

Existing BMO Account

Logging on to the online service

If this is the first time that you have used our online service, or you are re-registering after being blocked out of your account, you must call us first on 0345 600 3030.

After asking a few security questions, we'll give you the link as you will need to register your account for online access.

1 When you go to the weblink we provide you, you'll see this screen. Complete all the requested information and click the "Submit" button.

If you are not sure of the details to complete or you get an error message - the "Handy Hints" sections are here to help.

Handy hints from "About You" section

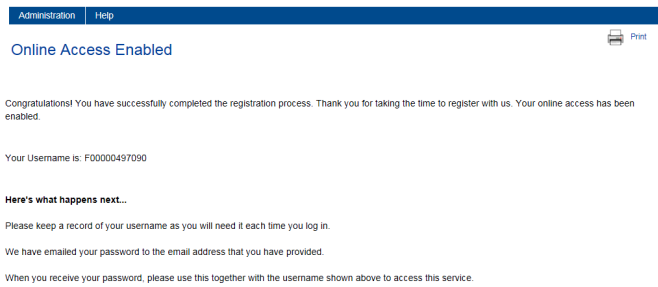
- Your account number contains 7 digits. Your account number can be found on your most recent statement and will begin with either a 1, 2, 3, 4 or 5. If you do not have this number please contact us on 0345 600 3030 and we can post this out to you.
- If you have previously provided us with an email address, this is the one you need to input. If you wish to use an alternative email address or check which email address we hold please contact us on 0345 600 3030 and we'll help in anyway we can.
- To register a Child Trust Fund or Junior ISA, enter the Registered Contact's details.
- Please note that your details must match our records identically e.g. the details are case sensitive; if you have a middle name shown on your account, this must be input.
- If we hold a postcode for you then you must input this information. It's only not mandatory for people who don't have a postcode on our records (e.g. who live outside the UK).

To check the details we hold for you currently, please check your last statement or call us on 0345 600 3030 and we can arrange to send the details to you.

Handy hints for "Security Questions" section

- Since this is a new registration, your security questions aren't being matched against our records.
- However, you'll need to enter the information later exactly as you input it here.

2 Once your details have been accepted, you'll get this confirmation screen.



Handy hints

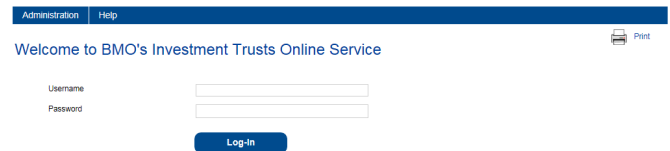
- Take a note of your Username as this will not be provided in the email you receive with your temporary password.
- This Username is unique to you – you'll need this everytime you log onto our online service. It's not possible to change this username.

3 You will now receive an email (to the email address you specified in the 'Your Details' section of the registration screen) with your temporary password

Handy hint

- The email is automatically sent within a couple of minutes from "BMO Online Dealing". If you have not received the email try checking your "junk" or "spam" email folder as sometimes automated emails get filtered.

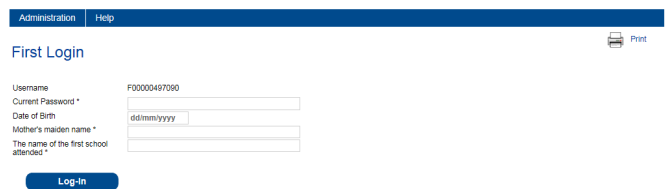
4 Once you've noted your Username and received your password email, click on "Back to Login". You'll see this screen. Complete the requested info and click "Log-In".



Handy hints

- Your Username is the one you've just noted – make sure you use a capital 'F' to start.
- Your temporary password is the one we've just emailed – this will be a mixture of letters and numbers and will include both upper and lower case characters.
- If you copy and paste your temporary password from the email received then you don't need to worry about upper and lower case. If you choose not to copy and paste this please ensure you input the temporary password exactly as it appears on the email.
- Some characters (eg 1 and l, 0 and O) may appear similar in the temporary password. If you're not able to copy and paste this you may find it useful to change the font to Times New Roman as any similar characters may then be more easily distinguishable.

5 You'll then see this screen. Enter the details requested. Click the "Log in" button.



Handy hints

- The current password is still the temporary one we emailed you which you used on the previous screen. Remember you may find it easier to cut and paste this from the email.
- The answers to the other questions are case-sensitive – you'll need to input them in exactly the same way as you did earlier.

6 Finally, you need to change your password to something that you can remember in the future.

Handy hints

- Your password needs to be a minimum of 8 characters long and contain at least 3 of the following character classes, upper case, lower case, number and special characters e.g @ ! {
- Once you have successfully changed your password, you won't need the temporary one that we emailed you again.
- If you input your password incorrectly 3 times in the future your account will be blocked and you will need to fully re-register.

7 Input your new password into the 'New Password (Confirmed)' box

Click on 'Change Password'

You'll see this confirmation screen. You will then be presented with the following screen:

Congratulations – you've now logged into the online service.

You can link multiple accounts by simply sending a request via the secure message service. You can find this under "Administration" on the home page.

In future all you need to do is log in with your username and password.

Calls may be recorded or monitored for training and quality purposes. Lines open weekdays 9am – 5pm.



BMO Asset Management Limited

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