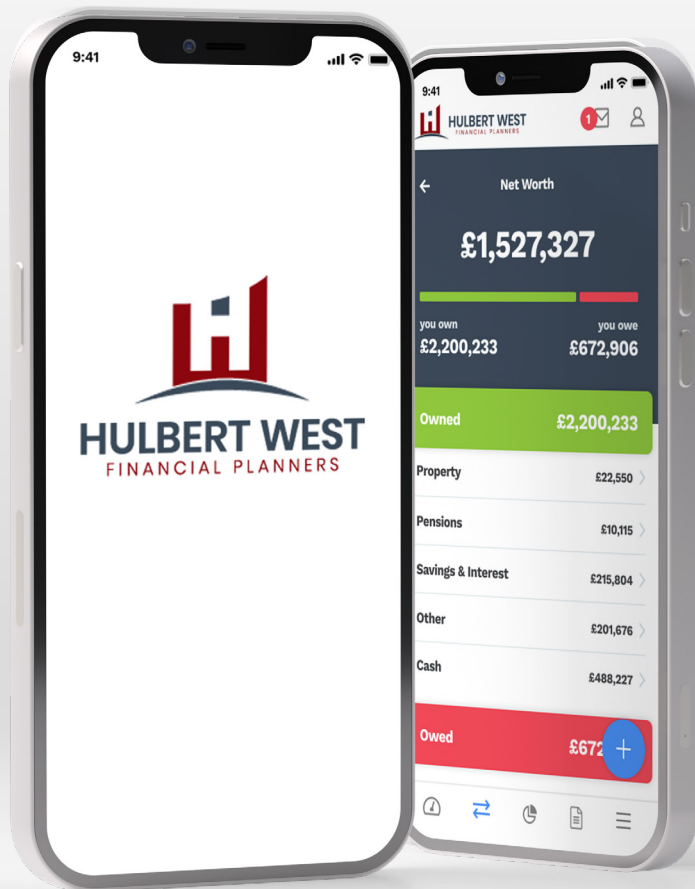




Frequently asked questions

Section 1:

General Questions

Frequently asked questions



Q. Why should I use the Hulbert West app?

A. The Hulbert West app gives you financial peace of mind, bringing you an overview of your entire financial life in one place. The Hulbert West app allows you to track the value of investments and assets, alongside any liabilities. Not only that but you have a secure method of communicating with us and we will share documents with you when required. All in one place, safely, and securely.

Q. What is the benefit of using the Hulbert West app for messaging?

A. You will be notified when a secure message is sent to you and we are using this method to communicate with you in order that you know the message is genuine because it is being delivered securely by the Hulbert West app and not sent via email.

Q. What is the benefit of using the Hulbert West app for sharing documents?

A. The Hulbert West app allows for documents to be accessed immediately, without waiting for the postman, and allows you to access the documents when you need them most, wherever you are and on whatever device you are using. We care for the environment too and want to take steps to reduce the amount of paper we're using.

Q. Am I able to upload documents myself onto the Hulbert West app ?

A. In app scanning on the app allows you to take a picture of your chosen document and convert it into a PDF, you can then upload this into your document folder or a message.



Q. I have a query regarding the information being displayed in the Hulbert West app, who do I contact?

A. In the first instance, please send us a secure message from the Messaging area of the portal, or if it is of an urgent nature please contact your Hulbert West adviser.

Q. Can I download the documents that are sent to me in the Hulbert West app?

A. Yes, you can download any documents, however they are stored within your Hulbert West app and can be easily accessed anytime. We would encourage you not to download documents unless you have a specific need, as the documents are stored securely and backed up to ensure the security is maintained at all times.

Q. What is the maximum size document I can add to the Hulbert West app?

A. The maximum size document is 10MB.

Q. Who is Moneyinfo?

A. Moneyinfo Limited has developed and maintains the Hulbert West app and is our chosen technology partner. More information can be found here www.moneyinfo.com

Q. I cannot remember my log in details, what can I do?

A. If you have forgotten your password, go to the login section of <https://hulbertwest.moneyinfo.co.uk> and input your e-mail address to reset your password. An email will be sent to you containing a link allowing you to validate yourself by responding to security questions and then to reset your password. Once you have logged in to the Hulbert West app you will be able to amend your username, password or security questions by clicking on me > Settings.



Section 2:

Security

Frequently asked questions



Q. How secure is it?

- A. As you would expect, cyber security is of the utmost importance to us and our carefully selected technology partner. All data within the Hulbert West app is fully encrypted and together with other security measures ensure your data is protected at all times.

Q. Here's the technical bit...

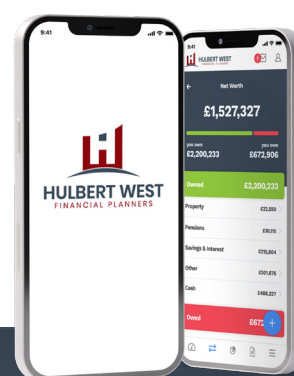
- A. All information is securely sent and received encrypted, which means that information cannot be read by anyone listening between your computer and the Hulbert West app service. Even when we process any of your data internally, we still encrypt it.

Our technology partner, Moneyinfo, protects the infrastructure in several ways using advanced technologies and also using a Security Operations Centre (SOC), which constantly monitors what happens in the Hulbert West app environments. This means if something looks suspicious, the SOC will inform us immediately. Moneyinfo's infrastructure is designed in such a way to allow for high availability; if there's a blip and something goes wrong, a spare piece of the environment automatically picks it up, which ensures that you can still access your information seamlessly.

Also, your data is stored in an environment located in an ISO27001 certified facility, that is protected by the very best in physical security, electronic security and internal security policies to ensure that your details remain totally secure.

Q. How private is my data?

- A. Your privacy and trust are our highest priority and so we put extensive safeguards in place to protect your identity, privacy and financial data at all times. When you add your own information on to the Hulbert West app you can decide who it is shared with using the privacy controls.



Q. Is my data protected under the Data Protection Act?

- A. Hulbert West strictly adheres to the General Data Protection Regulation and the Data Protection Act (DPA 2018), so you can be assured that any data, documents or messages are kept safe and secure with rigid data protection principles in mind. We do not share any data or information with third parties, unless given explicit consent by you.

Q. Why does the Hulbert West app need the usernames and passwords for my bank and credit card accounts?

- A. You give consent using your online credentials and we use it to establish a secure connection to your Bank or Credit Card Company so that we can retrieve your transaction or statement information securely. For most banks, once the connection is made, we do not store your banking or credit card usernames or passwords in the Hulbert West app. You may be asked to reconsent depending on the institution in line with Open Banking regulations. If we do need to store your banking or credit card usernames and passwords in the Hulbert West app they are stored encrypted in a separate database through our service provider, Yodlee. For information on Yodlee, please see www.yodlee.com.

Q. Can Hulbert West employees' access or view my bank login details?

- A. No. Hulbert West does not store any of your Bank or Credit Card account usernames or passwords on any of our servers or systems. This means that no one at Hulbert West can access your banking credentials. Furthermore, if you choose to share your account data with Hulbert West via the Hulbert West app the service only gives you a read only view of your Bank Account or Credit Card information so you cannot move money around or make any transactions. Hulbert West will only be permitted to see account balances, and high-level spending and income categorisations, not individual statement data.

Q. What happens to my data if I no longer use the Hulbert West app?

- A. If you decide to no longer be a client of Hulbert West then your Hulbert West app access will be revoked. You will have an opportunity to download your data in line with the regulatory requirements. All data will be completely deleted from the servers after 30 days from the deletion of your account.



Section 3:

Financial Portfolio

Frequently asked questions



All plans that Hulbert West hold in our system will be automatically added to the Hulbert West app for you. However, should you also wish to add any other assets or plans that are not managed by us, you can do this by following the steps set out below.

Q. How are my Hulbert West plans updated in the Hulbert West app?

A. Any investment or pension plans managed by Hulbert West will be updated either by electronic data feeds or by the team dependent on the data available from the providers of your plans. The valuation 'strength' is indicated alongside each plan using a 'wifi' style signal indicator.

Saving & Investments £278,835

An ISA - PR 1000292	£51,768.17 
Investment Plan - HARX007831	£28,941.80 
Hulbert West Portfolio	£198,125.00 

-  Three bars mean that the unit price and unit holdings are being updated via an electronic data feed from your provider and should always be up to date.
-  Two bars mean that the unit prices are being updated via a direct price feed, but units are being manually updated periodically by the team at Hulbert West so may not be up to date.
-  One bar means that the value of the item is manually updated occasionally by the team at Hulbert West.



Q. How do I add an investment or pension plan to the Hulbert West app?

A. • Navigate to Net Worth

• Click 

• Choose the correct option from the list i.e.  OR 


What do you want to add?

If you have online access to your bank, credit card, investments or pension, then select the Online Account option below.


Online Account

UK Property

Non UK Property

Possession

Save + Invest

Retirement

Borrowing

Workplace Saving

Once you have entered the information you can click on Save and your investment or pension will be added to the portal.

Q. How do I add an insurance policy to the Hulbert West app?

A. To add details of any insurances you hold:

- Navigate to Insurances
- Click 


What type of protection is this


Protection

Life Cover

Health

Income Protection

Home

Car

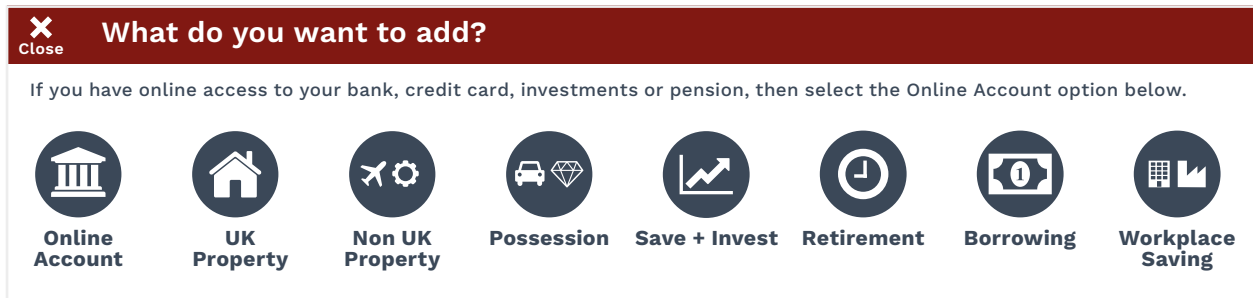
Other

Choose the correct type of protection and follow the screen prompts to enter the data required



Q. How do I add my property details to the Hulbert West app?

- A.
- Navigate to Net Worth
 - Click [+](#)
 - Choose the UK Property option from the list below



Enter your house number/name and postcode and click on the magnifying glass, if your property address, purchase date and price are populated, you can click on save, if no data is returned, this can be added manually.

Once you have entered the information you can click on Save and your property will be added to the portal. You can adjust the value if required, otherwise our house pricing data feed will update the values monthly*.

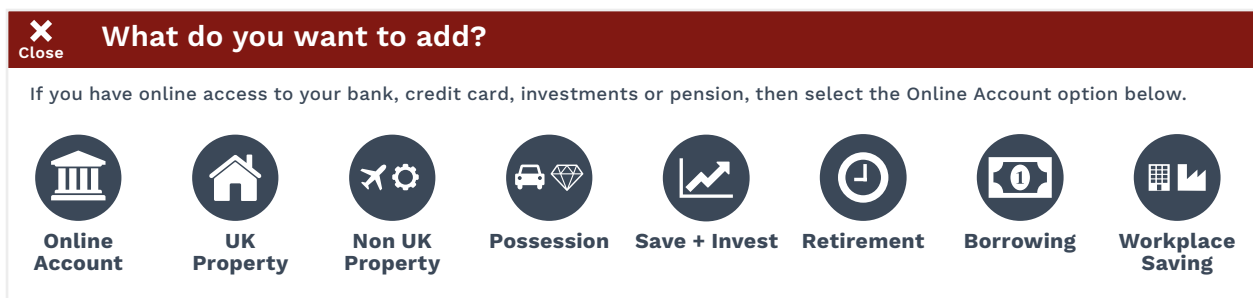
*Valuation data for properties is uploaded quarterly but will display each month's valuations.

Q. How is my property value worked out?

- A.
- We use a third party to provide house price valuation data which uses sold prices in the area and works out averages according to the location.

Q. How do I add an asset or liability to the Hulbert West app?

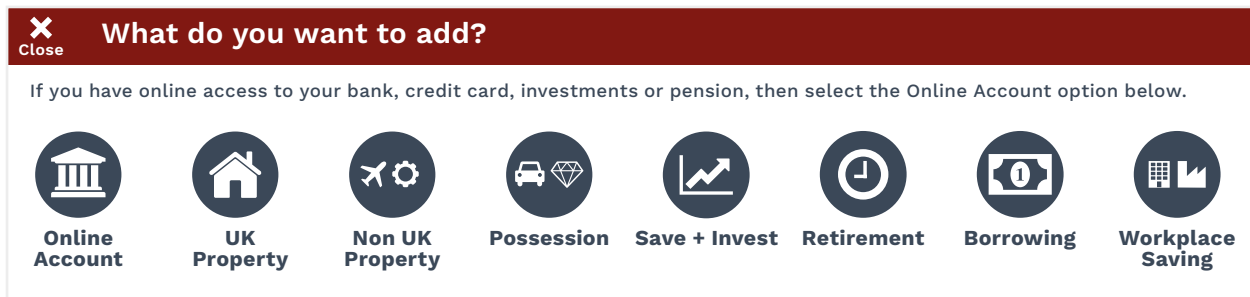
- A.
- Navigate to Net Worth
 - Click [+](#)



Choose the category for the item you want to add and follow the on screen prompts.

Q. How do I add an online Bank Account or Credit Card to the Hulbert West app?

- A.
- Navigate to Net Worth
 - Click 



Choose the Online Account for the item you want to add and follow the on screen prompts.
Your account will be added, and you will be able to monitor all transactions and up to date balances.

Q. What happens if my bank or credit card supplier are not listed?

- A. Our banking integration partner (Yodlee) is working to increase the number of providers currently being supported. If you are unable to locate a provider in the options available, firstly try inputting any variation of the bank's name i.e. RBS, Royal Bank of Scotland. If you are still unable to locate the provider, please note that not all institutions are available, but new ones are being added all the time, so it may become available in future.

Q. I have changed my online banking credentials, how do I update the Hulbert West app?

- A. If the service encounters an issue such as changed login details or a need to reconfirm, you will be presented with an on screen message to that effect. By clicking on Me > Online Accounts you will see the account(s) which have failed .

You will be able to carry out the necessary changes by clicking on the cog icon .

Q. Who are Yodlee?

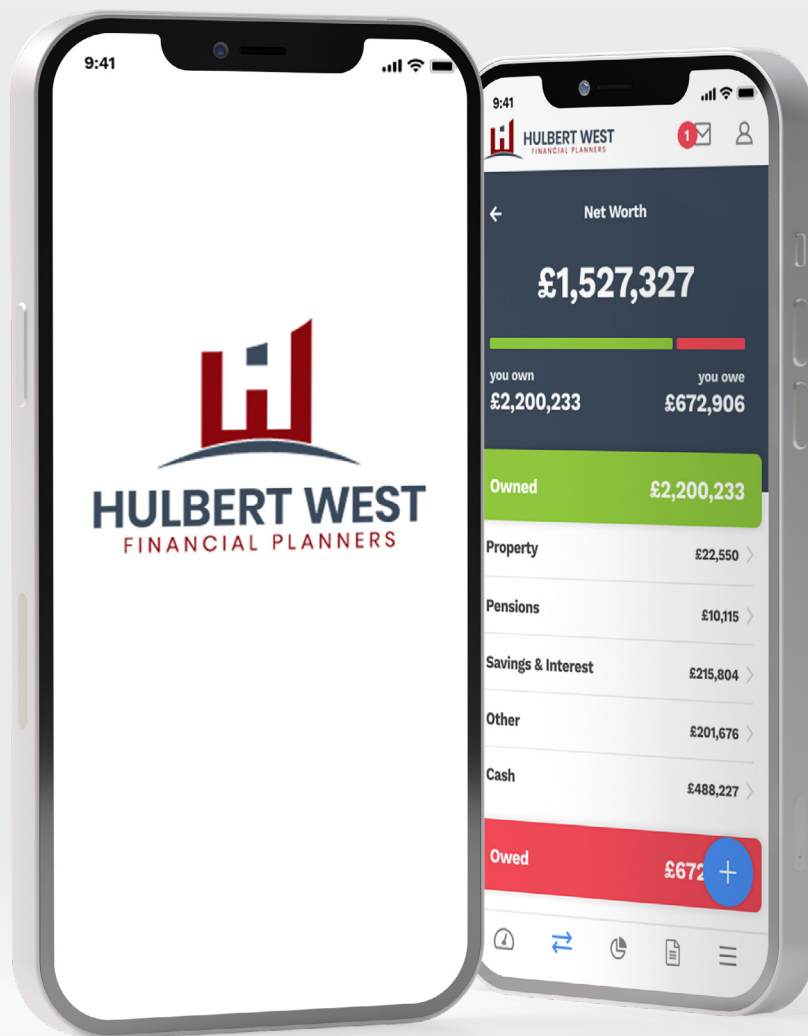
- A. Yodlee is a software company that Moneyinfo have partnered with to provide the account aggregation functionality in the Hulbert West app. For information on Yodlee, please see www.yodlee.com.

Q. How do I edit or delete an item that is already showing on the Hulbert West app?

- A. You can only amend or delete items that you have added yourself by accessing the item and clicking in Edit Details *. If you believe there to be something added by Hulbert West that should not be showing, please contact Hulbert West by sending a secure message with your query.

Statement - These FAQs should be read in conjunction with T&Cs and Privacy Policy

* Editing or deleting items must be done on desktop or tablet*



Access your online portal today
hulbertwest.moneyinfo.co.uk

Call 01603 759784
Email info@hwfp.co.uk
Visit hwfp.co.uk

