

**PARTNERS**

**Investments**

# **Manual Client Zone**


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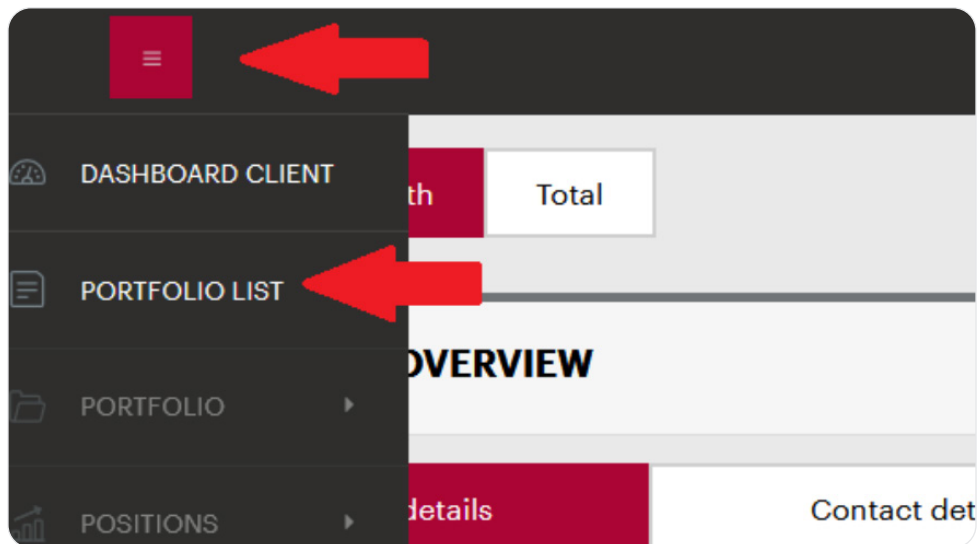
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## Cash account change/adding

PARTNERS INVESTMENTS o.c.p., a.s. permits its clients to add or change their cash accounts in the Client Zone.

When a client logs in to the Client Zone, „Menu“  appears on the left side of the screen with „**PORTFOLIO LIST**“ below.



Clicking on the latter brings up the portfolios PARTNERS INVESTMENTS, o.c.p., a.s. maintains for the client,

PORTFOLIO/CLIENT LIST

Portfolio List

Portfolio List [XLS](#)

Number of rows: 10


Number	Name	Investment Strategy	Investment Purposes	Balance	Ccy	Cash Rate	Perf. YTD	Perf. since Beg.	Last Perf. Date
3819420486	IVANKA TEST / RPJ_BG	Balanced_ESG_Single	House	10,005.00	EUR	0.00	0.00%	0.00%	01.06.2023
7113466501	IVANKA TEST / RP_BG	Balanced_ESG_Regular	Car	-	EUR	-	-	-	-
967574527410657	IVANKA TEST	-	-	-	EUR	-	-	-	-

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## Investments

while clicking on a selected portfolio will display information and parameters about it.

PORTFOLIO OVERVIEW	
Portfolio	Portfolio parameters <span>Edit</span>
Number	3819420486
Short Name	IVANKA TEST - 3819420486 - RPJ_BG
Private Banker	PARTNERS GROUP BG LTD
Valuation Date	01.06.2023
Ccy	EUR
NAV	10,005.00 <span>EUR</span>
Investment Purposes	House
Investment Strategy Name	Balanced_ESG_Single
Investment Horizon (In years)	7
Initial Investment Amount	10,000.00 EUR
Regular Investment Amount	0.00 EUR
Target Amount	10,000.00 EUR
Deposit Transactions Sum	10,005.00 EUR
Amount To Be Deposited	0.00 EUR

„Menu“ , appears on the left side of the screen again with „**PORTFOLIO**“ and the sub-category „**Cash Account List**“ below.

Clicking on „**Cash Account List**“, opens a window that displays all currently active IBANs in the „**Settlement Instruction Info**“ section.

CASH ACCOUNTS LIST									
Active Cash Accounts <span>XLS</span>									
Name	Number	Ccy	Balance (acc.ccy)	Balance in EUR	Account Type	FX rate	Disp. Balance for payments	Disp. Balance for trading	
<input checked="" type="checkbox"/> IVANOVA MARITSA - RA D NEVA - 3819420486 - RPJ_BG 3819420486		EUR	0,00	0,00	-	1,00000	0,00	0,00	
Total		EUR		0,00					
		Previous		1	Next				
<input checked="" type="checkbox"/> Select all on this page					<b>CASH DISPO</b>				
Settlement Instruction Info 									
IBAN	Bank Account Number	Bank Code	Pre Account Number						
BG80 BNBG 9681 1020 3456 78	-	-	-						
<b>CHANGE SETTLEMENT INSTRUCTION INFO</b>									

## Investments

Cash account IBANs can be changed or added by clicking on „**Change Settlement Instruction Info**“.

### CASH ACCOUNTS LIST

**Active Cash Accounts** XLS

Name	Number	Ccy	Balance (acc.ccy)	Balance in EUR	Account Type	FX-rate	Disp. Balance for payments	Disp. Balance for trading
<input checked="" type="checkbox"/> IVANOVA MARITSA - RA D NEVA - 3819420486 - RPI_BG3819420486		EUR	0.00	0.00	-	1.00000	0.00	0.00
Total		EUR	0.00					

Previous **1** Next

Select all on this page CASH DISPO

### Settlement Instruction Info

IBAN	Bank Account Number	Bank Code	Pre Account Number
BG80 BNBG 9661 1020 3456 78	-	-	-

CHANGE SETTLEMENT INSTRUCTION INFO ←

Four cash account IBANs are allowed to be entered for each selected portfolio. Accordingly, invalid IBANs can be deleted from the register.

## Investments

**Change of Cash Account**

Client's primary bank account

Bank account number (IBAN)

Bank account number (IBAN)

Bank account number (IBAN)

**Authorization SMS Code**

Authorization SMS Code

- One IBAN may be set as „Client’s primary bank account“. It will be offered as the first option for cash payment should any securities be sold.
- The other three IBANs in the selected portfolio can additionally be entered. The system offers you a choice of any of them to receive funds from the sale of securities.
- The IBANs are used to successfully match payments received with those intended for investing. An IBAN and the correct variable symbol have to be entered in order for the payments to be successfully matched.
- Enter the IBAN in the correct format (write the country code in block capital letters). For instance, Bulgaria’s IBAN consists of 22 alphanumeric characters. The first two characters are its country code (BG), the next two characters are control digits and they are followed by the four-character bank code. In addition, the IBAN consists of 4 digits identifying the bank’s branch office, two-digit account type code and 8 digits representing the bank account number (example: BG80BNBG96611020345678).

## Investments


### Change of Cash Account

Client's primary bank account

Bank account number (IBAN)

Bank account number (IBAN)

Bank account number (IBAN)

Authorization SMS Code  

Authorization SMS Code

Entering or adding a bank account and clicking on „**SEND SMS CODE**“ will send an SMS with a change authentication code to the client's mobile phone number, which PARTNERS INVESTMENTS o.c.p., a.s. has previously registered.

### Message

Authorization SMS Code was sent to client's primary mobile phone number.

The code in the received SMS is then entered in the box labelled „**Authorization SMS Code**“.

## Investments

### Change of Cash Account

Client's primary bank account


Bank account number (IBAN)

Bank account number (IBAN)

Bank account number (IBAN)

**Authorization SMS Code**

Authorization SMS Code



Once the „**Authorization SMS Code**“ has been entered in the box, click on „**SEND**“. The system will then record all of the changes you have made.

### Message

Changes successfully stored.

Should a client enter an IBAN from a country from which no funds can be accepted due to the measures taken to protect against income legalization, the system will reject the request.

### Message

**[Error]** Your request to change the money account could not be accepted.

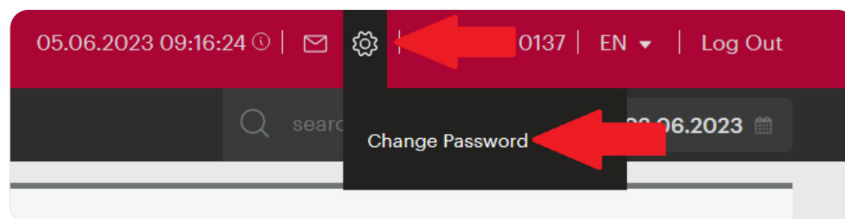
The account is kept in a country from where no funds may be received due to adopted AML measures.



## Changing the login password

PARTNERS INVESTMENTS o.c.p., a.s. lets clients change their Client Zone login passwords.

After you have logged in with your original password, move the mouse cursor to the settings icon and then click on „Change password“ (see the picture below).



The system will then ask you to enter the password you have been using in the „Old Password“ field and then the desired new password in the „New Password“ and „New Password Confirmation“ fields. Once you have changed your password, confirm it by clicking on „SAVE“.

**CHANGE PASSWORD**

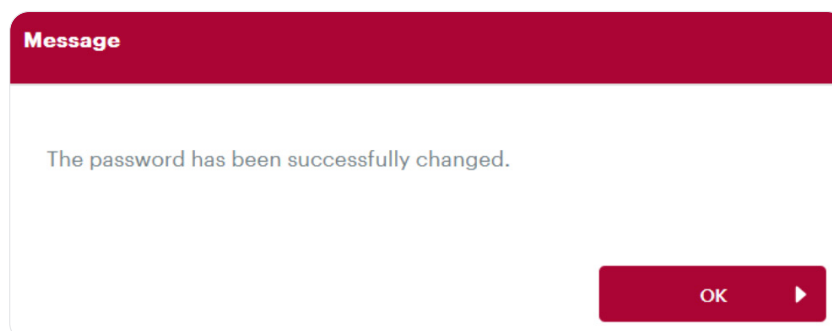
User Name **BG8508010137**

Old Password

New Password

New Password verification

As soon as the new password has been successfully saved, the system will display the following information message for the client:



## Changing your personal data

PARTNERS INVESTMENTS o.c.p., a.s. clients may modify the following personal data in the Client Zone:

- Permanent address (Street and house number, City, Postcode, Country)
- Tax domicile
- Mobile phone number
- Email address

Clients are only allowed to request changes in their email addresses and mobile phone numbers separately. They cannot be changed at the same time in a single request (for example, first the email address has to be changed and then the phone number).

If both your email address and phone number are no longer being used, fill the form „Change Request“ available at PARTNERS INVESTMENTS o.c.p, a.s. website ([www.partnersinvestments.bg](http://www.partnersinvestments.bg)) in Documents/Important Information Client Forms.

Then send the completed “Change Request” with your authenticated signature (it may be authenticated either officially or through a PARTNERS GROUP BG Ltd. consultant) to the registered office of PARTNERS INVESTMENTS o.c.p., a.s., Einsteinova 24, Bratislava 851 01, Slovakia.

Logging in to the Client Zone brings up the „**CLIENT OVERVIEW**“ window and displays the „**Personal details**“ and „**Contact details**“ folders.

The screenshot displays the Client Zone interface. At the top, there are tabs for 'YTD', '1 month', and 'Total', with '1 month' selected. A red arrow points to the 'Edit' button next to the 'CLIENT OVERVIEW' header. The 'CLIENT OVERVIEW' section is active, showing 'Personal details' and 'Contact details' tabs. The 'Personal details' tab is selected, displaying the following information:

Surname	IVANOVA
First Name	MARITSA
Birth nr. / Passport nr.	8508010137
Date of birth	01.08.1985
Investment profile	Dynamic Investor
Tax Domicile	Bulgaria
Preferred language	

The 'CLIENT INVESTMENTS' section is also visible, showing a total portfolio value of 29,424.34 EUR. Below this, there is a table of managed portfolios:

Managed portfolio - regular investments	66.00%	19,419.34 EUR
Managed portfolio - single investment	34.00%	10,005.00 EUR

## Investments

Clients can modify their personal data in the system by clicking on „**EDIT**“. Once the required data has been changed, click on „**SEND SMS CODE**“ to have an SMS text message sent to your mobile phone number, which you have previously registered with PARTNERS INVESTMENTS o.c.p., a.s. , with the authentication code to verify the change.

The screenshot shows a mobile application interface titled "Client Overview". It contains several sections for personal data:

- Residence:** Fields for Street (Nov vek 9), ZIP (1000), City (Sofia), and Country (Bulgaria).
- Email:** Field with the value test.donka@test.bg.
- Mobile:** Field with the value +35967241996724.
- Tax Domicile:** Field for Country (Bulgaria).
- Preferred language:** Field for Preferred Language of Client (Bulgarian).
- Authorization SMS Code:** A blue button labeled "SEND SMS CODE" with a red arrow pointing to it, and an empty input field below it.

At the bottom, there are "CANCEL" and "SAVE" buttons.

Note: The mobile phone number should be in international format and include the country code (for example, +359 XXX XXX XXX for Bulgaria)

- An SMS code will also be used to authenticate changes in permanent address, tax domicile and email address.
- A change in mobile phone numbers will be authenticated with the code received at the email address you provided to PARTNERS INVESTMENT o.c.p., a.s.

**Investments**

Authorization Email Code

Authorization Email Code

**Example SMS notification:**

Dear client, your authorization code to the Client application at [www.partnersinvestments.bg](http://www.partnersinvestments.bg) is: 461760 Partners Investments

**Example email notification**

**Dear Client,**

A request was received from you to change your data. Please, enter the following authorization code in the client zone [www.partnersinvestments.bg](http://www.partnersinvestments.bg) to confirm change: **958496**

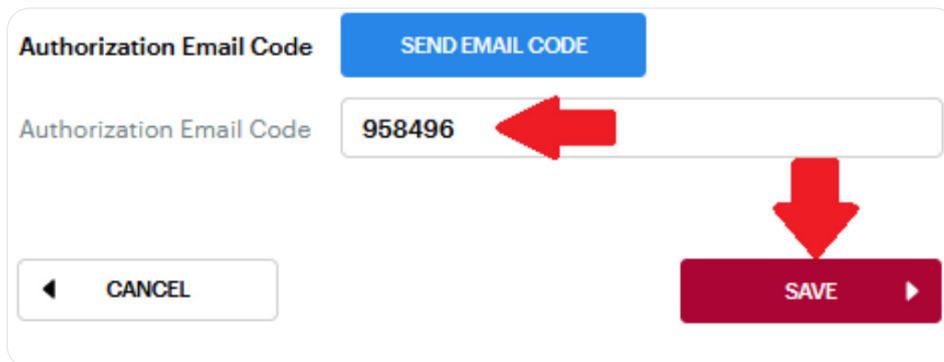
If you did not send the request, please ignore this email.  
Your data will remain unchanged.

Sincerely yours

The PARTNERS INVESTMENTS Team

## Investments

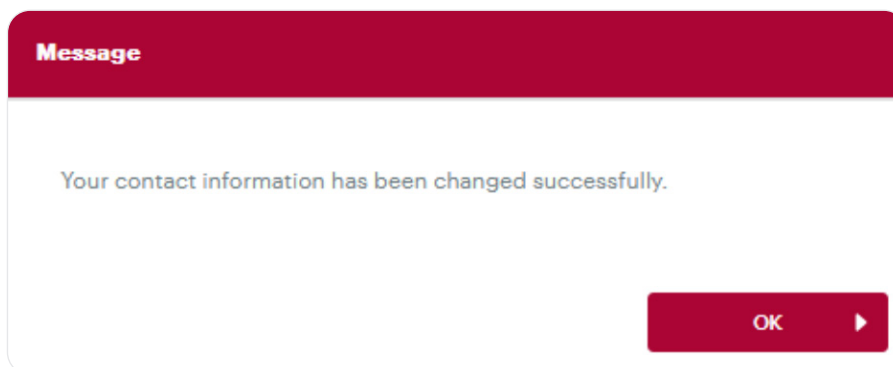
Enter the code from the SMS/email message you received in „Authorization SMS Code / Authorization Email Code“.



The screenshot shows a form with the following elements:

- A blue button labeled "SEND EMAIL CODE" at the top right.
- An input field labeled "Authorization Email Code" containing the text "958496". A red arrow points to the input field.
- A red arrow points from the input field down to a red button labeled "SAVE".
- A white button labeled "CANCEL" with a left-pointing arrow is at the bottom left.

After you have entered the „ Authorization SMS Code / Authorization Email Code „, click on „SAVE“. The system will then record all of the changes you have made.



The screenshot shows a message dialog with the following elements:

- A red header bar with the text "Message".
- A white area containing the text "Your contact information has been changed successfully." in blue.
- A red button labeled "OK" with a right-pointing arrow at the bottom right.

Clients are only permitted to request the following changes with the form „Change Request“ available at PARTNERS INVESTMENTS o.c.p., a.s. website ([www.partnersinvestments.bg](http://www.partnersinvestments.bg)) in Documents/Important Information Client Forms:

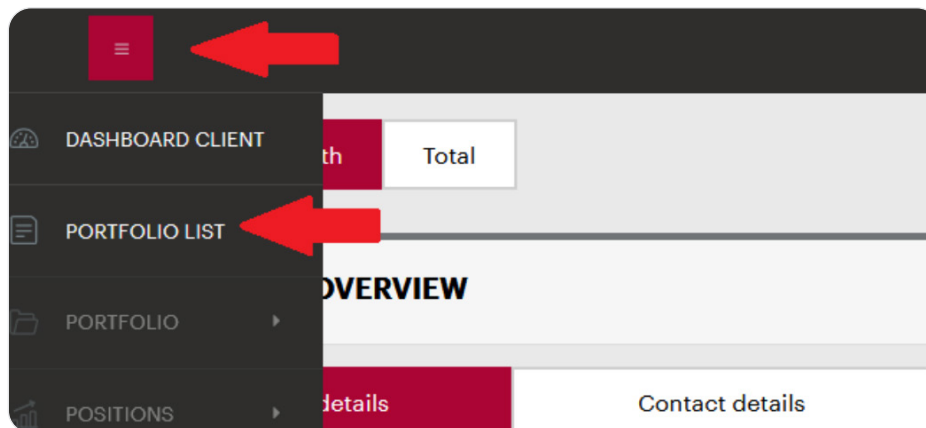
- Surname (enclose a copy of your identity card)
- Identity card (enclose a copy of your identity card)
- Mailing address

Send the completed form „Change Request“ with your authenticated signature (it may be authenticated either officially or through a PARTNERS GROUP BG Ltd. consultant) to the registered office of PARTNERS INVESTMENTS o.c.p., a.s., Einsteinova 24, Bratislava 851 01, Slovakia.

## Order to sell securities

Clients can place an order to sell securities at any time through the Client Zone found at PARTNERS INVESTMENTS o.c.p., a.s. website.

When a client logs in to the Client Zone „Menu“ , appears on the left side of the screen with „**PORTFOLIO LIST**“ below.



Clicking on the latter brings up the portfolios PARTNERS INVESTMENTS o.c.p, a.s maintains for the client.

**PORTFOLIO/CLIENT LIST**

Portfolio List

Portfolio List [XLS](#)

Number of rows: 10


Number	Name	Investment Strategy	Investment Purposes	Balance	Ccy	Cash Rate	Perf. YTD	Perf. since Beg.	Last Perf. Date
3919420498	IVANKA TEST / RPJ_BG	Balanced_ESG_Single	House	10,005.00	EUR	0.00	0.00%	0.00%	01.08.2023
7113496501	IVANKA TEST / RP_BG	Balanced_ESG_Regular	Car	-	EUR	-	-	-	-
987674527410657	IVANKA TEST	-	-	-	EUR	-	-	-	-

Previous **1** Next

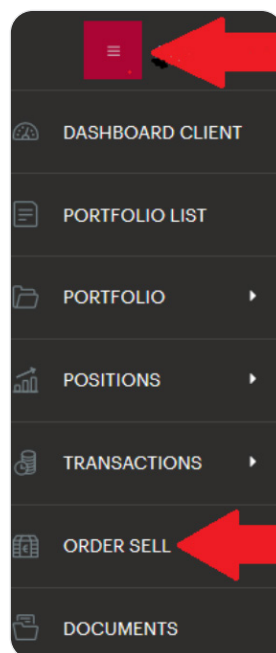
Select the portfolio from which you want to place an order to sell securities while clicking on a selected portfolio will display information and parameters about it.

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PORTFOLIO OVERVIEW	
Portfolio	Portfolio parameters <span>Edit</span>
Number	3819420486
Short Name	IVANKA TEST - 3819420486 - RPJ_BG
Private Banker	PARTNERS GROUP BG LTD
Valuation Date	01.06.2023
Ccy	EUR
NAV	10,005.00 <span>EUR</span>
Investment Purposes	House
Investment Strategy Name	Balanced_ESG_Single
Investment Horizon (in years)	7
Initial Investment Amount	10,000.00 EUR
Regular Investment Amount	0.00 EUR
Target Amount	10,000.00 EUR
Deposit Transactions Sum	10,005.00 EUR
Amount To Be Deposited	0.00 EUR
Fees Paid	250.00 EUR

„Menu“  appears on the left side of the screen again with „SELL“ and the sub-category:

- **Sell amount** (the redeemed amount is entered in euros that is not greater than the client's net asset value „NAV“)
- **Sell all** (the system will automatically enter the client's net asset value (NAV) in the order to sell. Please note that fluctuating market prices for securities in your portfolio will change NAV, therefore the amount redeemed may be higher or lower than what is registered)



## Investments

**TEMPLATE: Sell amount:**

- Enter the „Redeemed Amount“ in EUR
- Select the „Cash Account“ to which funds will be transferred after the sale has been executed (if you need to add a cash account, proceed in compliance with the manual - Cash Account Change/Addition - page 3)
- After the data has been entered, click on **„SEND SMS CODE“**, which will send an SMS text message with an authentication code to verify the change to your mobile phone number registered by PARTNERS INVESTMENTS o.c.p., a.s.

The screenshot shows a mobile application interface for a 'Sell Volume' transaction. The form is titled 'Sell Volume' and contains the following fields and buttons:

- Redemption Amount:** Input field with '5,000.00' and 'EUR' dropdown. A red arrow points to the input field.
- Indicative Redemption Fee:** Input field with '0.00' and 'EUR' dropdown.
- Other Fees:** Input field with '0.00' and 'EUR' dropdown.
- Indicative Amount To Be Paid:** Input field with '5,000.00' and 'EUR' dropdown.
- Cash Account:** Dropdown menu with 'BG80BNBG96611020345678' selected. A red arrow points to the dropdown.
- Authorization SMS Code:** A blue button labeled 'SEND SMS CODE' with a red arrow pointing to it.
- Authorization SMS Code:** An empty input field below the button.
- Navigation:** 'CANCEL' button with a left arrow and 'SEND' button with a right arrow.



**Note:** Should the system register any liability of the client under PARTNERS INVESTMENTS o.c.p., a.s. current pricelist, which has not been settled as of the date of the order to sell securities, the system will automatically increase the „redeemed amount“ by what the client should cover.



**TEMPLATE: Sell all:**


- When „Sell all“ is selected, the system automatically enters the current portfolio value in Total Amount.
- Select the „Cash Account“ to which funds will be transferred after the sale has been executed (if you need to add a cash account, proceed in compliance with the manual - Cash Account Change/Addition - page 3)
- After the data has been entered, click on **„SEND SMS CODE“**, which will send an SMS text message with an authentication code to verify the change to your mobile phone number registered by PARTNERS INVESTMENTS o.c.p., a.s.


**Sell All** [X]

Indicative Redemption Fee  EUR

Other Fees  EUR

Indicative Amount To Be Paid  EUR


Cash Account 


Authorization SMS Code  

Authorization SMS Code

The code in the received SMS is then entered in the box labelled **„Authorization SMS Code“**.

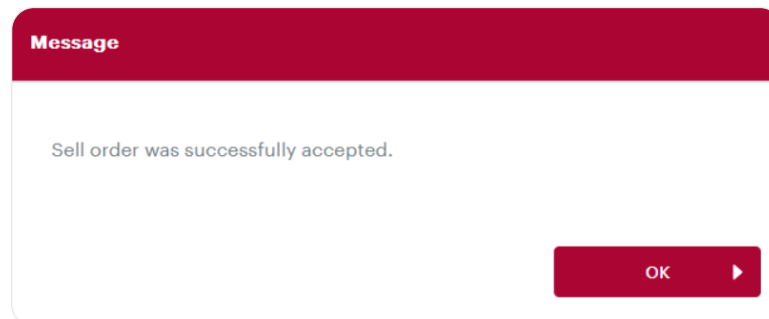
Authorization SMS Code

Authorization SMS Code  



## Investments

Once the „**Authorization SMS Code** „ has been entered in the box, click on „**send**“. Subsequently, the system will inform the client about a sell order having been successfully generated.



**Note:** Where the system registers an ongoing settlement of a previously placed order to sell securities or instructions related to PARTNERS INVESTMENTS o.c.p., a.s. fees and costs in its listed prices for the portfolio concerned, the system will generate a report on the existing unsettled order to sell securities (see figure 1) after „Sell all“ has been confirmed. In such a case, the system will register your order to sell all securities and process it automatically once the previous order has been settled. If the selloff of all securities is double-ordered, the system will display a message indicating that the duplicate order cannot be accepted (see Figure 2).

Fig. 1:

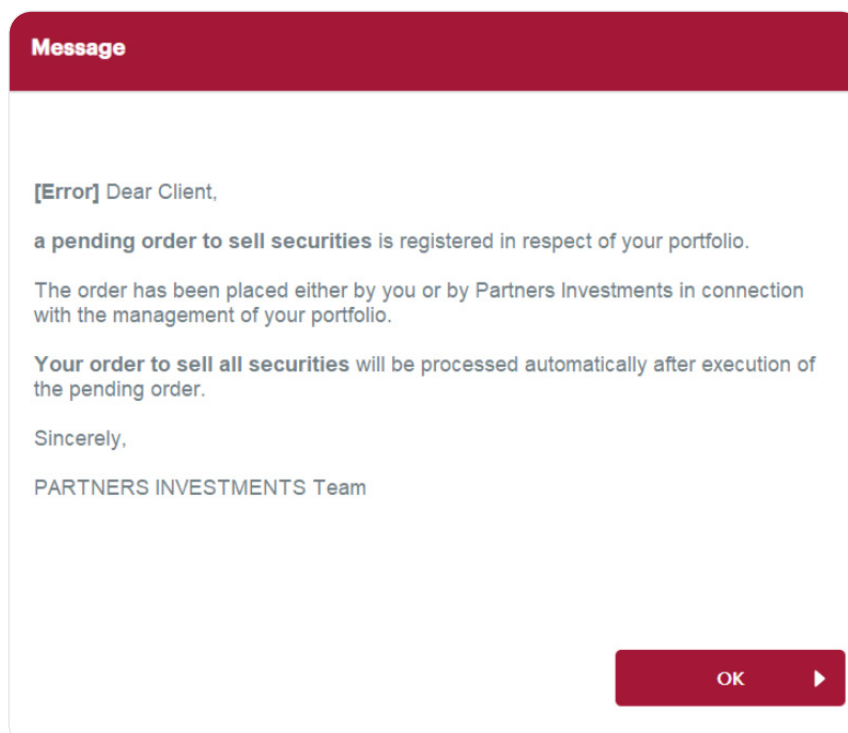
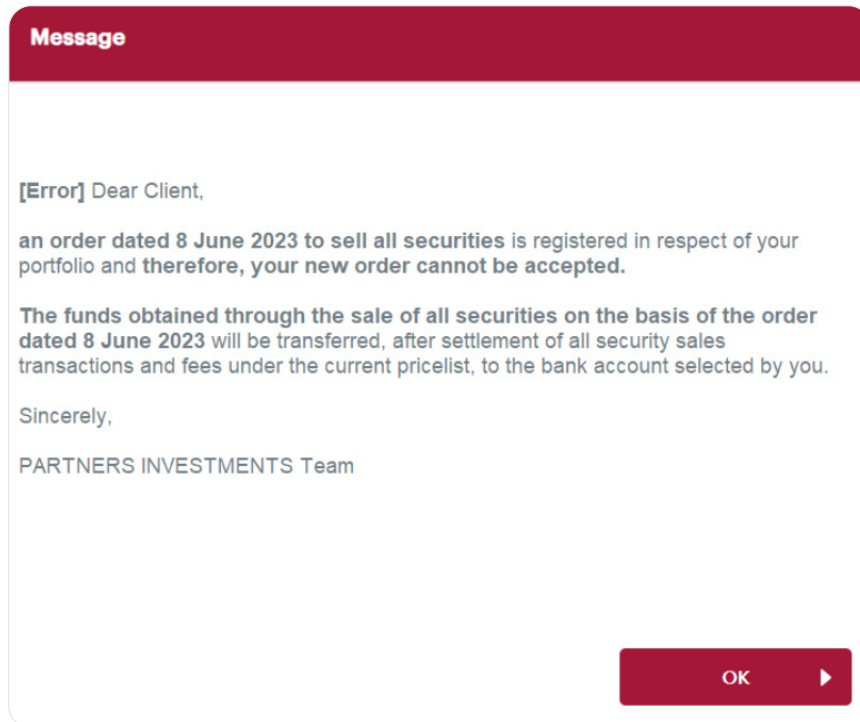


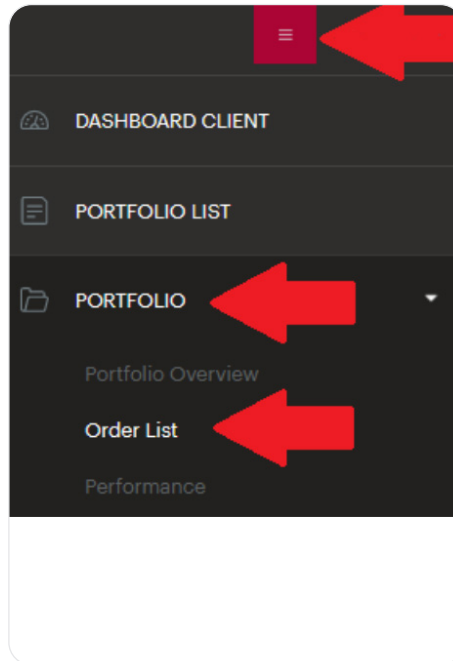
Fig. 2:



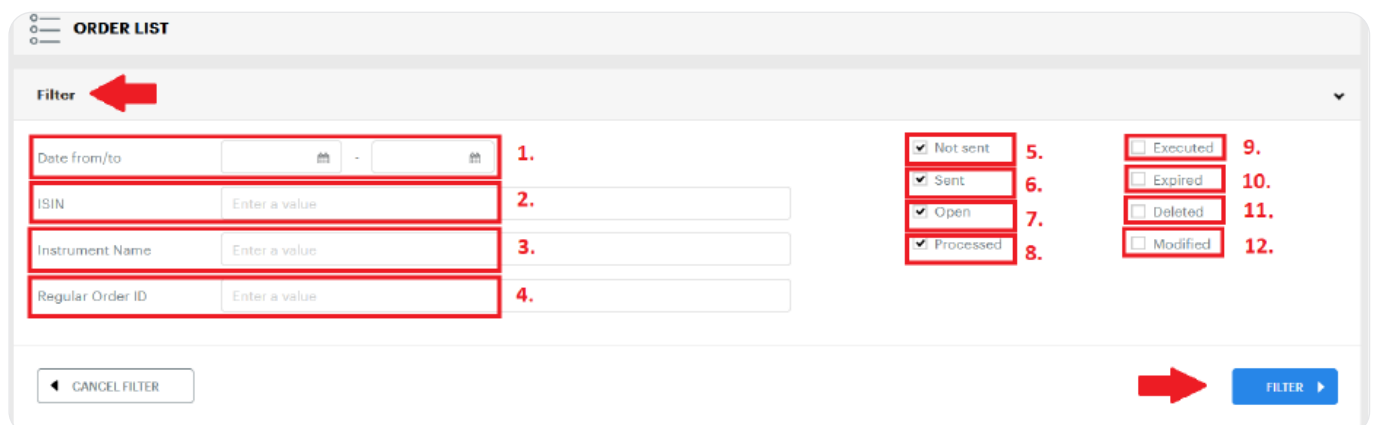
## Investments

Clients may view the list of orders to sell/buy securities generated for a given portfolio in

„Menu“  which has the category „Portfolio“ and sub-category „Order List“.



The list of orders to sell/buy will be then displayed and clients can filter required orders by different attributes:




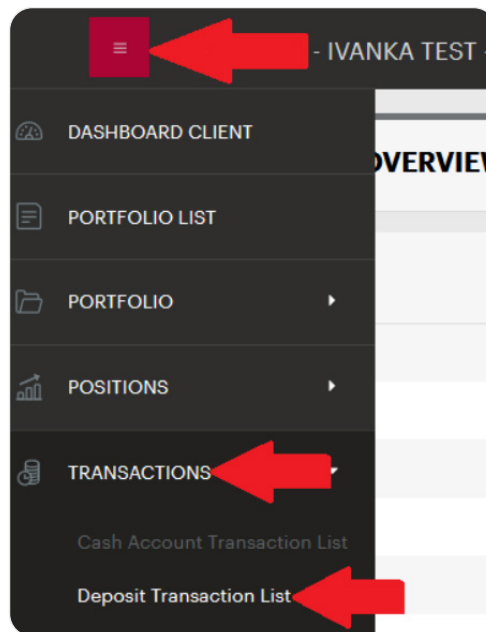
- |                            |   |
|----------------------------|---|
| <b>1 Date from/to:</b>     | Period during which orders to sell/buy were generated   |
| <b>2 ISIN:</b>             | To be entered only when a client wants to see orders to sell/buy specific securities searched by their ISINs  |
| <b>3 Instrument name:</b>  | To be entered only when a client wants to see orders to sell/buy a specific security searched by its name   |
| <b>4 Regular order ID:</b> | Not to be entered   |
| <b>5 Not sent:</b>         | To be ticked only if a client wants to see orders that have not been sent to PARTNERS INVESTMENTS o.c.p., a.s. for processing yet   |
| <b>6 Sent:</b>             | To be ticked only if a client wants to see the orders that have already been sent for processing to PARTNERS INVESTMENTS o.c.p., a.s.   |
| <b>7 Open:</b>             | To be ticked only if a client wants to see orders whose status is „Open“, i.e. those that have been sent to PARTNERS INVESTMENTS o.c.p., a.s. and are waiting to be processed                                   |
| <b>8 Processed:</b>        | To be ticked only if a client wants to see orders whose status is „Processed“, i.e. orders that have already been processed by PARTNERS INVESTMENTS o.c.p., a.s. and are waiting for settlement (assets + cash) |
| <b>9 Executed:</b>         | To be ticked only if the client wants to see orders whose status is „Executed“, i.e. those that have been both processed and settled (assets + cash) by PARTNERS INVESTMENTS o.c.p., a.s.                       |
| <b>10 Expired:</b>         | Not to be used (this function is inactive)  |
| <b>11 Deleted:</b>         | Not to be used (this function is inactive)  |
| <b>12 Modifiet:</b>        | Not to be used (this function is inactive)  |

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When securities are sold, PARTNERS INVESTMENTS o.c.p., a.s. will settle them within the standard cycle and in the standard manner according to the terms of the relevant foreign market or broker. The cash obtained from the sale of a client's securities will be transferred to the cash account the client has defined after deducting any unsettled obligations according to PARTNERS INVESTMENTS o.c.p., a.s. current pricelist.

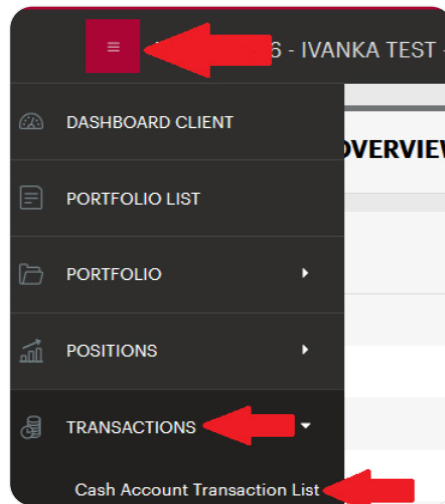
**Clients may view the transactions below after securities have been sold/purchased:**

- Clients may check in the „Menu“  that has „Transactions“ and the sub-category „Deposit Transaction List“ whether an order to sell/buy securities has been processed/settled.





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- Clients may view cash movements, such as deposits, withdrawals, and fees in the „Menu“  that has „Transactions“ and the sub-category „Cash Account Transaction List“



The client may filter cash transactions by debits and credits - both options are ticked as the default. In addition, a specific foreign currency, cash transaction and/or absolute transaction value may be entered in the filter.

 **CASH ACCOUNT TRANSACTION LIST**

**Filter** 

Booking date from/to   -  

Cash Account


Amount absolute from/to  -

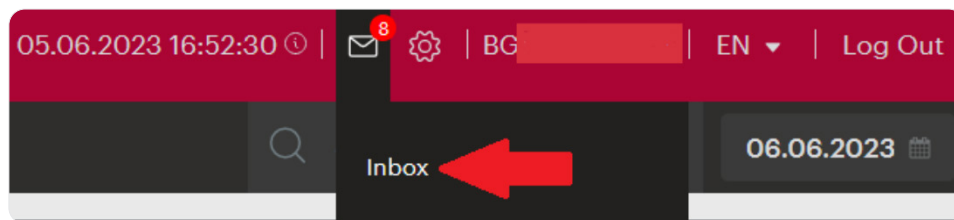
Type  Credit  Debit

Show Cancelled  non-payment orders



## Message inbox

PARTNERS INVESTMENTS o.c.p., a.s. may send information messages to a client's inbox in the Client Zone. Clients receive information about each message they receive in an email sent to the address specified in either the Portfolio Management Agreement or the Agency Contract.

When a client logs into the Client Zone, „Inbox“ will be displayed as an envelope icon  and it can be viewed by placing the mouse cursor on it. The number above the inbox indicates how many unread messages there are.



■ The message will be displayed after the „Subject“ has been clicked.

Subject	Sender	Date	Portfolio Name	Portfolio External ID	Message	Attachment	New
<input type="checkbox"/> <a href="#">BNP Paribas head of prime brokerage sales in EMEA leaving -source</a>	Partners Investments	07.06.2023 14:58:23	-	-	Oliver Jacomb, head of prime brokerage sales for Europe, Middle East and Africa at BNP Paribas, I...		<input checked="" type="checkbox"/>
<input type="checkbox"/> <a href="#">ESG pre contractual information</a> 	Partners Investments	07.06.2023 14:57:07	-	-	ESG and socially responsible investing are important themes because they allow investment s...		<input checked="" type="checkbox"/>
<input type="checkbox"/> <a href="#">Посолството на Република България в Братислава отбелязва 30-та годишнина от установяването на дипломатически отношения със Словацката република</a>	Partners Investments	26.05.2023 13:04:23	-	-	Посолството на Република България в Братислава организира тържествен концерт с участието на една ...		<input checked="" type="checkbox"/>
<input type="checkbox"/> <a href="#">Titanic</a>	Partners Investments	26.05.2023 13:01:17	-	-	Titanic was under the command of Capt. Edward Smith, who also went down with the ship. The ocean ...		<input checked="" type="checkbox"/>

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## Investments

Messages received in „**Message Inbox**“ may be **filtered** by selecting respective name:

MESSAGE BOX

Filter

Subject 1.

Sent Date 2.

Portfolio Name 3.

Sender All messages 4.

Attachment 5.

CANCEL FILTER FILTER

- 1 Subject:** Search according to the text in the „Subject“ field
- 2 Sent Date:** Messages can be filtered according to the date of delivery to „Message Inbox“
- 3 Portfolio Name:** Displays relevant messages after a specific portfolio number has been entered
- 4 Sender:** Messages are sent by Partners Investments
- 5 Attachment:** if the „Attachment“ filter is marked, only messages with attached documents will be displayed

Individual filter attributes may be combined. In other words, you can choose several aspects for the system to filter received messages.

Clients cannot reply to such messages. If you need to contact PARTNERS INVESTMENTS o.c.p, a.s, please use the following contact details:

E-mail: info@partnersinvestments.bg  
Phone: +359 2 907 2190

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