

# Credential Online for Credential Asset Management clients

Client quick reference guide

January 2021

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## Credential Online overview

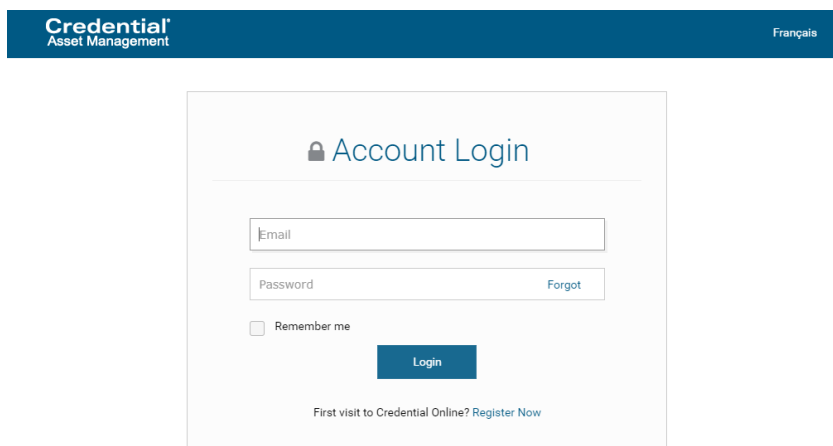
Credential Online is the new online portal that provides you with access to your Credential Asset Management account information, including holdings, transactions, and statements. This guide provides a high-level overview of the features within Credential Online.

### Account login

If it is your first-time visiting Credential Online, there is a link for you to register.

Once registered for Credential Online, you can log in by entering your email address and password on the Account Login screen.

The URL of the Credential Online login page is <https://camonline.credential.com>.



The screenshot shows the Credential Online Account Login page. At the top, there is a dark blue header with the 'Credential Asset Management' logo on the left and the word 'Français' on the right. The main content area is white and features the title 'Account Login' with a lock icon. Below the title are two input fields: 'Email' and 'Password'. The 'Password' field has a 'Forgot' link to its right. Below the input fields is a checkbox labeled 'Remember me'. A blue 'Login' button is positioned below the checkbox. At the bottom of the form, there is a link that reads 'First visit to Credential Online? Register Now'.

#### Features on the Login page:

- Language preference (stored as a cookie)
- Forgot password
- Login
- Link to register

## Summary

On the left side of the Summary screen there is a series of menu items which allow you to navigate through Credential Online - the first option being 'Summary'. The Summary screen provides an overview of your accounts.

D Training - Individual		CAD Assets : \$62,470.86				
	Cash	Market Value**	Book Cost	Gain/Loss†	Gain/Loss% †	Total
(+) TFSA	\$0.00	\$12,441.72	\$11,784.53	\$657.19	5.58%	\$12,441.72
(+) SPLRIF	\$0.00	\$22,727.88	\$22,486.98	\$240.90	1.07%	\$22,727.88
(+) SPLRIF	\$0.00	\$27,301.26	\$27,084.92	\$216.34	0.80%	\$27,301.26
(+) SPSL	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$0.00
(+) RRSP	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$0.00

### Features on the Summary page:

- List of all your accounts
- Account type, cash balance, market value, gain/loss
- Total consolidated assets, as well as total CAD and total USD assets
- Links to holdings and history

## Holdings

The Holdings screen provides a more detailed view of your investments within each account. You can select the account you would like to view in the drop-down menu near the top of the screen.

**Credential Asset Management** Menu Français

### Holdings

CASH (XXXXXXXXXX) \$224,516.47 Total

Cash : \$0.00 Market Value \*\*: \$224,516.47

**Table** | Charts

Security	Symbol	Type	Quantity	Price**	Market Value**	Cost/Share***	Book Cost	Gain/Loss*	Allocation
CIG HI INT FD CL A -FE	CIG2113	Mutual Funds	10,044.8110	10.0017	<b>\$100,465.19</b>	\$10.01	\$100,520.04	-\$54.85	44.75%
DYNAMIC FIN SER FD SR A -FE	DYN201	Mutual Funds	509.5000	24.2485	<b>\$12,354.61</b>	\$21.15	\$10,776.86	\$1,577.75	5.50%
EDG GB GWTH INC A N CL A -FE	EDG1801	Mutual Funds	2,352.9630	24.2609	<b>\$57,085.00</b>	\$24.46	\$57,542.89	-\$457.89	25.43%
FDLTY GLB GWTH PORT SR B -FE	FID2206	Mutual Funds	1,637.0159	19.6472	<b>\$32,162.78</b>	\$15.60	\$25,542.43	\$6,620.35	14.33%
FDLTY GLB INNOV CL SR B -FE	FID5973	Mutual Funds	761.8782	29.4652	<b>\$22,448.89</b>	\$11.97	\$9,117.06	\$13,331.83	10.00%
<b>Total</b>					<b>\$224,516.47</b>		<b>\$203,499.28</b>	<b>\$21,017.19</b>	<b>100 %</b>

\* Unrealized  
 \*\* Price and Market value are updated daily. Values for fixed income products do not include accrued interest. For accrued interest values, please refer to your most recent account statement.  
 \*\*\* Please note that Average cost and Cost/Share are the same calculation

Last Login 25 November 2020 4:42:16 PM  
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### Features on the Holdings page:

- Ability to sort the table by clicking on column headers
- View holdings as a table or charts
- Export a CSV file

# History

The History screen displays transactions at the account level. You can select the account you would like to view in the drop-down menu near the top of the screen.

**Credential Asset Management**

Val P. | Français

## History

TFSA (XXXXXXXXXX) \$12,441.72 Total

Cash: \$0.00 Market Value\*: \$12,441.72

Latest Transactions | Monthly | 1 Year | Custom Filter

Trade Date	Settlement Date	Activity	Description	Symbol	Quantity	Price**	Net Amount
17-Aug-2020	17-Aug-2020	Conversion	MANULIFE GROWTH OPPS FD-FE CONVERSION TO BROADRIDGE		277.369	\$0.0000	\$0.00
17-Aug-2020	17-Aug-2020	Conversion	MLF CDN DIV GWTH FD-FE CONVERSION TO BROADRIDGE		116.689	\$0.0000	\$0.00
17-Aug-2020	17-Aug-2020	Conversion	MMF GRW OPPORT FD ADV SR-FE CONVERSION TO BROADRIDGE		61.526	\$0.0000	\$0.00
20-Dec-2019	20-Dec-2019	Reinvested Dividend/Interest	Manulife Canadian Dividend Growth Fund Advisor Ser	MMF3506	3.421	\$62.1890	\$212.73
16-Oct-2019	17-Oct-2019	Switch In - Dollars	Manulife Canadian Dividend Growth Fund Advisor Ser	MMF3506	113.268	\$61.8000	\$7,000.00
16-Oct-2019	17-Oct-2019	Switch Out - Dollars	Manulife Growth Opportunities Fund Series H	MMF1864	-684.51	\$10.2260	-\$7,000.00
25-Sep-2019	26-Sep-2019	Redemption - Total	Manulife Canadian Dividend Growth Fund Advisor Ser	MMF3506	-452.869	\$62.5210	-\$28,313.82
28-Jun-2019	28-Jun-2019	Reinvested Dividend/Interest	Manulife Canadian Dividend Growth Fund Advisor Ser	MMF3506	2.124	\$60.5140	\$128.53
29-Mar-2019	29-Mar-2019	Reinvested Dividend/Interest	Manulife Canadian Dividend Growth Fund Advisor Ser	MMF3506	1.419	\$58.8970	\$83.60
02-Jan-2019	02-Jan-2019	Switch Out - Dollars	Manulife Canadian Dividend Growth Fund Advisor Ser	MMF13406	-87.484	\$52.9710	-\$4,634.12
02-Jan-2019	02-Jan-2019	Switch In - Dollars	Manulife Canadian Dividend Growth Fund Advisor Ser	MMF3506	87.484	\$52.9710	\$4,634.12
21-Dec-2018	21-Dec-2018	Reinvested Dividend/Interest	Manulife Canadian Dividend Growth Fund Advisor Ser	MMF3506	0.655	\$51.5610	\$33.76
21-Dec-2018	21-Dec-2018	Reinvested Dividend/Interest	Manulife Growth Opportunities Fund Series H	MMF1864	71.76	\$8.7700	\$629.35
21-Dec-2018	21-Dec-2018	Reinvested Dividend/Interest	Manulife Canadian Dividend Growth Fund Advisor Ser	MMF13406	0.158	\$51.5610	\$8.16
21-Dec-2018	21-Dec-2018	Reinvested Dividend/Interest	Manulife Growth Opportunities Fund Advisor Series	MMF588	4.628	\$31.8980	\$147.61
22-Dec-2017	22-Dec-2017	Reinvested Dividend/Interest	Manulife Canadian Dividend Growth Fund Advisor Ser	MMF13406	1.479	\$57.9240	\$85.67
22-Dec-2017	22-Dec-2017	Reinvested Dividend/Interest	Manulife Canadian Dividend Growth Fund Advisor Ser	MMF3506	6.117	\$57.9240	\$354.32
29-Sep-2017	29-Sep-2017	Reinvested Dividend/Interest	Manulife Canadian Dividend Growth Fund Advisor Ser	MMF13406	0.313	\$56.6860	\$17.73
29-Sep-2017	29-Sep-2017	Reinvested Dividend/Interest	Manulife Canadian Dividend Growth Fund Advisor Ser	MMF3506	1.294	\$56.6860	\$73.35
30-Jun-2017	30-Jun-2017	Reinvested Dividend/Interest	Manulife Canadian Dividend Growth Fund Advisor Ser	MMF3506	0.785	\$56.7740	\$44.55

1 - 20 of 105 Items

\* Unrealized  
 \*\* Price and Market value are updated daily. Values for fixed income products do not include accrued interest. For accrued interest values, please refer to your most recent account statement.

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## Features on the History page:

- Sort the table by clicking on column headers
- Export a CSV file

# Performance

## Coming soon!

On the Performance screen, you can view the performance of your accounts. You can select the account you would like to view in the drop-down menu near the top of the screen.

**Note:** Performance information will be available in Spring 2021.

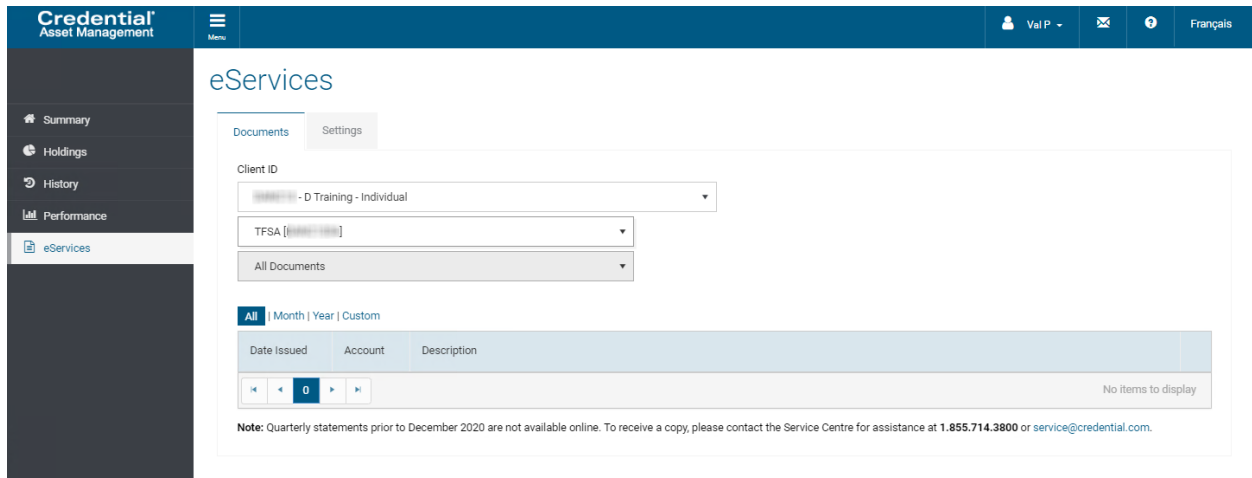
### Features on the Performance page:

- Monthly, quarterly, annually, and prior years' performance tables

## eServices

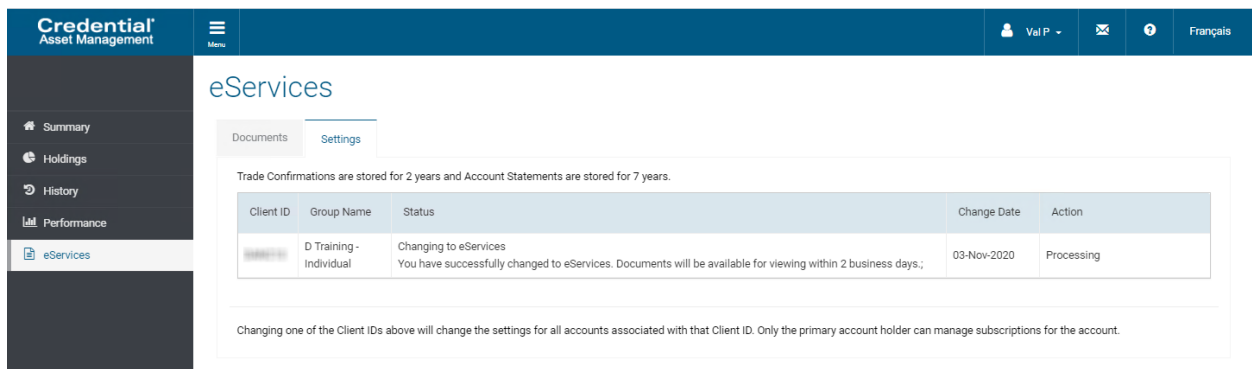
### Documents

In the Documents tab, you can view and download your electronic documents such as account statements and tax slips.



### Settings

Through the Settings tab, you can update your document delivery preference.

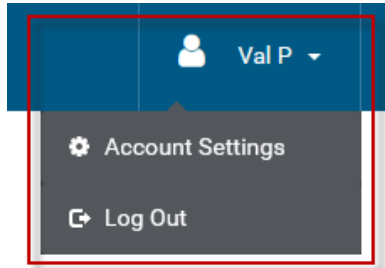


Client ID	Group Name	Status	Change Date	Action
[REDACTED]	D Training - Individual	Changing to eServices You have successfully changed to eServices. Documents will be available for viewing within 2 business days.;	03-Nov-2020	Processing



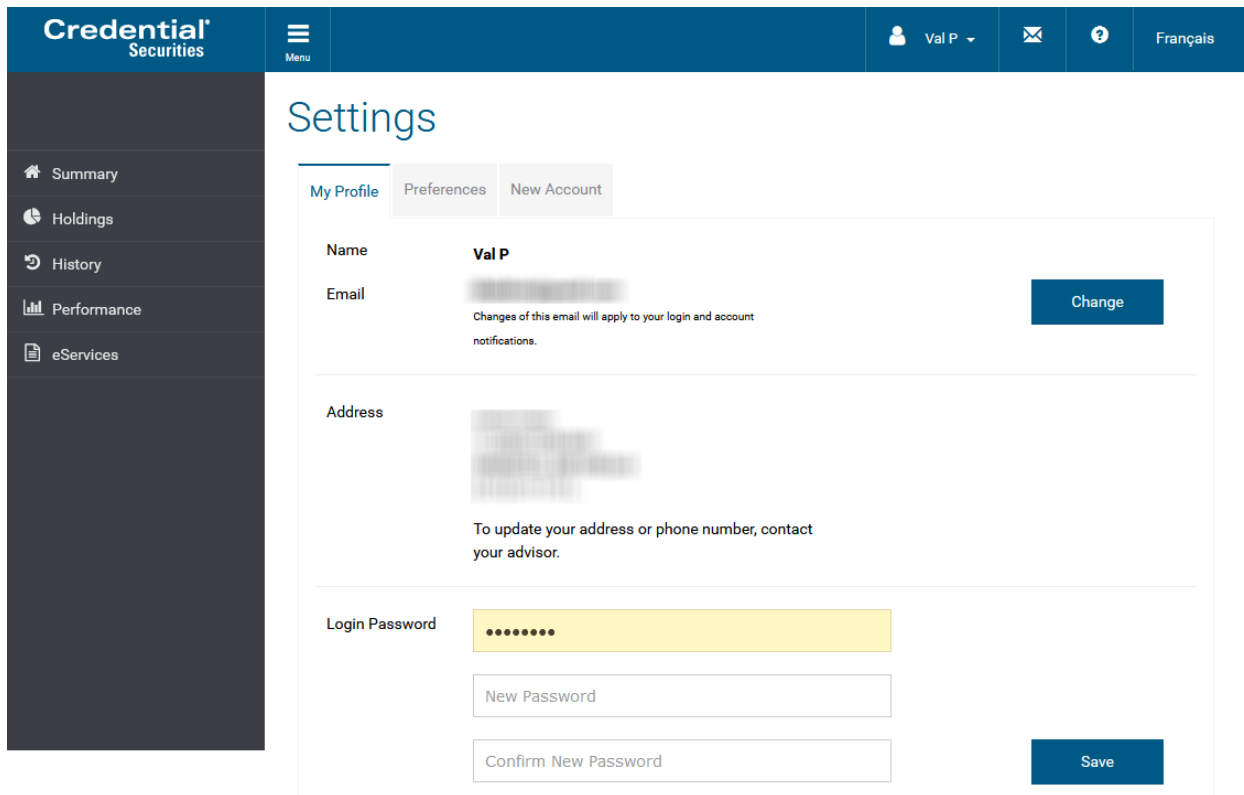
## Account settings

Through the drop-down menu near the top of the screen, you can select Account Settings to customize your Credential Online experience.



## My Profile

The My Profile tab within Settings enables you to update your email address and change your password.



## Preferences

The Preferences tab allows you to choose your default account and customize your account group name(s) and session timeout.

### Settings

## Add New Accounts

From the New Account tab, you can add subsequent Credential Asset Management accounts to your Credential Online profile.

### Add New Accounts

## Questions

If you have any questions about Credential Online, contact the Service Centre.

Phone: 1.855.714.3800

Email: [service@credential.com](mailto:service@credential.com)

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