

Frequently asked questions

1 GENERAL QUESTIONS

Why should I use the myGBIM?

It will deliver a clear, uncomplicated view of your investments, either on your desktop or as an app on your tablet and smartphone. Your investments are beautifully brought together under a single login, accessible to you at any time, wherever you are, and most importantly it's safe and secure.

I cannot remember my login details, what can I do?

If you have forgotten your password, go to the login page of <https://secure.mygbim.co.uk> and click on the 'Problems logging in?' link. Here you'll find options to reset your password or your username. You'll need to enter your username to reset your password, or your email address to request your username. Once the information you enter has been validated, an email will be sent to you containing either a link allowing you to validate yourself by responding to security questions and then to reset your password, or details of your username. Once you have logged in to the Portal, you can amend your username, password or security questions by clicking on the 'Me' icon.

2 SECURITY

How secure is it?

We understand that we are dealing with sensitive financial information, and that's why we take data protection and security so seriously. The myGBIM uses data encryption and other security measures to ensure that your data is protected at all times.

Here's the technical bit...

All information is securely transmitted using SSL (Secure Sockets Layer) standard encryption, which creates an encrypted connection between your browser and our servers. Your information remains encrypted at all times. Our servers are protected with firewalls which prevent unauthorised access to our servers and are monitored 24/7. Security personnel monitor the system 7 days a week, 24 hours a day, and access requires multiple levels of authentication, including biometrics (fingerprint/eye scans) procedures.

What is the benefit of using the myGBIM for documents and messaging?

The myGBIM also allows you and your Account Manager to send and receive secure messages, and to upload and store PDF documents. The content of a message sent via the Portal is encrypted before it is sent over the internet and, therefore, is far more secure than a standard email. All documents are virus checked and then encrypted before they are stored on our servers. Documents remain encrypted at all times, and a document is only decrypted as you download it.

Is my data protected under the Data Protection Act?

Gore Browne Investment Management strictly adheres to the Data Protection Act, 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.

What happens to my data if I no longer use the myGBIM?

Should you stop using the myGBIM, all of your personal and financial data, along with any documents stored, is completely deleted from our servers.

3 FINANCIAL PORTFOLIO

How are my investment plans updated?

Valuations are updated daily and build up into a history across your entire portfolio. You can drill down to view the underlying portfolio holdings and easily see how your investments are doing.

I have a query regarding the information being displayed in the myGBIM - who do I contact?

In the first instance, all queries regarding the information being displayed in the myGBIM should be referred to your Investment Manager, whose details can be found on the dashboard of the portal. They will be able to provide you with an explanation of your financial details.