

Investor Hub Reference Guide

Contents

Investor Hub Overview	1
Logging into Investor Hub	1
Overview Page of Investor Hub	3
Overview Chart	4
Firm and account breakdown	4
Quick Actions	5
Insights tab on Overview page	6
Documents downloads	7
Firm level view – Main page & Holdings	8
Account Level View	9
Holdings	10
Transactions	11
Historic Transactions	11
Performance	12
Settings Page	13
eServices – Updating document delivery preferences	15

Investor Hub Overview

The Investor Hub is a one-stop shop for investors to view their investment accounts. It shows a consolidated view of an investor's holdings, as well as essential information such as the transaction histories, combined assets, and performance of your accounts.

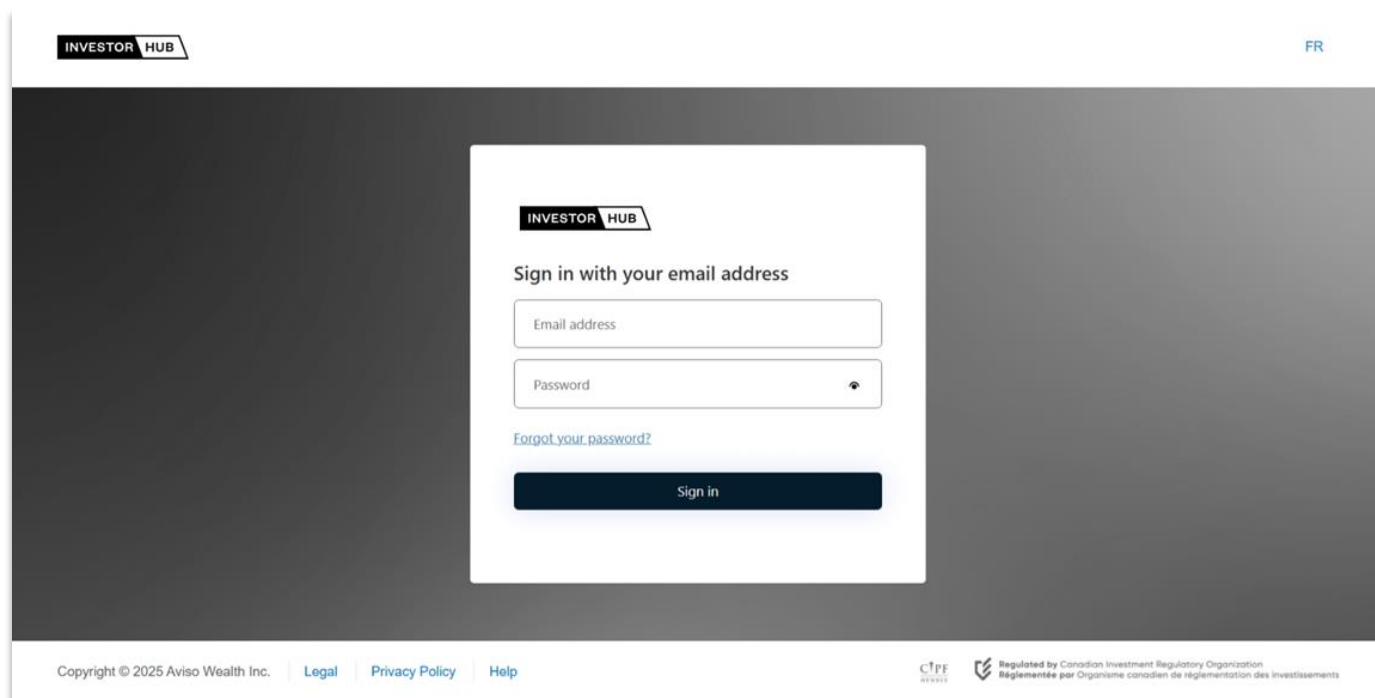
The Investor Hub also provides access to account documents linked to the investor including tax documents, trade confirms, and statements.

Logging into Investor Hub

Once registered for Investor Hub, you can log into Investor Hub by entering your email address and password on the account login screen.

Step 1: Enter your email address associated with your Investor Hub account in the **Email address** textbox

Step 2: Enter your password into the **Password** textbox



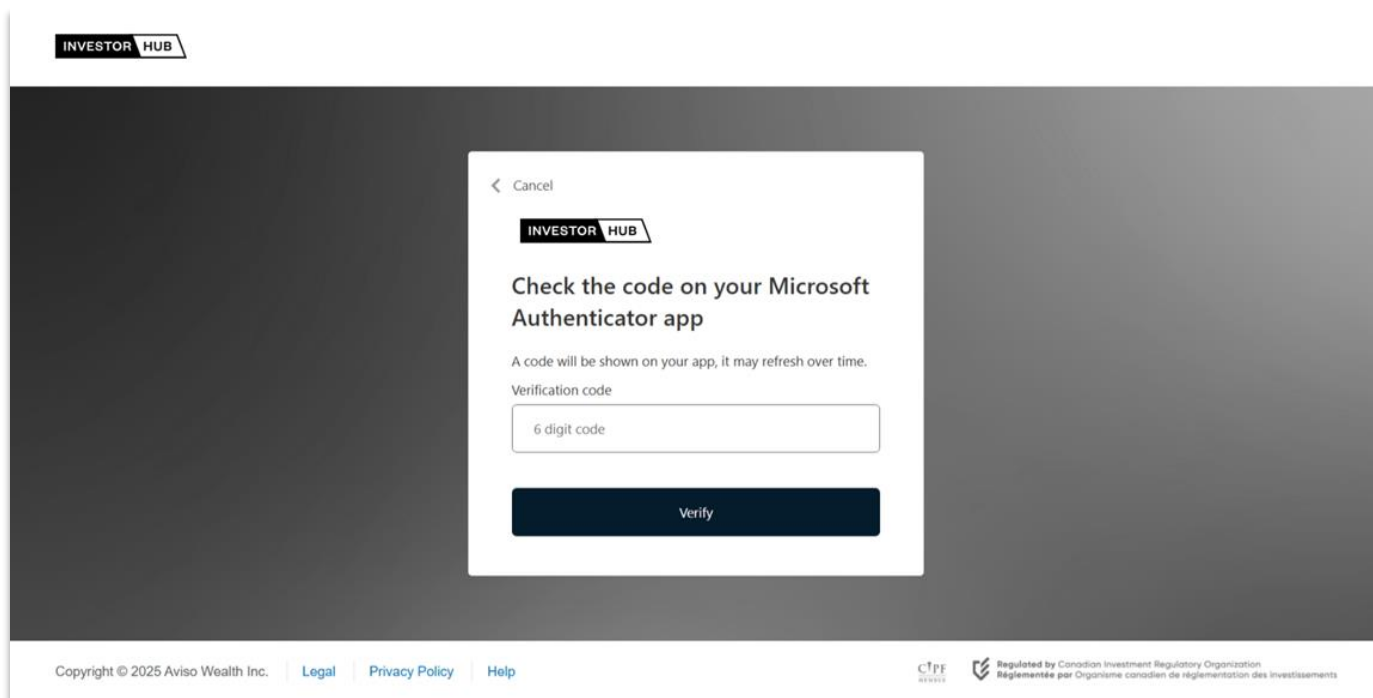
The screenshot shows the Investor Hub sign-in interface. At the top left is the 'INVESTOR HUB' logo, and at the top right is a language selector 'FR'. The main content area is a dark grey rectangle containing a white sign-in box. Inside this box, at the top, is a smaller 'INVESTOR HUB' logo. Below it is the text 'Sign in with your email address'. There are two input fields: 'Email address' and 'Password'. The 'Password' field has a small eye icon to its right. Below the input fields is a blue link that says 'Forgot your password?'. At the bottom of the white box is a dark blue button labeled 'Sign in'. The footer of the page contains copyright information 'Copyright © 2025 Aviso Wealth Inc.', links for 'Legal', 'Privacy Policy', and 'Help', and regulatory logos for CIPF and the Canadian Investment Regulatory Organization.

Step 3: Press Sign in to proceed to the Multi-factor authentication verification

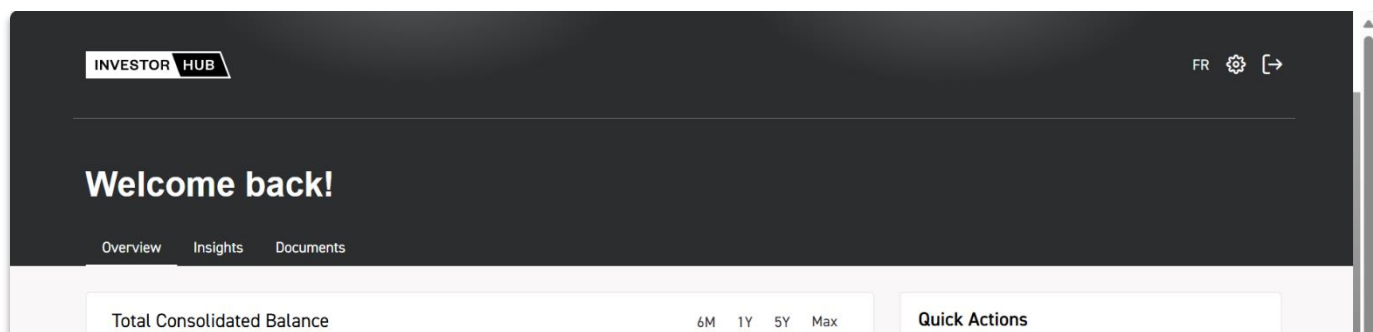
Step 4: Once the username and password are entered successfully, a multi-factor authentication verification is required.

This code can be retrieved via code sent to a phone number or via the Microsoft Authenticator app as shown below.

Step 5: Enter the code to continue into the Investor Hub.



Step 6: Enter the Investor Hub



Overview Page of Investor Hub

Once inside the Investor Hub the first page an investor will see is the “Overview” page. This page contains a consolidated view of your accounts attached to your Investor Hub profile.

The overview page is separated into 4 key groupings.

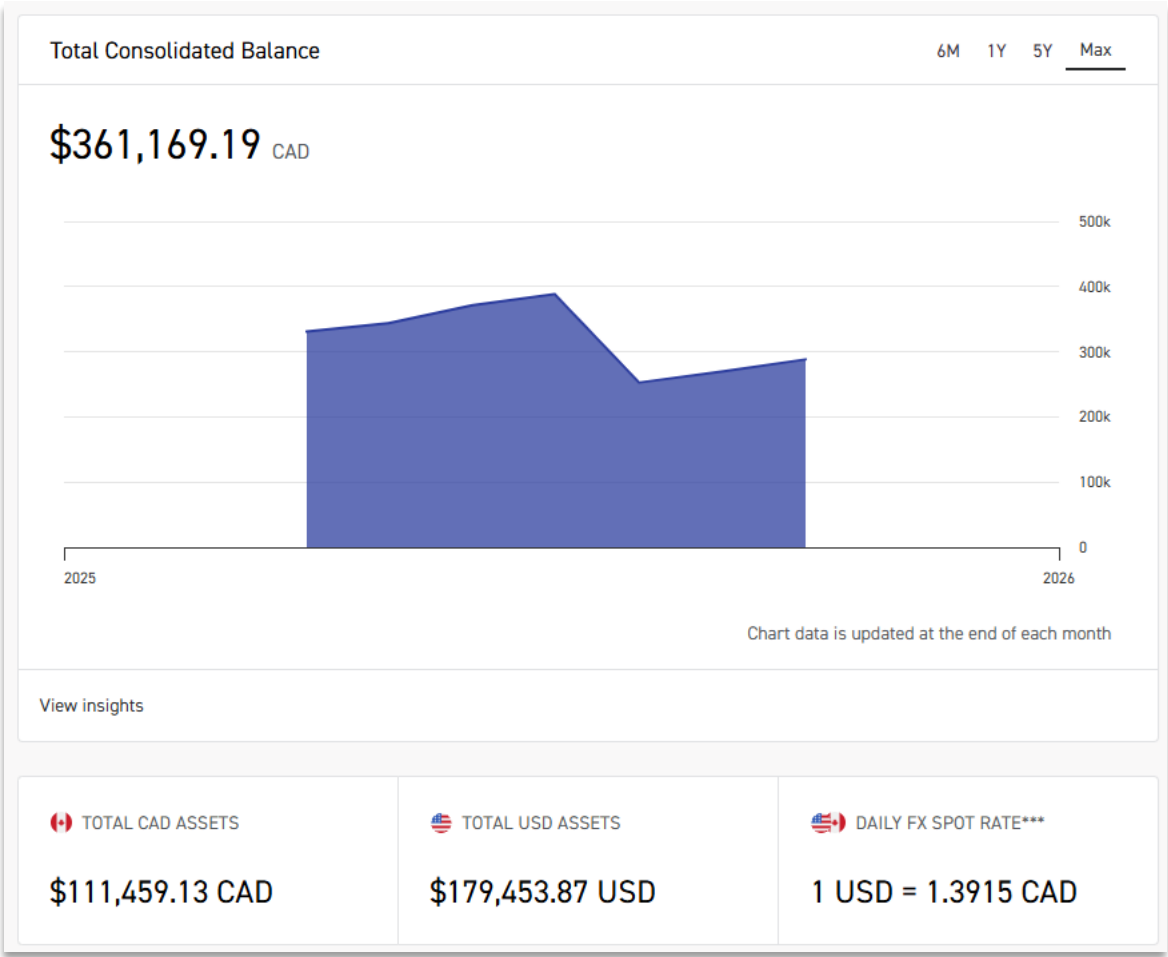
1. Overview chart
2. Firm and account breakdown
3. Quick Actions
4. Advisors

Overview Chart

The overview chart contains the consolidated market value of all the accounts included in the investor’s profile. This includes any linked account except for those that are set to be excluded via **Settings**.

Hovering over the chart will present a month end balance, and net deposit value.

Below the chart total balances contains a breakdown of CAD and USD assets within the account with the FX rate listed as of the previous business day.



Firm and account breakdown

Under the balance breakdown is a list of all the accounts you have associated with your Investor Hub account. Note that savings accounts, mortgages, etc will not show here. Only investment accounts will be present.

Each account will have the market value of the account, and if there are multiple accounts, a total market value of all accounts at the firm level.



Firm Name
6 Accounts

\$455,498.97 

Cash
123456 • Firm Name • K12345

\$26,504.60 >

Quick Actions

The “Quick Actions” section has 3 options available to an investor:

- Open a new account
- Update profile
- Contact support

Clicking the following options will present the investor with a note to contact their advisor as these features will be included in future iterations of the Investor Hub.

Quick Actions

Open a new account >

Update your profile >

Contact support >

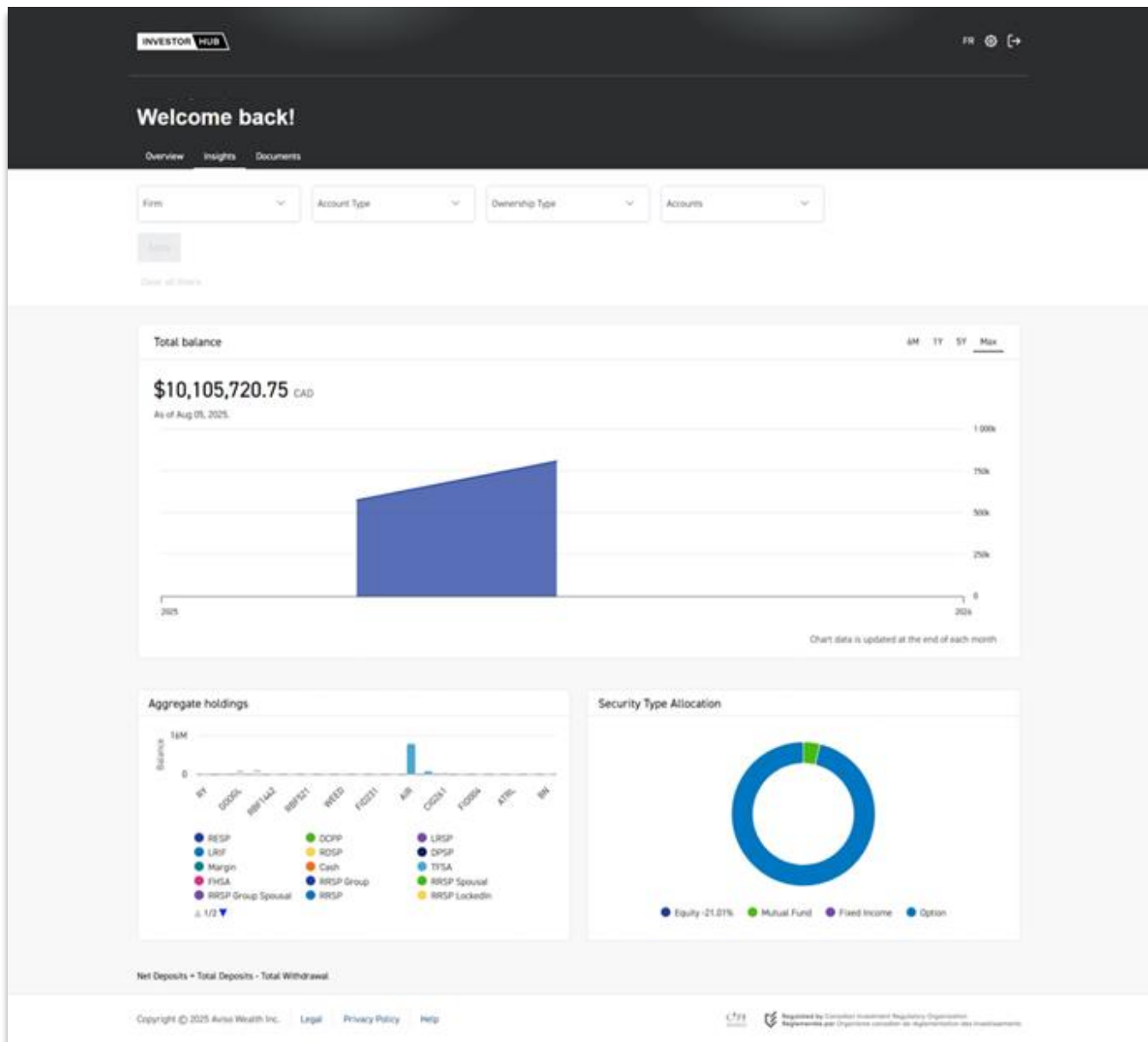
More Actions

Insights tab on Overview page

Clicking the “Insights” tab found on main page of the Investor Hub will allow you to filter the firm, account type, ownership, and account numbers to see:

1. A total balance chart of only the selected firms (all by default)
2. See a chart of aggregated holdings across all accounts being filtered
3. The allocation of security types across all accounts (Mutual funds vs ETFs)

This allows you to get a view of all their holdings and allocation across specified firms.



Documents downloads

Clicking the “Documents” tab found on main page of the Investor Hub will allow you to retrieve your documents for all accounts linked to your profile.

The documents include:

- 1. Tax confirms
- 2. Statements
- 3. Trade confirmations

When first visiting the page, the Investor Hub will show all documents available for download. To retrieve the documents important to you, documents can be filtered by:

- 1. Institution
- 2. Account type
- 3. Ownership type
- 4. Account numbers
- 5. Document types

Documents can be viewed one at a time by clicking on the title of the document in the description field. This will open a new tab in your browser and show the document.

It is also possible to download multiple documents at a time by selecting the checkboxes next to the documents and clicking “Download selected documents”. This will download the documents in a zip file to your device.

INVESTOR HUB

FR ⚙️ ➔

Welcome back!

Overview

Insights

Documents

Firm

Account Type

Ownership Type

Accounts

Document Type

Apply

Clear all filters

0 selected of 57 results

Download selected documents ⬇️

Description	Date issued	Type	Firm	Account number
☐ Statements	2025-06-30	Statement	Firm Name	123456
☐ Trade Confirm Document	2025-07-08	Confirm	Firm Name	123456
☐ Tax Document	2025-03-31	Tax	Firm Name	123456

Firm level view – Main page & Holdings

Navigating to the main overview page, the firm level view of accounts can be seen by clicking on “View Firm”. Clicking on the link will open a page with the name of the firm at the top and provide a firm level view of your accounts.

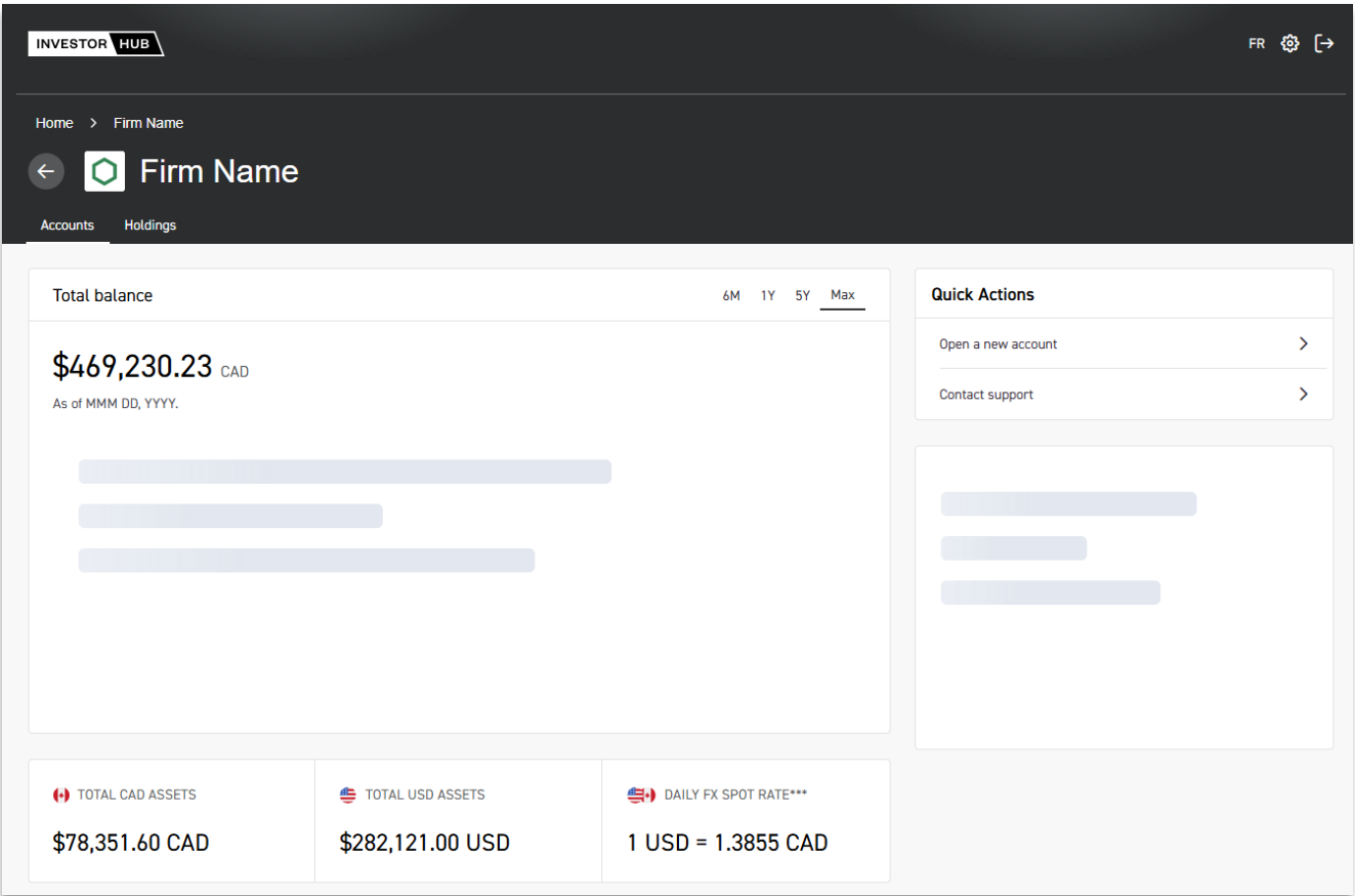
Like the overview page, the total balance graph is available with only accounts belonging to that institution included in the totals. The total CAD and USD assets are also broken down based on the investment accounts held within the institution.

The daily FX rate is provided under the total balance chart and is updated overnight once per day.

Below the CAD assets, USD assets, and FX rate the accounts associated with the firm are listed below. The balances of the accounts will be shown on the right and there is a total balance of all accounts listed above it.

Clicking into the account will bring to the account level view.

On the right side are the Quick Actions with 2 options. Clicking on the options will bring you to a new page with instructions on how to perform the actions.



Account Level View

The account level view provides a robust view of information about your account. The account level view can be accessed in 2 different ways within the Investor Hub:

1. Clicking on the account on the Overview page
2. Clicking on the account within the Firm level view of the Investor Hub

The overview page of the account level view will provide information on the total balance of the account, the cash balance of the account, and the unrealized gain/loss of the investments on the account.

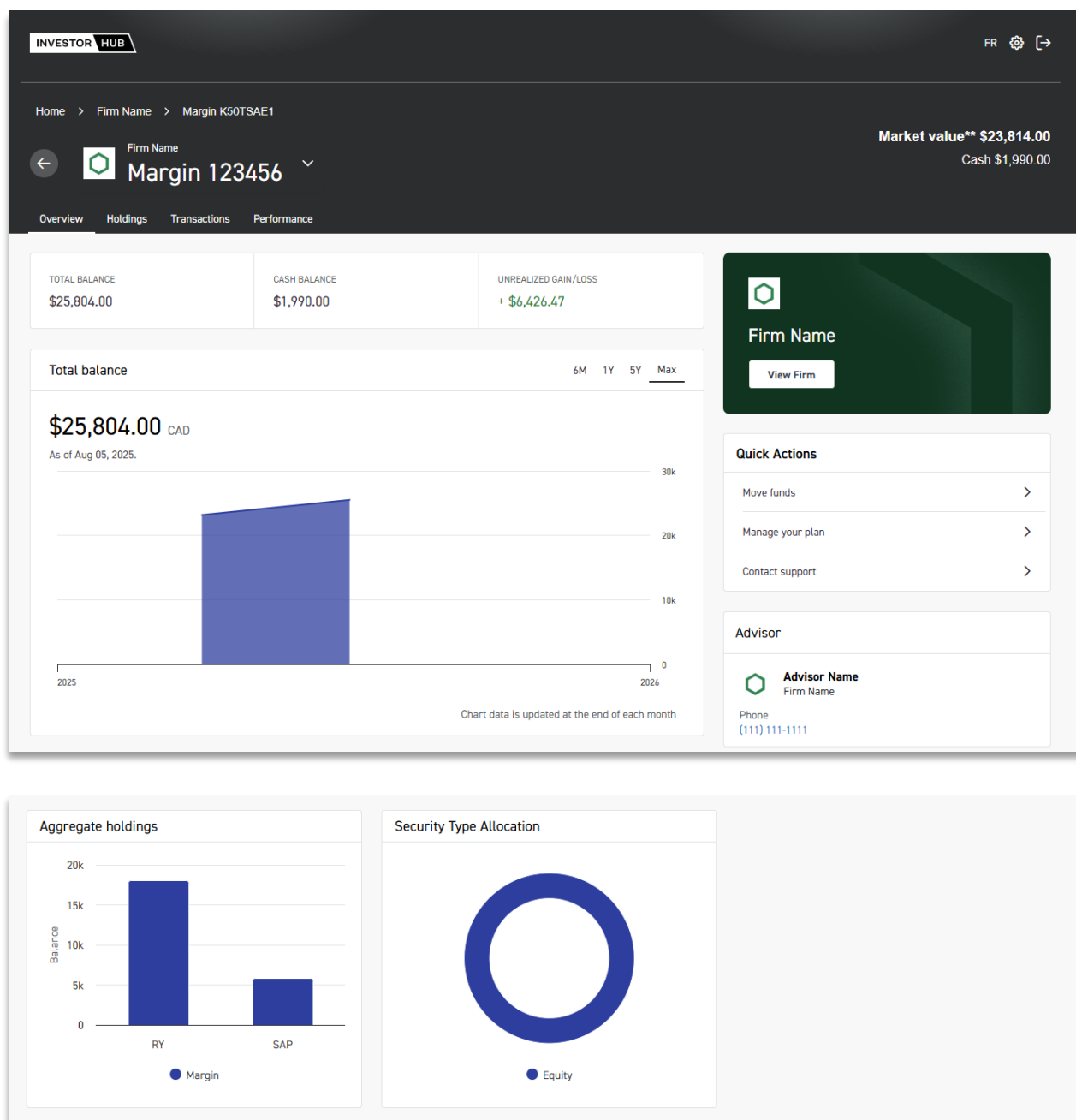
Note that unrealized gain/loss is calculated with a formula of Market value minus Book value, which may not consider all gains or losses that have happened with your investments such as distributions.

The total balance chart can also be found on this page for balance history of the account at each month end. There are also graphical representations of the aggregate holdings and security types allocations specific to the account.

All quick actions on the account page including the listed below will direct you to contact your advisor.

1. Move funds
2. Manage your plan
3. Contact support

Advisor information associated with the account can be found on the right hand side of the page. Note that only advisor information on file is displayed, so not all information may be listed.



Holdings

Clicking the “Holdings” tab within the account level view will provide a list of holdings information for the investments in the account including:

1. The name of the investment or security
2. The symbol
3. Units/Shares
4. Today's Price
5. Cost/Share
6. Book cost and currency

7. Unrealized Gain/Loss and currency
8. Market value and currency
9. % of total portfolio of the investment against the account

Holdings information can be downloaded into csv (comma separate value) format by clicking the down arrow on the top right of the table.

Transactions

Clicking the “Transactions” tab within the account level view will provide transaction history information for the investments in the account including information about:

1. Trade date
2. Settlement date
3. Description
4. Activity
5. Symbol
6. Unit price
7. Unit/Shares
8. Net Amount

Transactions can be filtered by date, and by default show the latest transactions first.

Transaction history information can be downloaded into csv (comma separate value) format by clicking the down arrow on the top right of the table.

Historic Transactions

You can access your transaction history per account from the “Transactions” tab within the account level view. If your Historical transactions are from a previous carrying broker, you’ll see it by clicking on “View transactions from closed account”.

Note: Why is this information under “Closed Accounts”?

You’ll find the information under “View transactions from closed account” due to a transition to a new a new carrying broker. We cannot merge the previous transactions into the newly opened accounts, as doing so would impact tax reporting.

- Your previous carrying broker is legally responsible for tax reporting up to the conversion date.
- Aviso as new carrying broker will handle tax reporting after the conversion.

If we were to move the old transactions into the Aviso accounts, the system would not be able to distinguish between pre- and post-conversion activity. This would result in duplicate reporting, creating tax consequences for you as an investor.

OverviewHoldingsTransactionsPerformance

Select view

Transactions by date

Start date

End date

Apply

Clear all filters

[View transactions from closed account >](#)

Performance

Clicking the “Performance” tab within the account level view will provide performance history information for the account. The performance tab will provide several time periods, and a percentage associated with that time period for the account, if applicable.

Settings Page

The “Settings” page is where information about the user’s Investor Hub account can be found, as well as support contact information and setting document eDelivery preferences.

At the top of the page will be the email of the login will be present under “Profile” information.

Profile

Email
your-email@email.com

Within the “Linked ID’s” section, this will show all the client IDs associated with your Investor Hub profile.

Clicking into a client ID will show all the accounts associated with the client ID.

INVESTOR HUB

FR ⚙️ ↗️

Home > Settings > Linked ID - Coast Capital Savings

← Linked ID - Firm Name

Firm
Firm Name

Client ID number
123456

Associated Accounts

Cash #K123456 >

Within the “Account settings” section a list of client IDs associated with the Investor Hub profile. Clicking into an account will show the personal information associated with the account such as name, address, and phone number(s).

Account settings

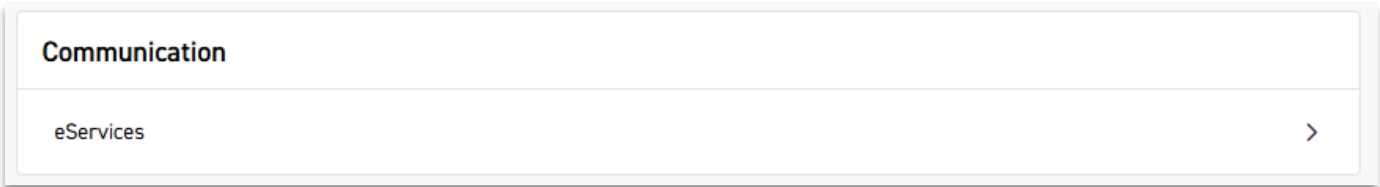
Cash K7123456 >

Cash K23455 >

Account settings will also allow you to hide all closed accounts from the Investor Hub view, the “Hide inactive accounts” toggle can be clicked. If the toggle is grey then inactive accounts will be shown, however if the toggle has been activated it will be blue with the toggle to the right.



The “Communication” section contains “eServices” where document delivery preferences can be updated to Paper, Digital, and Paper and Digital.



For more information about the Investor Hub or if you need assistance, the support centre and advisor information is found on the right hand side of the settings page.

eServices – Updating document delivery preferences

Clicking on the “eServices” option on the settings page will allow you to change their document delivery preferences.

When delivery preferences are set, they will be saved at the client ID level meaning all accounts under the client ID will have their preferences updated.

The options available for receiving documents is via paper, digital, or paper and digital.

Updating the document delivery preferences can be done based on the document types included below:

- Tax documents
- Trade confirmations
- Statements and reports

Note when updating preferences, only document types available to the client ID are shown.

Clicking “Save” is required to update the preference.

The screenshot shows the 'eServices' settings page for a client. The header includes 'INVESTOR HUB', 'FR', a settings icon, and a back arrow. The breadcrumb trail is 'Home > Settings > eServices'. The main heading is 'eServices'. Below this, the 'Firm Name' is listed as 'Client ID 123456'. The settings are organized into three sections: 'Tax Documents', 'Trade Confirmations', and 'Statements and Reports'. Each section has three radio button options: 'Paper', 'Digital', and 'Paper and Digital'. For 'Tax Documents' and 'Trade Confirmations', 'Digital' is selected. For 'Statements and Reports', 'Paper and Digital' is selected. A 'Save' button is located at the bottom left of the form.

Document Type	Paper	Digital	Paper and Digital
Tax Documents	☐	☒	☐
Trade Confirmations	☐	☒	☐
Statements and Reports	☐	☐	☒

Save