INVESTOR FAQ

New WFM Investor Portal

Worldsource Financial Management is excited to announce the launch of a new Investor Portal, replacing InvestorNet. This enhanced platform offers improved data access, expanded functionality and a more intuitive experience for both clients and advisors. With greater transparency and streamlined navigation, the new portal supports informed decision-making and a more efficient workflow.

To help you navigate the transition, we have put together key information addressing the most anticipated questions about the launch. For additional questions or support please contact your advisor. You can also reach out to the Worldsource Advisor Relations team for further support.

What is the purpose of the new Investor Portal?

The new Investor Portal aims to provide you with a robust, user-friendly online experience that allows you to monitor your accounts, track progress and access necessary documentation easily.

Why are we launching a new Investor Portal?

Worldsource is committed to continually enhancing our digital platforms. The new Investor Portal is an intuitive platform that leverages modern technology and design to provide a seamless experience for account monitoring and information access, making it easier for you to track your progress and collaborate with your advisor.

When is the new Investor Portal launching?

From May 26-June 9, 2025, Worldsource will be sending invitations to join the new Investor Portal to everyone who uses the existing InvestorNet platform.

Who will get access to the new portal?

The Investor Portal will be available to all individual clients who:

- Have a unique SIN on file.
- Have a unique email address on file.
- Have an active InvestorNet account and have logged in at least once in the past year.

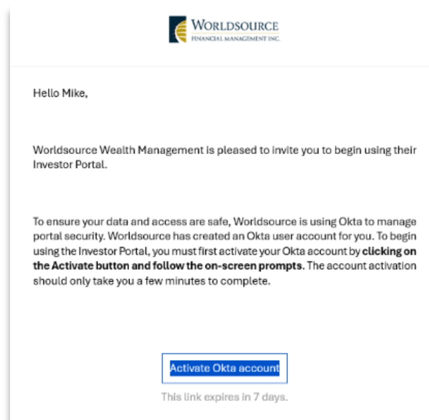
Clients who only have a Corporate or Trust account will have no change to their experience. They will continue to access their accounts through InvestorNet.

Clients who have both an individual and a Corporate or Trust account can ask to have their accounts linked, so that they may view all their accounts in the new Investor Portal. Ask your advisor for more information.

How can I determine if my correct SIN and email address are on file?

You cannot determine if your SIN or email information is correct on your own. You must contact your advisor to review and verify your information on your behalf.

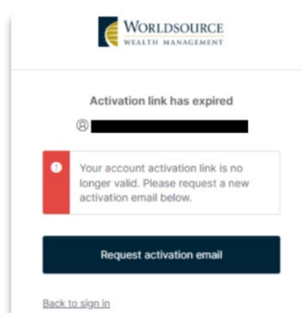
How will I be invited to the new Investor Portal?



To gain access to the new portal, you must first activate an account with Okta, the portal's security platform. When it is your time to activate your account, you will receive an invite that will come from **noreply@mail.worldsourcewealth.com** with the subject line: WFM OKTA welcome. Within the email is an activation button you must click to create your password and multi-factor authentication.

Setting up your Okta account will only take a few minutes to complete, and you will not be able to access the new Investor Portal until your Okta account is active. It's important to note the link in the invitation email will only be valid for seven days once you receive it.

What happens if I miss the activation period?



If you miss the window of access granted from the email you will have to request a new invitation. To do this, you need to open the original email and click on the Activate button.

You will be directed to a page that lets you know this link has expired and provide you with a link to request a new invitation. Once you click on that link, a new invitation will be emailed to you the same day.

What happens if I cannot find my Okta invitation email?

If you have searched your inbox, SPAM and junk folders, but cannot find your Okta invitation, please contact your advisor. They will be able to submit a request for a new invitation to be sent on your behalf.

What does the activation process look like?

Once you click on your activation link, you will be directed to the Okta activation workflow. It has two main steps:

- → Setting your account password
- → Setting up multi-factor authentication

What is multi-factor authentication (MFA)?

MFA is an identity verification process that requires you to provide authentication to gain access to a digital platform. For the Investor Portal, you will have the option to set up at least one method of authentication, using either text message (SMS) or Google Authenticator.

If you choose SMS, you will be asked to provide your cell phone number. A code will then be sent to the number you provide, and you must use that code to link your mobile to your Okta account.

If you choose Google Authenticator, you will be asked to scan a QR code to link your authenticator app to your Okta account.

What is Google Authenticator?

Google Authenticator is an app that anyone can download and use to receive codes to verify their logins for different platforms. If you already use Google Authenticator, you can link it to your Okta account. If you don't have it, and you would prefer to authenticate your Investor Portal login with the app rather than text messages, you will first need to download Google Authenticator and then activate your Okta account.

NOTE: Most mainstream authenticator apps (such as Microsoft Authenticator) that you may already have can be used in place of Google Authenticator by following the same process.

How can I get an authenticator app?

If you don't already have Google Authenticator, Microsoft Authenticator or similar leading authentication app, you will need to download one and create an account before you can use it as an authentication method for the Investor Portal. Here are some quick steps you can use to start using an authenticator app.

- → Go to the Apple App Store or the Google Play Store and install Google Authenticator or Microsoft Authenticator
- → Open the invitation email from Okta on a second device
- → Set your password
- → Choose Google Authenticator as your MFA method, then click the "Setup" button
- → Launch the authenticator app on your mobile phone
- → Tap the "+" sign, and
    a. If using Google Authenticator, tap "Scan a QR code"
    b. If using Microsoft Authenticator, choose "Other account"
- → Point your mobile phone camera at the QR code displayed on your computer. Your device camera scans the QR code automatically
- → In the web browser on your computer, click Next
- → In the Enter Code field, enter the setup key shown in your Authenticator app on your mobile device
- → Click Verify

What if I receive an error that says the code doesn't match?

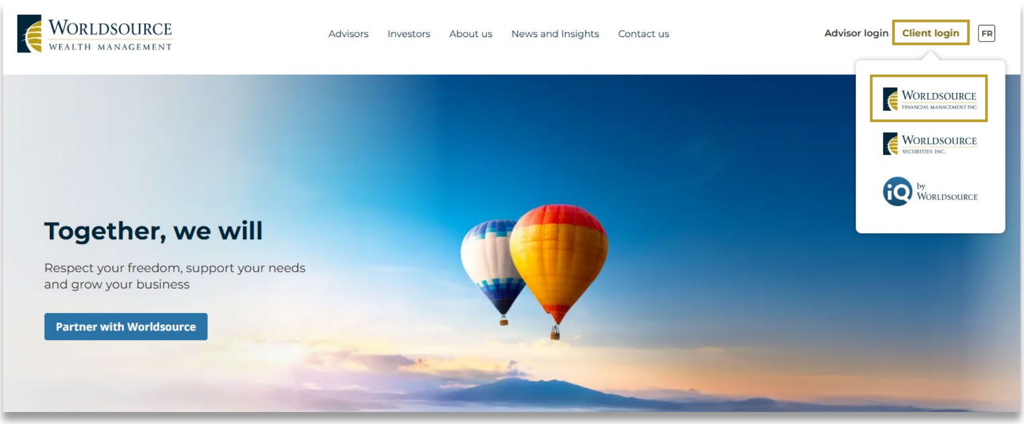
If you get an error saying that the code doesn't match our records, it is possible that the time on your mobile device is incorrect. If the time is out of sync by more than 2 minutes, the authenticator set up process will not work. The solution is to correct the time on the mobile device, delete the account record that was just created in the Authenticator app, and then go back to the Authenticator setup and try it again.

What if I don't have a mobile device?

Multi-factor authentication (MFA) is a necessary step to keep the Investor Portal secure and data safe. At this time, SMS and Google Authenticator are the safest and most recommended MFA methods, which means you will need a mobile device or a tablet to access the new Investor Portal.

Once I have activated my account, how will I continue to access it?

After you have completed your account activation and access the Investor Portal for the first time, you can log into your account directly visiting the [Worldsource Wealth Management website], clicking on Client login and selecting Worldsource Financial Management.



From there you will be taken to a dual login page, where you can choose to log into either the new Investor Portal or InvestorNet.

Will I still have access to InvestorNet (the old portal)?

Yes, InvestorNet will remain active to ensure that clients who cannot or choose to not transition to the new portal can still access their online account.

How does the new portal benefit me and my advisor?

The portal offers essential information at your fingertips, allowing you to easily monitor progress, update personal information and access eDocuments. Your advisor can also view the same information as you, facilitating collaboration and effective communication. For more information about the features and benefits, please contact your advisor.

What key features does the new Investor Portal offer?

- Self-serve updates (clients only): Clients can change their primary address to a civic address and adjust their mail preferences from physical mail to eDelivery without the need for advisors to complete a KYC update.
- E-Documents access: A centralized location for advisors and clients to view and print essential documents (e.g. confirms, statements, tax slips).

- → Communication centre: Shows clients important messages from Worldsource Wealth Management, such as when statements are available, planned systems maintenance, holiday closures, and more.
- → OKTA: Security with multi-factor authentication for secure access.
- → Data visualization: Charts and graphs displaying market value, asset allocation and rates of return.

What kind of security measures are in place?

The investor portal utilizes OKTA security with multifactor authentication, providing additional security through SMS or Google Authenticator. You can also reset your password independently.

What types of information can I see?

- → Portfolio overview: A complete picture of investments.
- → Account summaries: Individual account details including holdings and transactions.
- → Market data: Displays market value, asset allocation and unrealized gain/loss information.

Can my advisor see my information?

Advisors have read-only access to data. They can see the same information as you but cannot change anything.

Where do I go, or who do I contact if I need assistance?

If you have any questions related to the new Investor Portal, please contact your advisor or reach out to the Worldsource Advisor Relations team for further support.

WORLDSOURCE FINANCIAL MANAGEMENT INC.