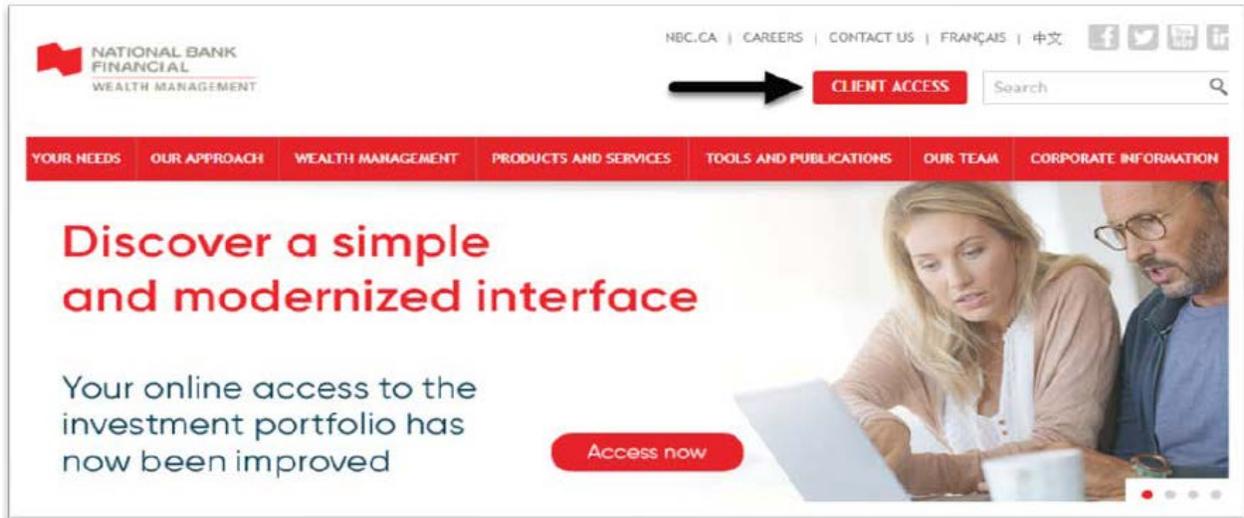


Access Online Services



- 1 Go to the National Bank Financial - Wealth Management website and click on the «CLIENT ACCESS» icon.
<https://nbfwm.ca/>



- 2 When you log in for the first time, you will need your 8 digits user ID and your temporary password.

IMPORTANT : All letters of the temporary password are lowercase.

TIPS AND TRICKS : Check the « Remember me » box if you want your user code to be stored in memory on your computer for your next login.

- 3** If it is your first access:
- You must choose your new password from 8 to 25 characters including at least 1 digit and at least one lowercase letter.
 - › Enter your temporary password.
 - › Enter your new password in both sections (left and right to confirm).

The screenshot shows the 'Define password' step of the online services setup. At the top, it says 'Welcome to your Online Services' and has a progress bar with three steps: '1. Access your Online Services' (completed), '2. The agreement' (current step), and 'View my portfolio'. Below the progress bar, the title is 'Define password' and the instruction is 'Please write down your username and choose a new password. This information must remain confidential.' The 'Your username' field is pre-filled with 'Your 8 digits user code'. The 'New password' section has three input fields: 'Current password' (with a placeholder 'Enter your temporary password (in lowercase)'), 'New password*' (with a placeholder 'Enter your new alphanumeric password'), and 'Confirm your new password*' (with a placeholder 'Enter your new alphanumeric password'). Below these fields are three requirements: '8 to 25 characters', 'Include at least one numeral', and 'Include at least one lower-case letter'. Two black arrows point to the eye icons on the 'Current password' and 'New password*' fields.

Tips and tricks: Click on the  to see the characters of your password.

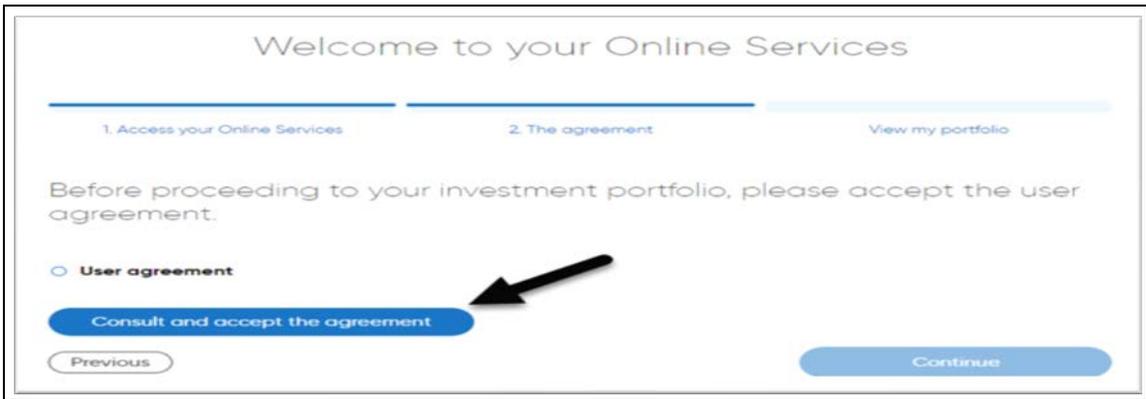
- 4** You must choose three « Security Questions and Answers » in order to offer you the possibility of obtaining a new password, in case you forget it.

The screenshot shows the 'Secret questions and answers' step of the online services setup. At the top, it says 'Welcome to your Online Services' and has a progress bar with three steps: '1. Access your Online Services' (completed), '2. The agreement' (current step), and 'View my portfolio'. Below the progress bar, the title is 'Secret questions and answers' and there is a link 'Why do I need to complete this section?'. The form has three rows, each for a question and answer. Each row has a 'Question' dropdown menu (with 'Select a question' as the selected option) and an 'Answer' text input field. Below each question dropdown is a red error message: 'Question 1 is required', 'Question 2 is required', and 'Question 3 is required'. At the bottom right, there is a blue 'Continue' button.

5

When this box appears, click on the button in order to be able to read and accept the terms of use

Consult and accept the agreement

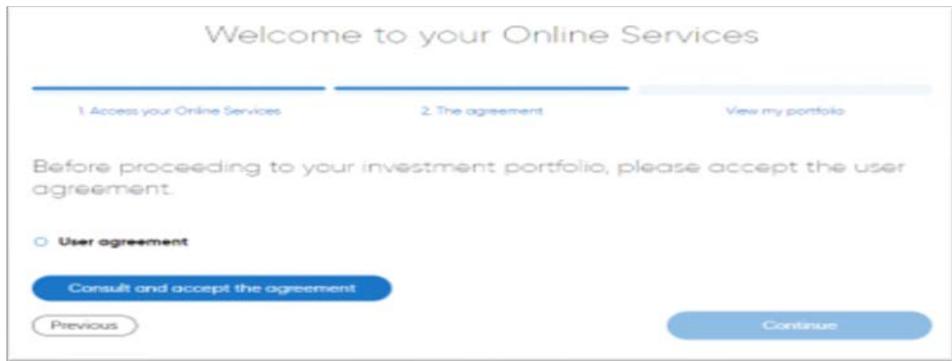


To accept the User Agreement, you must scroll down the text and click on the button

Accept and continue



The process is completed when this box appears.



When the following image appears, you can read the information and move to the next image by clicking on the button  or on the X in the top right corner if you want to have access to your portfolio.

