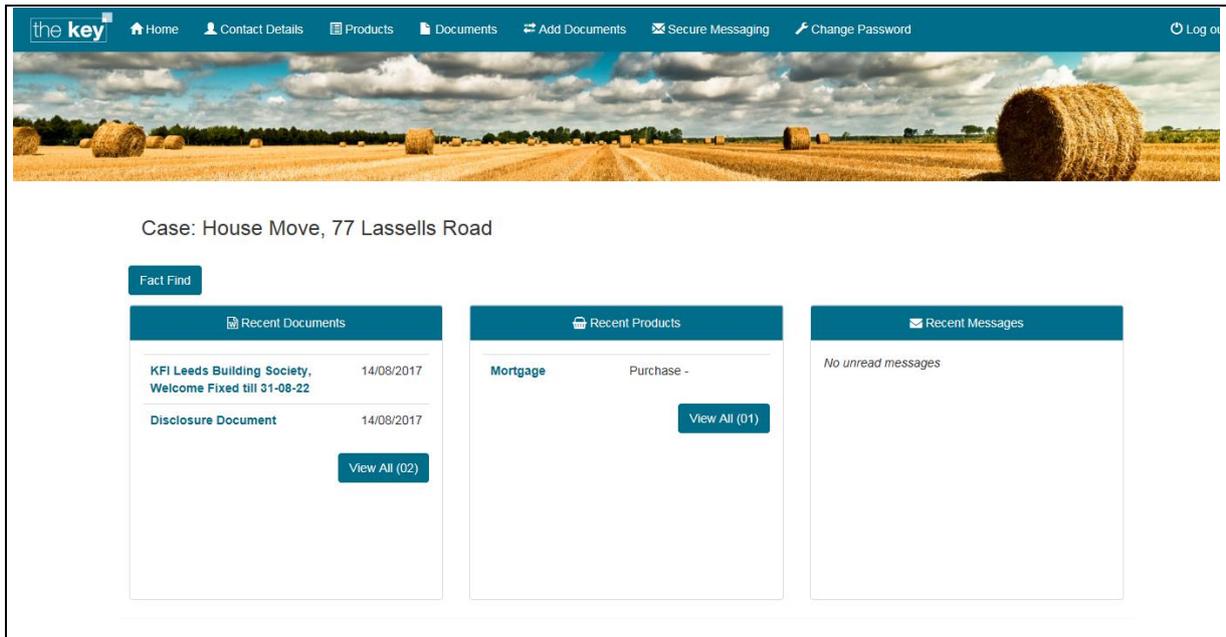
The screenshot shows a 'Update password' form with a teal header containing the 'the key' logo and the text 'Update password'. Below the header, there is a yellow warning box: 'For enhanced security, your password must be changed. Password must be over 7 characters long and contain at least 1 number.' The form contains three input fields: 'Current password', 'New password', and 'Confirm new password'. A blue 'Update' button is located below the 'Confirm new password' field. At the bottom of the form, there is a footer with copyright information: 'Copyright 2016 @ Mortgage Brain. All Rights Reserved. Mortgage Brain Limited, registered in England and Wales, registered number 2085187 Registered office : 6, The Courtyard, Buntsford Gate, Buntsford Drive, Bromsgrove, Worcestershire, B60 3DJ'.

If you forget your password, please contact your Adviser who will issue you a new one.

NOTE: If when you log in, your Adviser is working on your file at the same time, you will only have 'read-only' access to the portal. To gain full access, please log in again a short while later.

Home Screen

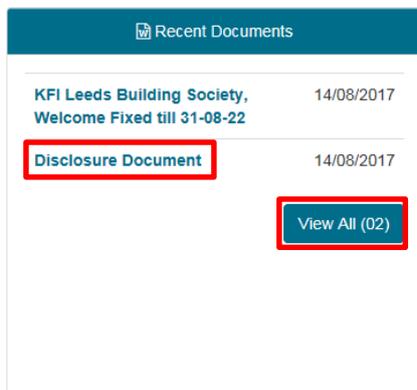
The Home Screen will list any recent documents that have been added by your Adviser, show any recent messages and your current mortgage or insurance cases.



All your dealings with your Adviser are organised by 'case', e.g. 'House Move'. If you have worked with your Adviser previously, you may have multiple 'cases' so please select the correct one using the dropdown list.



Recent Documents



This section shows the most recently updated documents in the Client Portal.

Click 'View All' to display all documents available; alternatively, you can select 'Documents' from the menu.

To open a document, simply click on the document name.

Uploading Documents via the Client Portal

The Client Portal makes it easy to send documents to your Adviser electronically, and securely. If you want to upload a document or a file for the Adviser to see, click on the 'Add Document' button to open the 'Upload' screen.

Case: House Move, 77 Lassells Road

Add Document

Total Documents 02		
Type	Date	Name
(pdf file)	14/08/2017	KFI Leeds Building Society, Welcome Fixed till 31-08-22
(pdf file)	14/08/2017	Disclosure Document

Click the 'Browse' button to find the document that you wish to upload, give the document a suitable name, and click 'Upload' to complete the process.

Once uploaded, the screen will return to the list of documents with your newly uploaded file at the top of the list. As soon as you upload a document, your Adviser is alerted.

Case: House Move, 77 Lassells Road

Name

Document name

Browse...

Upload

Recent Products

Recent Products

Mortgage	Purchase -
Insurance	
Mortgage	Purchase -
Mortgage	Purchase -
Mortgage	Purchase -

View All (08)

This screen shows all of the products associated with your current file. The screen will show the most recently updated products.

To see all your products, click on the 'View All' button, or select 'Products' from the main menu.

Your cases are divided into 'Mortgages', 'Insurance' and 'Other products'. A summary of product information is displayed on screen as shown below:

Mortgages 07	Insurance 01	Other products 00
<p>Nottingham Building Society, KFI Nottingham Building Society CP-PC Fixed till 01-10-21</p> <p>Sub type Purchase</p> <p>Loan to value 35.71%</p> <p>Account Number AC123456</p> <p>Initial monthly cost £551.00</p> <p>Status Completed</p> <p>Application date 05/09/2016</p> <p>Survey date 05/09/2016</p> <p>Offered date 05/09/2016</p> <p>Exchange date 05/09/2016</p> <p>Completion date 05/09/2016</p> <p>Abbey</p> <p>Sub type Purchase</p>	<p>Skipton Building Society, KFI Skipton Building Society Fixed till 31-10-21</p> <p>Sub type Purchase</p> <p>Loan to value 35.71%</p> <p>Account Number 8657575</p> <p>Initial monthly cost £549.13</p> <p>Status Current</p> <p>Application date 05/09/2016</p> <p>Survey date 05/09/2016</p> <p>Offered date 05/09/2016</p> <p>Exchange date 05/09/2016</p> <p>Completion date 05/09/2016</p> <p>Clydesdale Bank PLC</p> <p>Sub type Purchase</p>	<p>Coventry Building Society, KFI Coventry Building Society Fixed till 30-09-21</p> <p>Sub type Purchase</p> <p>Loan to value 35.71%</p> <p>Account Number 23423423</p> <p>Initial monthly cost £528.88</p> <p>Status Completed</p> <p>Application date 05/09/2016</p> <p>Survey date 05/09/2016</p> <p>Offered date 05/09/2016</p> <p>Exchange date 05/09/2016</p> <p>Completion date 05/09/2016</p> <p>Coventry Building Society, KFI Coventry Building Society Fixed till 31-12-21</p> <p>Sub type Purchase</p>

Secure Messaging

The home page shows a list of the most recent messages (each of which can be viewed by clicking on the message title), and you can open the 'Secure Messages' area from the home page to see a full list of any existing messages.

Reading a Message in the Portal

Within the 'Secure Messaging' page, unread messages are identified with an envelope icon. Click 'Read' to open the message. Once read, the envelope icon is replaced with a tick.

Adding a Message in the Portal

Click 'New Message' to open a blank message window.

Secure Messages			
Inbox 1	Received	Subject	
Sent	16/11/2016 14:58:40	This is a new message to the client	✉ Read
New Message	15/11/2016 12:25:23	Message from the Key TO the client portal	✓ Read

You can write a message to your Adviser as you would a standard email and click 'Send'.

Secure Messages

Inbox 1

Sent

New Message

Subject

Sample Message From Client to Advisor

Body

Text to appear here

Send

Contact Details

The Contact Details screen displays your name, address, phone numbers and email address. You can amend this information; please remember to you click the 'Save' button to save your changes.

The Fact Find

Your Adviser requires a certain amount of personal information in order to recommend the most suitable products to meet your needs. Your information is stored in a document known as a 'Fact Find'. Using the portal, your Adviser can give you access to enter and review information in your Fact Find.

You access the Fact Find by clicking on the Home Screen and clicking the 'Fact Find' button.

the key

Home Contact Details Products Documents Add Documents Secure Messaging Change Password

Your Cases

Please choose your case:

House Move, 77 Lassells Road

Fact Find

Once you have clicked on 'Fact Find', the screen will update to show the different areas where you can enter and/or review information.

Case: House Move, 77 Lassells Road

Home Save Log out

the key Personal Details Employment Existing Credit Existing Mortgage New Mortgage Existing Plans Budget Planner

Personal Details

Applicant 1

Preferred Contact Method: Telephone

Current Residential Status: Owner

Date moved into your current address: dd mm yyyy

Do you have any dependants? Yes No

Add Dependant

	Name	Date Of Birth	Parent / Guardian
Edit Delete	Andrew Mission	18 Sep 2011	Mission, James

Next

The sections to add information are listed across the top of the screen - 'Personal Details' as above. You can go directly to an area by clicking on its name, or by using the 'Next' button at the bottom right.

In each section, you can enter your information by typing into the section on-screen, selecting from a dropdown list of options, or by answering a Yes/No question. In some cases, you can add multiple pieces of information through buttons that start 'Add...', as shown with the 'Add Dependant' button above. Clicking this button will open the following screen:

Case: House Move, 77 Lassells Road

Dependant (Add)

First name

Surname

Parent / Guardian: Mission, James

Date Of Birth: dd mm yyyy

Save changes Close

In this case, you can add the necessary information and click 'Save Changes' to add it to your record. This screen also shows where information is required before it can be saved, for example the 'Date of Birth' highlighted in red.

At any point, you can save your changes by clicking the 'Save' button, or go back to the 'Home Screen' by using the 'Home' button. You can revisit the Fact Find as often as you wish.

Changing your Password

You can change your password using the 'Change Password' option. Just enter your existing and new passwords and click 'Save Changes'.

The screenshot shows the 'the key' portal interface. The top navigation bar includes links for Home, Contact Details, Products, Documents, Add Documents, Secure Messaging, and Change Password. The 'Change Password' link is highlighted with a red box. Below the navigation bar is a banner image of a castle by a lake. The main content area contains a form with a blue message box stating: 'Password must be over 7 characters long and contain at least 1 number.' The form has three input fields: 'Current password', 'New password', and 'Confirm new password'. A 'Save Changes' button with a right-pointing arrow is located at the bottom right of the form and is also highlighted with a red box.

If you have any further questions about how to use the Portal account, your Adviser will be able to help you.