



GIBRALTAR ASSET MANAGEMENT  
STOCKBROKERS & INVESTMENT MANAGERS

## Reference Sheet

### Email Contact List:

Dealing instructions	dealers@gam.gi *
Administrative requests	clientservices@gam.gi * / **
Investment advice	direct to stockbroker (trevelyan.benteolo@gam.gi, paul.brailey@gam.gi or mark.maloney@gam.gi)
Account opening	accountopening@gam.gi *

\* Do not copy any individuals into these emails as they are automatically received by the relevant parties.

\*\* e.g. payments (in & out), valuations, pricing feeds, book costs, contract notes, cash/stock journals, account closing, tax reporting, online access etc etc.

**Under no circumstances should administrative matters be sent to individual stockbrokers. They will not reply to any such queries or requests.**

### Cash Instructions:

#### GBP

Bank	National Westminster Bank Plc
Branch	89 Mount Pleasant Road, Tunbridge Wells, Kent TN1 1QJ
Sort Code	55-70-13
Account Name	Jarvis Investment Management Client a/c
Account No	78322936
Reference *	Please quote your unique 7-digit account number

IBAN	GB28 NWBK 5570 1378 3229 36
Swift Code	NWBKGB2L

#### USD

Correspondent bank	National Westminster Bank Plc
Swift Code	NWBKGB2L
Account Name	Jarvis Investment Management Client a/c
IBAN	GB58 NWBK 6073 0181 0867 92
Reference *	Please quote your unique 7-digit account number

#### EUR

Bank	National Westminster Bank Plc
Swift code	NWBKGB2L
Account Name	Jarvis Investment Management Client a/c
IBAN	GB68 NWBK 6072 0481 0868 06
Reference *	Please quote your unique 7-digit account number

\* Please note that payments received without a reference may cause a delay in being processed to your account or lead to the funds being returned to source. GAM accepts no responsibility caused by this omission.

Please note that **GAM does not accept money sent from a third party** (money must come from a bank account in the account holder's name. If it does not, it will be returned at their risk and a £50 "Payment Return Fee" will be applied) and **GAM does not make third party payments** (money must be sent to a bank account in the account holder's name). **There are no exceptions to these rules.**

**Gibraltar Asset Management Limited**  
World Trade Center, Suite 5.28, Gibraltar  
Telephone: +350 200 75181  
Website: www.gam.gi



## Reference Sheet (cont)

### Online Access:

To view your portfolio online, go to our website [www.gam.gi](http://www.gam.gi), click on “Client Login” in the top right hand corner, then click on “Login to Dealing Account”. Thereafter, follow these steps:

1. Click on the “Activate” button, followed by “Continue to Activation”
2. Enter your 7-digit account number (found on your valuation or provided to you by GAM)
3. Enter your email address
4. Choose your ‘Username’. This must be between 6 and 20 characters in length, made up of letters and/or numbers
5. Enter your date of birth
6. Enter your Mother’s maiden name as “mother”
7. Enter your First school as “school”, then click ‘Submit’
8. If the information matches details stored in the system (‘account number’, ‘email address’ and ‘date of birth’), a screen will advise you of successful registration and two emails containing a temporary ‘Password’ and ‘Security Phrase’ will be emailed to you
9. Click on the “Login” button and enter your ‘Username’ and temporary ‘Password’. **Copy and paste the ‘Password’ from the email.** Click “Login”. You will then be asked to change the temporary ‘Password’ to one of your choosing. Your Password must be 8 characters or longer and must contain three of the following character types: upper case (e.g. “A”), lower case (e.g. “a”), number (e.g. “1”) or special characters (e.g. “!”). Copy and paste the temporary ‘Password’, then enter your new ‘Password’ twice. Click “Change Password”
10. Enter your temporary ‘Security Phrase’. **Copy and paste the ‘Security Phrase’ from the email.** Then choose a new ‘Security Phrase’, which must be between 8 and 15 characters in length and must contain only lower case letters (e.g. “a”) and numbers (e.g. “1”). Enter your new ‘Security Phrase’ twice and then click “Change Security Phrase”

Activation is now complete and you will be able to access details of your account. Please note that each time you subsequently log in, you will only need to enter your ‘Username’, ‘Password’ and three characters of your ‘Security Phrase’

### Notes

i-Please ensure you keep a record of your ‘Username’, ‘Password’ and ‘Security Phrase’ in a secure location. If you cannot access the website, please contact GAM after the second attempt, as you will be locked out after three attempts. Any resetting of the online access will be subject to a fee of £50.

ii-Please note that any maintenance work will be carried out at the weekends to keep disruption to trading to the minimum. Therefore, do not use the platform at weekends or outside of normal market hours.

iii-Online access has a default set up of ‘view only’. If you wish to switch on the trading function, please email [clientservices@gam.gi](mailto:clientservices@gam.gi)

iv-Do not place ‘limit’ orders on the trading platform. These are picked up by our custodian’s dealing desk rather than ourselves so would not be able to see them. Therefore, we will not accept responsibility for the best execution of such orders.

**v-Any issues? Email [clientservices@gam.gi](mailto:clientservices@gam.gi)**

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