Pembroke VCT plc

The Investor Hub

Guide for IFAs

Access your clients' shareholding online

What is the Investor Hub?

The Investor Hub is an online tool which allows you and your client to:

View shareholdings and **indicative valuations**

View your **transaction history**, **share certificate details** and **dividend information**

Find answers to **FAQs**

Getting started

Access the Hub in two simple steps at: https://pembroke-vct.cityhub.uk.com

Create an account by selecting the '**Register**' tab and then entering your details

After your account has been approved by the registrar, you will receive a '**Status Update**' email with a link to '**Log in to your account**'

Access to your clients' holdings

If you require access to your clients' holdings, your clients can send you an invitation to have access. There is an option in the clients' Investor Hub where they can send an Intermediary Invitation to you (further details in the Investor Hub's FAQ section). You will then receive an invitation code which will enable you to access your client's shareholding information once City has approved the request. Please see the FAQ section in the Hub for further details.

You may also send a Letter of Authority ("LOA") from your clients stating they agree to The City Partnership providing you with their investor information via the Pembroke Investor Hub.

You can download a *pro forma* LOA and add:

- Your client's full name;
- Your client's address; and
- Your client's signature.

The signed LOA can be emailed to: registrars@city.uk.com

..or posted to:

The City Partnership (UK) Limited,
The Mending Rooms
Park Valley Mills, Meltham Road
Huddersfield, HD4 7BH

Should you have any questions regarding the registration process, please contact The City Partnership on 01484 240910 or by email at: registrars@city.uk.com