

Aberdeen Investment Trusts

Online account management development

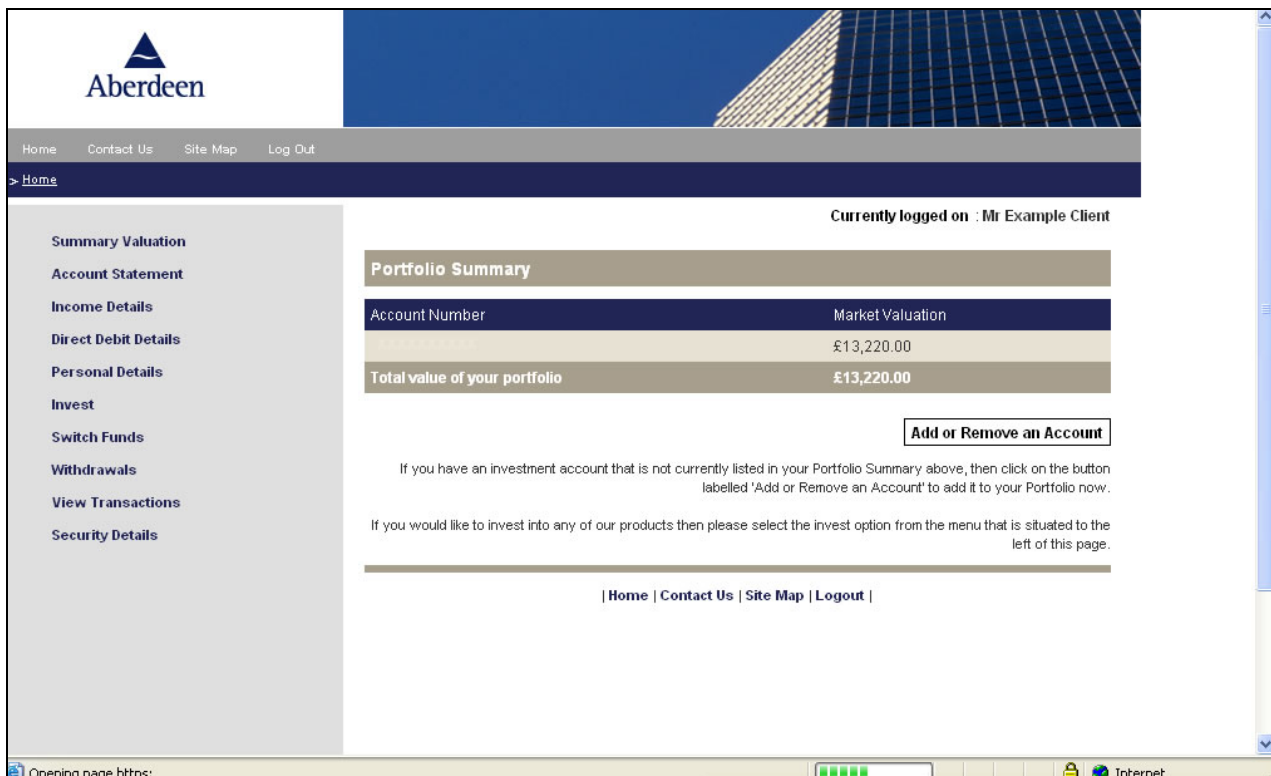
Over recent months, we have been working to develop our online account management service whilst improving accessibility for investors. To enable us to deliver this enhanced service, the technology that drives the website was upgraded on 15 April 2010.

What will this mean to you?

Whilst you will notice some differences to the appearance of the online account management web pages, there are a few other important changes that you should be aware of. These include; a new portfolio summary and upgraded security.

• Portfolio Summary

One of the greatest benefits the enhanced site will provide you the ability to view all of your Aberdeen Investment Trust accounts under one login. You will have complete control of this function, being able to add or remove accounts as and when required.



The screenshot displays the Aberdeen Investment Trusts online account management interface. At the top left is the Aberdeen logo. A navigation menu includes Home, Contact Us, Site Map, and Log Out. The user is logged in as 'Mr Example Client'. The main content area features a 'Portfolio Summary' table with the following data:

Account Number	Market Valuation
	£13,220.00
Total value of your portfolio	£13,220.00

Below the table is an 'Add or Remove an Account' button. Text below the button reads: 'If you have an investment account that is not currently listed in your Portfolio Summary above, then click on the button labelled 'Add or Remove an Account' to add it to your Portfolio now.' Another line of text says: 'If you would like to invest into any of our products then please select the invest option from the menu that is situated to the left of this page.' A footer navigation bar contains links for Home, Contact Us, Site Map, and Logout.

• Registration and log in – enhanced security

This upgrade incorporates an improved login and registration processes, and you will no longer be asked to provide a memorable date. In order to achieve this, we have been required to strengthen passwords. Accordingly, commencing 15 April 2010, all passwords must have a minimum length of 8 characters of which:

- 2 must be alphabetical
- 1 must be numerical
- 1 must be a special character (e.g. % &)

Our aim is to make the transition to the new system as smooth as possible for our clients. The following pages include detailed instructions for existing and new users. Should you have any queries please call our help desk on 0500 00 00 40.

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Existing users

You will initially be required to log-in with your existing security details, after which you will be required to re-register in order to access the system. Re-registering for the service is a simple process and should only take a few minutes, providing instant access to the online account management system.

The image below shows the standard log in page. If you are already registered, you will be able to upgrade to the new system via this page.

The screenshot shows a web browser window with the URL 'https://'. The Aberdeen logo is in the top left. The main content area is titled 'Log in'. Below the title, there is a paragraph: 'To access the investment account management service please enter your User Id and Password. If you have previously registered for the online service and do not have a User Id, please enter your account number in the User Id field and your current password (in UPPER CASE) in the Password field to upgrade to the new service.' To the right of this text is a box that says 'Not yet registered for Investment Account Management?' with a 'Register Now' button. Below the text is a note: '* indicates required field'. The login form itself has two fields: 'User Id*' and 'Password*', each with a question mark icon to its right. A 'Log in' button is located at the bottom right of the form.

User ID – You should enter your account number here as you would have done in the old system

Password – You should enter your existing password as used for the old system

Select Log in to proceed

Part of the upgrade is to ensure better security for you. To complete the re-registration you will need to:

Confirm your email address

Select and answer a security question

Select a new password

Select 'Proceed' to complete

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Existing users - continued

The screenshot shows a web browser window with the Aberdeen logo in the top left. The main content area is titled "Service upgrade" and contains the following sections:

- Service upgrade:** A message stating, "You are logging in for the first time to the upgraded service using your existing account number and password. You will now be taken through the first time log in process where you will be prompted for security details that you should retain as they will be needed to login to this service in the future." Below this is a note: "★ indicates required field".
- Email Address:** Two input fields. The first is labeled "Email Address ★" and contains "registration@example.com". The second is labeled "Confirm Email Address ★" and also contains "registration@example.com".
- Select Security Questions and enter your Responses:** A section with the instruction: "Please select two questions from those listed below and provide your answers. You will need to refer back to these questions and responses if you experience any problems logging in to this service in the future." Below this is the instruction: "Question 2 must be different from Question 1". There are two question sets:
 - Question 1 ★: A dropdown menu with "Mother's Maiden Name" selected. Response ★: A text box containing "Mother".
 - Question 2 ★: A dropdown menu with "First School Attended" selected. Response ★: A text box containing "School".
- Change your Password:** A section with the instruction: "Please keep your password safe at all times and do not give it out under any circumstances." Below this is the instruction: "The password you create must comprise at least 8 characters, of which:" followed by a bulleted list:
 - at least 1 is an uppercase alphabetical character (A..Z),
 - at least 1 is a lowercase alphabetical character (a..z),
 - at least 1 is a numeric character (0..9),
 - at least 1 is a special character [any non-alphabetical and non-numeric character (\$&@...), punctuation (:, ;, ...) or symbol (> < + = ...), with the exception of an asterisk (*)].Below the list is the instruction: "Please remember to enter your old password in UPPER CASE in the Old Password field."

The browser's status bar at the bottom shows "Done" on the left and "Internet" on the right.

Registration is complete, click 'Proceed' to enter the new site.

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New users

When logging in for the first time, you will be taken through a simple but secure three step registration process, which will provide immediate access to account information, and allow you to make initial and additional investments online.

The screenshot shows the Aberdeen Investment Trusts registration interface. At the top left is the Aberdeen logo. Below it is a 'Close Window' link. The main content area is titled 'Please enter your registration details'. A progress bar shows three steps: 'Your Details' (Step 1), 'Security Questions' (Step 2), and 'Confirm Registration' (Step 3). Step 1 is currently active. Below the progress bar are 'Back' and 'Next' buttons. A note states '* indicates required field'. The form is divided into several sections: 'About you' with fields for Title (Mr), Forename(s) (Example), Surname (Client), and Date of Birth (1 Jan 1980); 'National Insurance Number' with a field for AA123456A; 'Permanent Home Address' with a 'Find Address' button and instructions; and a final section with fields for Address Line 1 (151 Any Street), Address Line 2, City/Town (Any Town), and County (Any County).

Following successful registration, a verification code will be sent in the post to your home address. On receipt of this code, you will be able to make online switches and withdrawals from your account(s).