Schroders

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SARA Web User Guide

September 2009

Australian Access for Intermediaries and Third Party Contacts

(Brokers, Advisers, etc)

Contents

Introduction

SARA Web provides intermediaries such as brokers and advisers as well as other relevant third party contacts (eg accountants, etc) with the ability to view unitholding information for their clients.

SARA Web provides read only access to information and for security purposes there is no transactional capability.

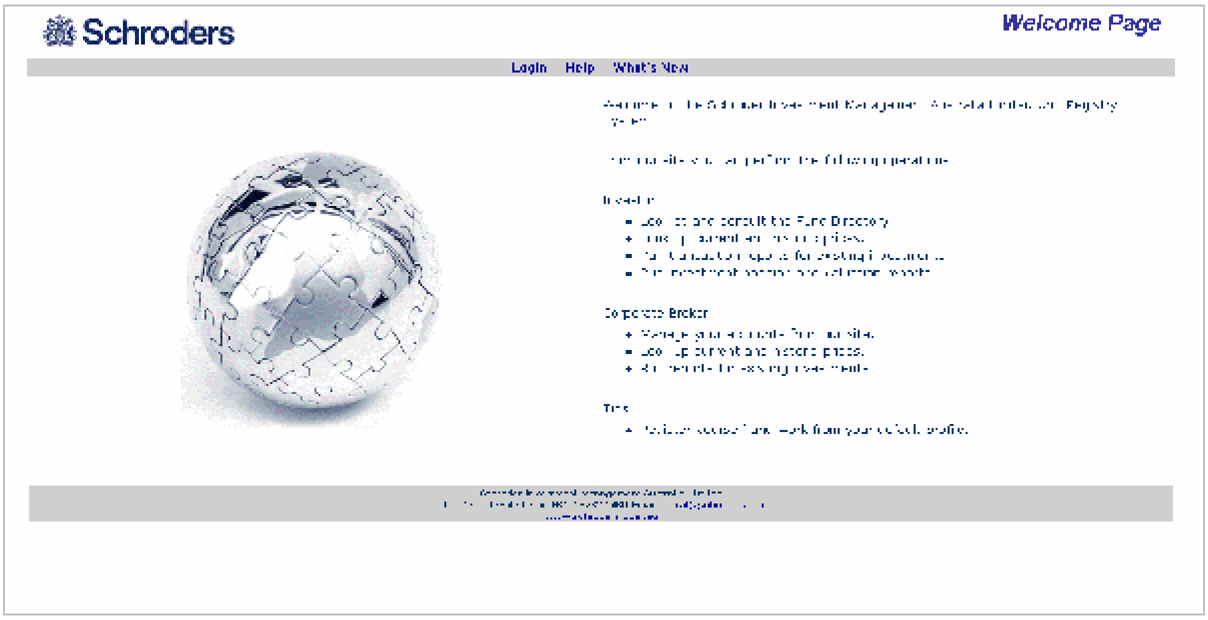
Please note that SARA Web is a global system provided by RBC Dexia Investor Services and some of the terminology and formats are slightly unusual in the Australian environment. Key points to note are:

– ‘Broker’ is the term used to mean an intermediary or third party contact of any type.

– Date format is mm/dd/yyyy

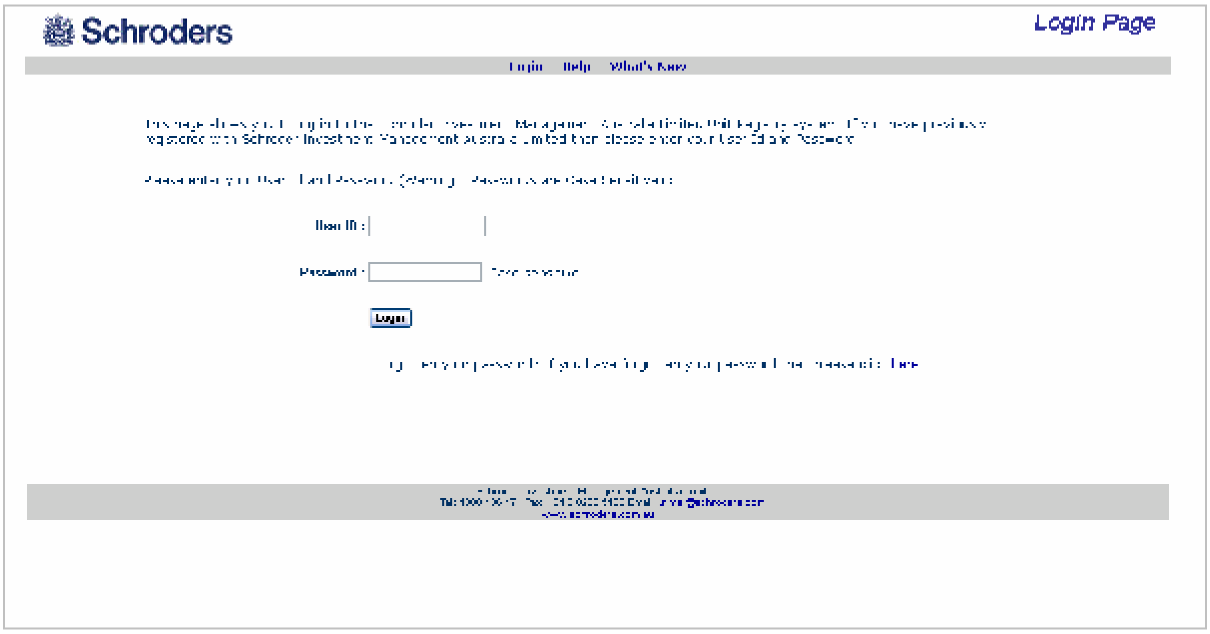
Welcome Page

On entering the web site, the following screen will appear. Please click on 'Login'



Login Page

As requested on the 'Login' page. Enter your User ID and password – the login is case sensitive.



First Time Access

- The first time you log in you will be required to read through the Terms and Conditions of usage. Should you wish to proceed, you must accept and agree to the Terms and Conditions.
- Once you have accepted the Terms and Conditions you will be required to change your password – your password should be alphanumerical and should be between 10 and 15 characters in length. Your new password is also case sensitive.
- If you enter an incorrect password more than three times you will be locked out of the system and will need to contact us so we can reactivate your account. Contact information can be found under the "Help" menu on screen.

Points to Note:

Some browsers will ask you whether you wish to save your ID and password – please choose NO, the information contained in this website should be treated with strict confidence and choosing this facility is a security risk. This functionality is specific to your browser settings and can be therefore different from one user to another.

How to set your Reset Password Online Data

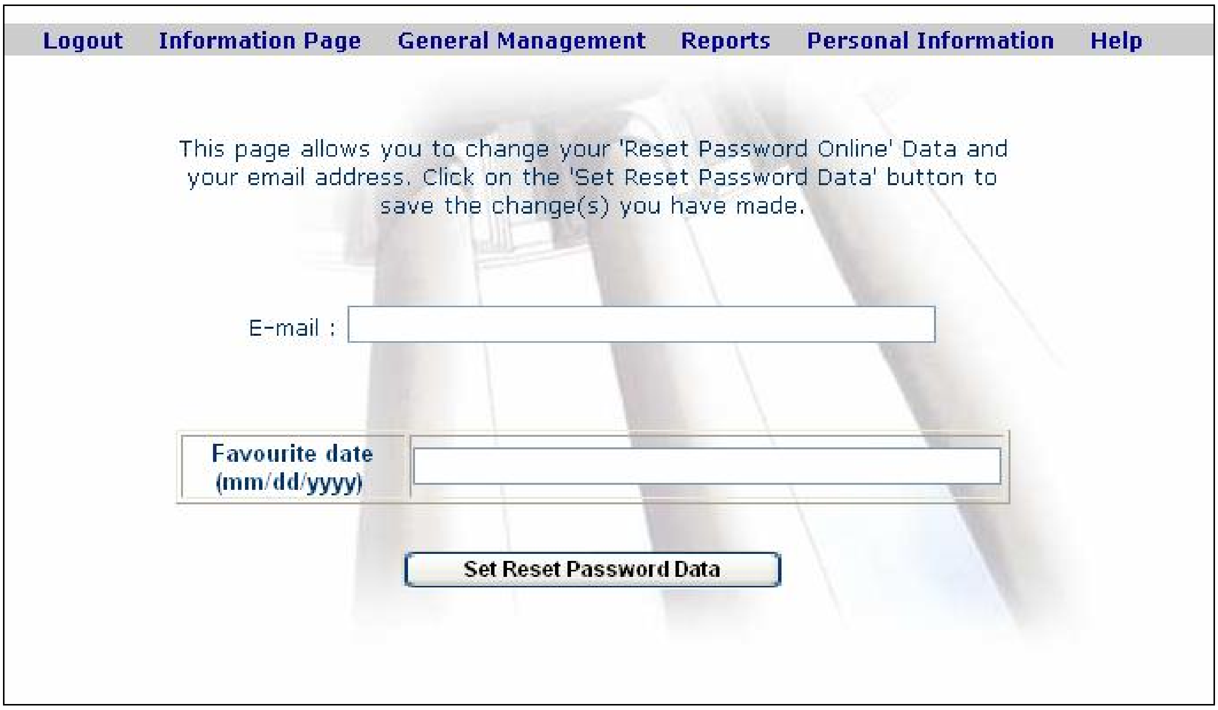
First time users will be prompted to set their “Reset Password Online” Data. This includes entering your email address and a favourite date.

The email address is where your new password will be sent to.

Your ‘favourite date’ can be any specific date of your choice which you can recall, as you will need to provide this date again should you need to reset your password in future.

PLEASE REMEMBER THAT DATE FORMATS ARE MM/DD/YYYY

Once all information has been entered Click on Set Reset Password Data to save your modifications.



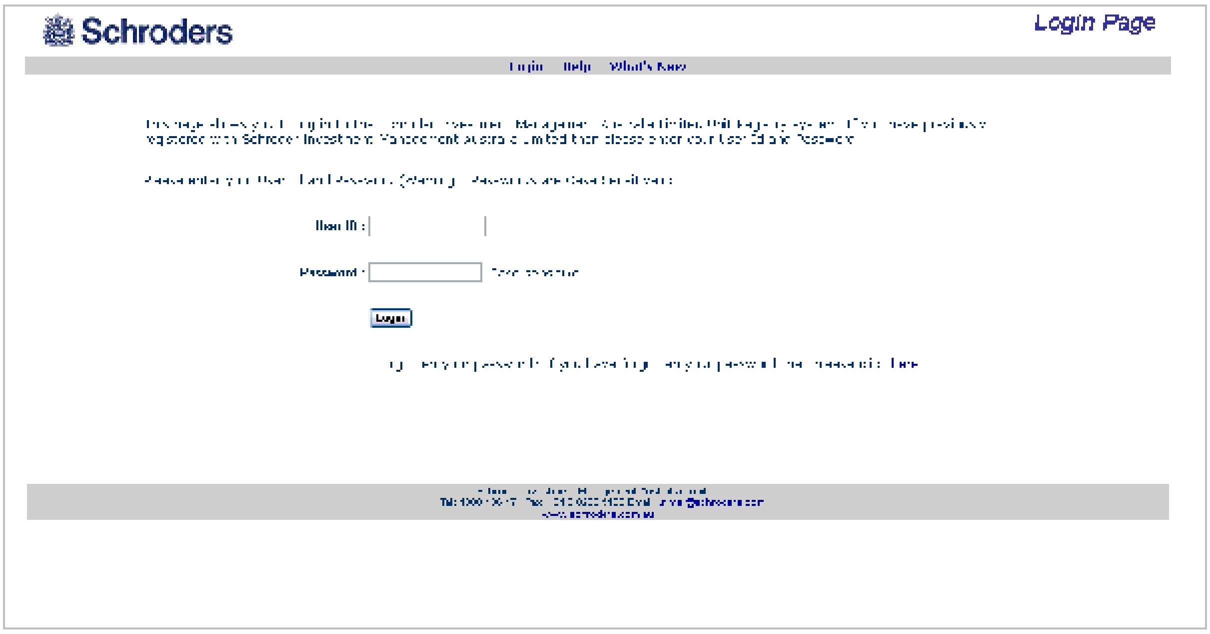
Points to Note:

Please note, depending on your computer settings, this screen may lead you to a blank page. In this case simply close out and login again using the new password which has been emailed to the address you entered above.

How to Reset your Password

Resetting Your Password

If you have forgotten your password, you may reset your password via the Login screen as shown. Click on the hyperlink ‘here’ shown below the login button.



This will direct you to the Reset Password Screen. Enter the information requested. You should have set up a favourite date upon initial login.

PLEASE REMEMBER THAT DATE FORMATS ARE MM/DD/YYYY

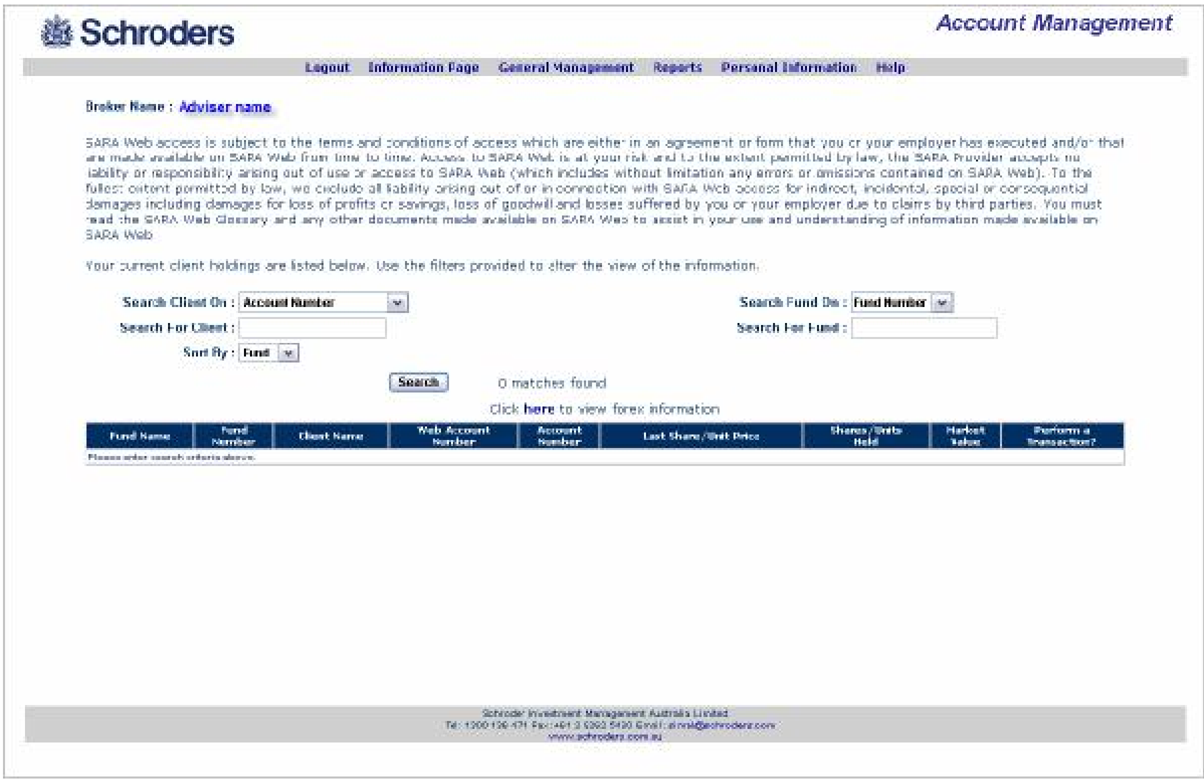
If no error occurs during the sending of data, a confirmation screen will appear. An email containing the new password will be sent to the email address linked to the User Id. Should you not receive an email, please contact Schroders Client Services team on 1300 136 471 or via email simal@schroders.com.

What if you forget your User ID

Please ensure that you store your userid in a location which you can remember. However, if you forget your userid you should contact Schroder Client Services team on 1300 136 471 or via email simal@schroders.com.

Menu Bar

When you have successfully logged into the website the following ‘Account Management’ screen will appear, it will display all the menu functions available at the top of the screen.



Information Page – Fund Search

The ‘Fund Search’ page provides several search options and enables the user to access information relating to all Schroder Funds.

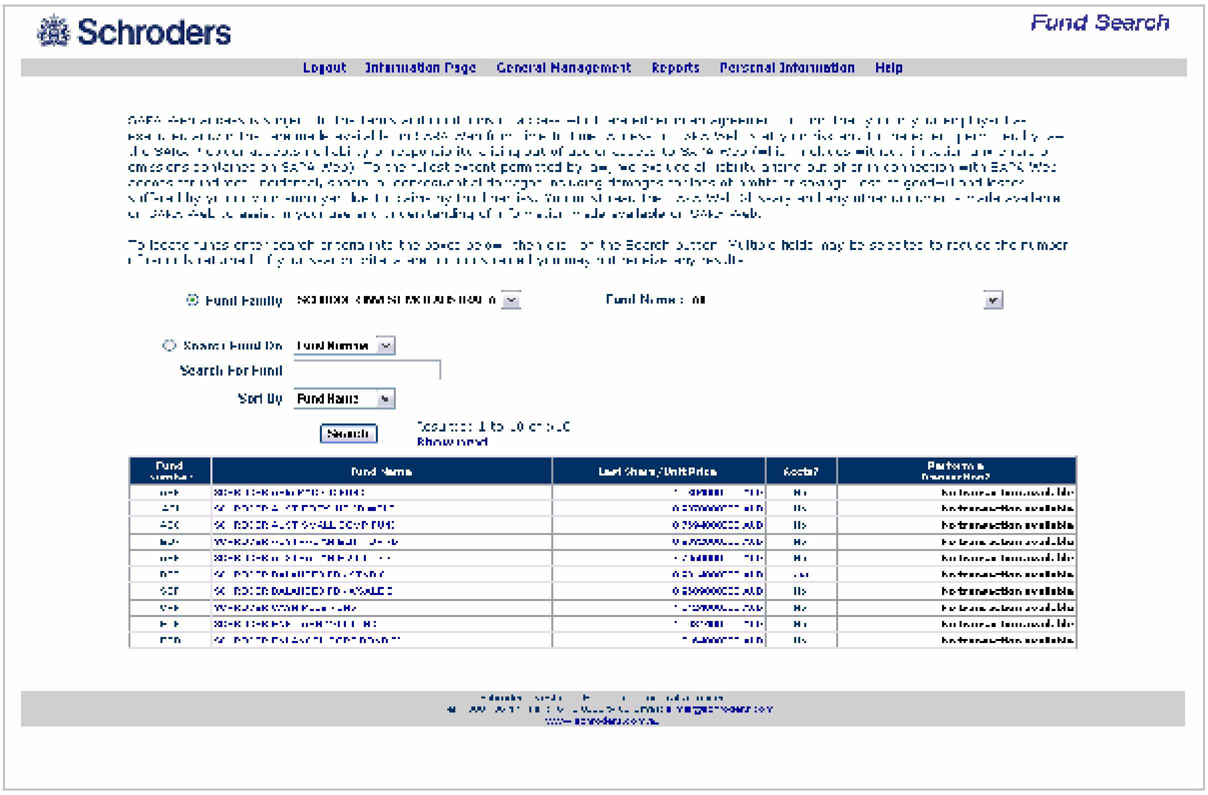
Search Criteria

Fund Family: This will correctly default to Schroder Investment Management Australia.

Fund Name: This provides a high level breakdown of the Schroder product range by investment type i.e. Australian Equities, Fixed Interest, Global Equities.

An alternative option is to search for Funds using Fund codes. Please refer to the index for a full description of available Schroder Funds and codes.

Enter the code / name in the field next to ‘Search for Fund:’ and click on Search.



Search Results

Then simply select the hyperlink under ‘Fund Name’ and you will be provided with:

1. Latest exit unit price.
2. Daily application cut-off time.
3. APIR code.
4. Minimum initial and additional investment amounts.

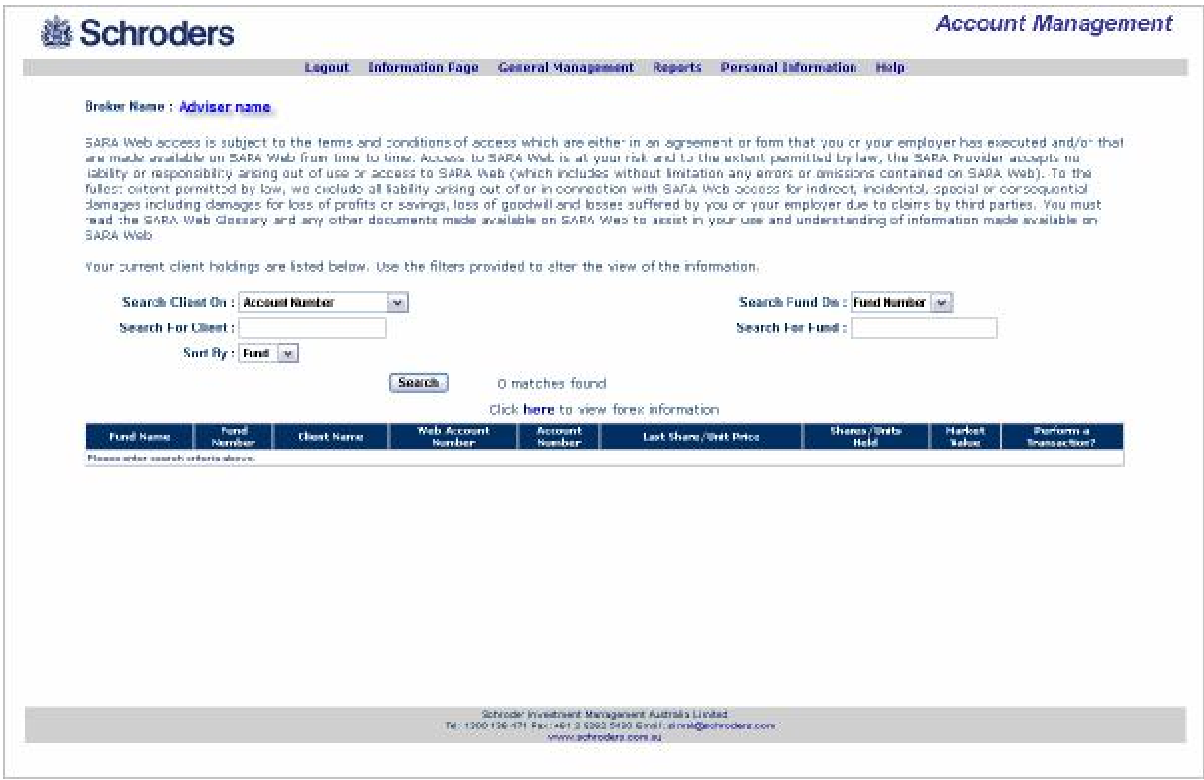
General Management - Account Management

The Account Management function allows you to search and view individual investor details.

You can access your Investor's details by

- SARA account number;
- SARA web account number; or
- Representative. Tip: Should this option be selected, this box will correctly default to the relevant adviser and will provide a summary of all current investor's unit balances and market value.

Please note, this screen also gives you the option to search by 'Branch' though as this is confidential information, you will only be able to view your client's details.



Several other search options are available such as searching for an investor by name. SARA web has the functionality to search on a partial reference.

e.g. If you are searching for an Investor name Mr. Stephen Smith and you type "smi" – it will display all Investors that have "smi" in their names – you will then need to scroll through the names to find the actual Investor you are searching for.

Each screen will display the Investor's current market value per Fund in the Fund currency.

The search will display all Investors including those with a zero balance i.e. those who have terminated their investment.

Search Results – More Details

Once you have searched for your investor, you can obtain further details by clicking on the following fields.

Options include:

- Fund Name

  Clicking on Fund Name will show details of the particular fund.

- Web Account Number

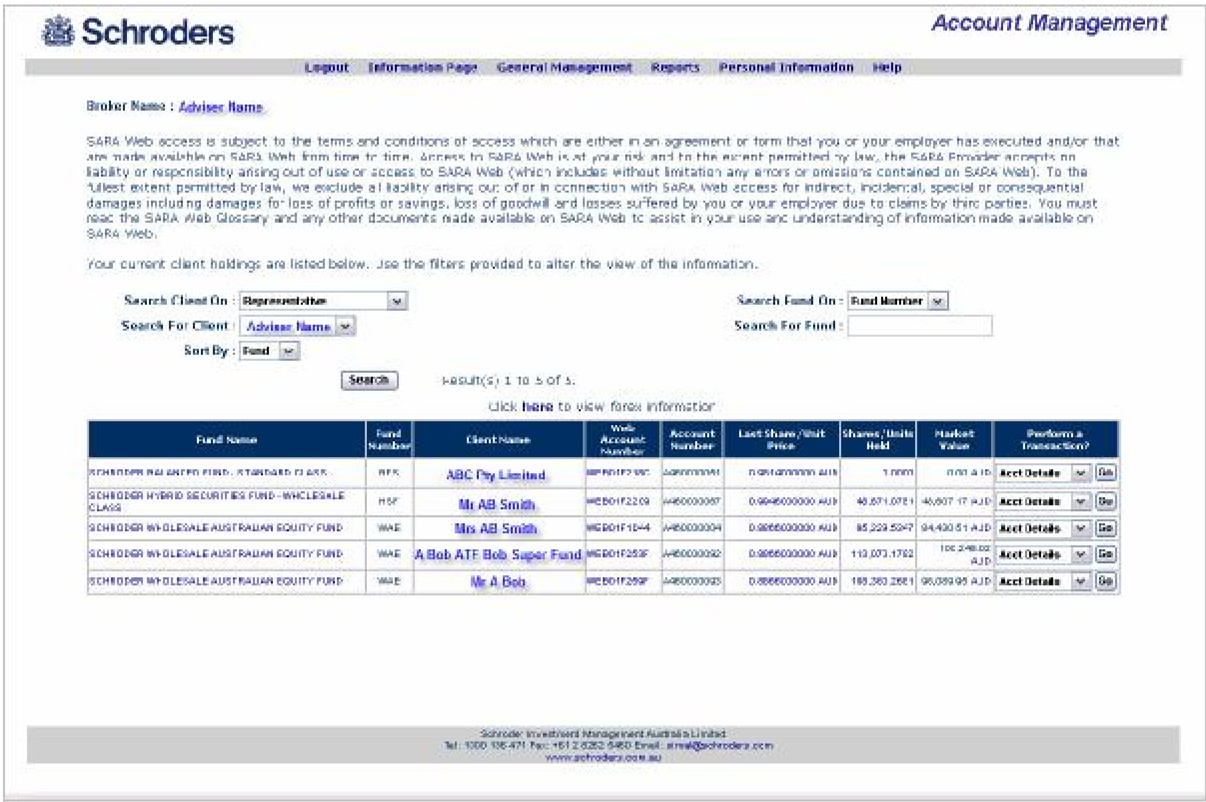
  Clicking on Web Account Number will show all holdings linked to that web account number.

- Last Share Price

  Clicking on Last Share Price will show the history of the unit price.

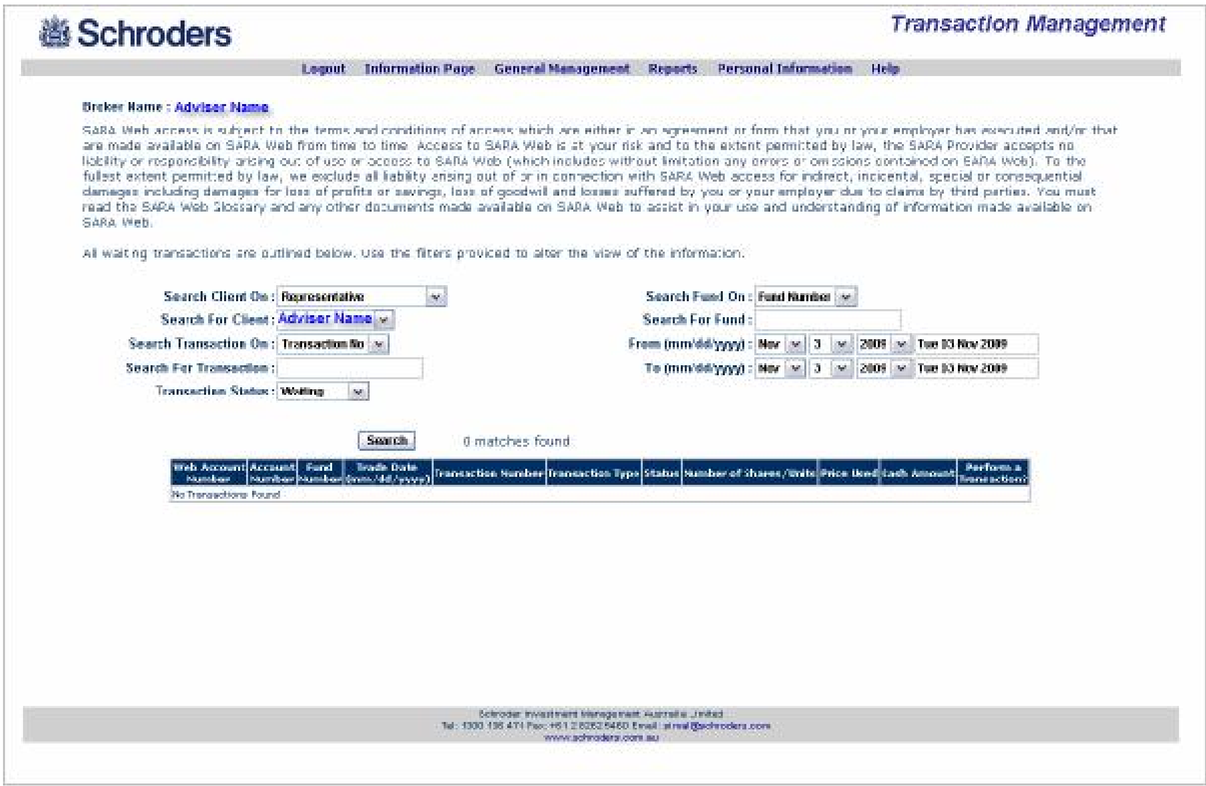
- Shares Held

  Clicking on Shares Held will show a transaction history for that account. From this screen you can drill down even further to view actual transaction details by clicking on the "*Transaction Number*" you wish to investigate as shown above.



General Management / Transaction Management

The Transaction Management function allows you to search and review specific transactions.



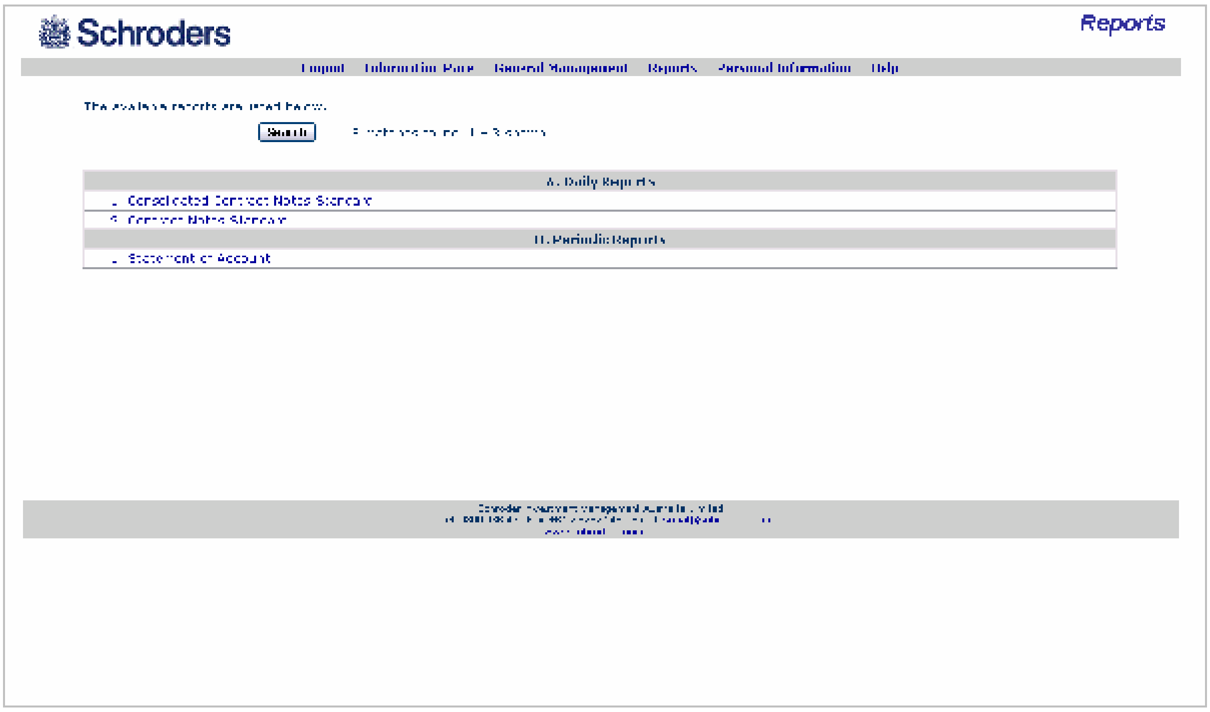
Points to Note:

As you can only view your client's transactions, the most effective search option is 'Representative' as this will correctly default to your adviser name. It is also important that you adjust the 'Transaction Status' to 'completed' to view any historical transactions.

Trouble Shooting Tip: In the event your request does not generate the desired response, check the investor number, and ensure you have specified a timeframe by inserting both a start and finish date

Reports Page

SARA web provides a variety of report options. To access reports, click on the Reports tab.



Available reports are:

Consolidated Contract Notes Standard

This provides a summary of all transactions which have taken place (including distributions) by client and fund on one contract note.

Contract Notes Standard

This provides a separate contract note for each transaction which has taken place.

Statement of Account

This provides a full investment summary, detailing all transactions which have taken place with an opening and closing share balance and closing market value.

When you generate all reports you will need to go follow the same steps:

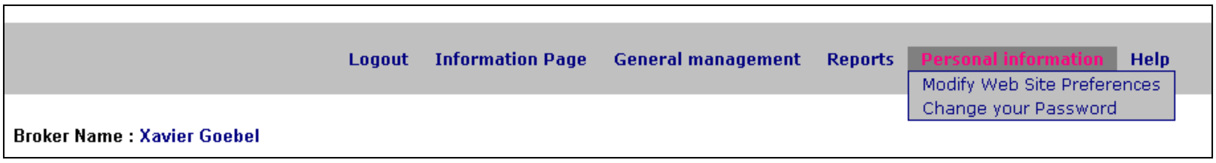
1. Select ‘All’ should you wish to run all statements for a particular client’s investment or select the specific Fund should you wish to only view one.
2. Select the correctly defaulted Dealer.
3. Enter either the Web Account Number or Account Number.

Please note, should you not enter either code, the report will generate all active client’s holdings.

4. Enter the desired date range,
5. Select ‘Go’ button.
6. A dialogue box will appear showing you that the report is running.
7. A notice will appear stating that the report has been successfully generated. Click here to open.
8. Once you click on the word ‘here’ the website will launch another screen in which the report will appear in pdf, txt or csv format.

Personal Information Page

The “Personal Information” tab will provide two options, “Modify Web Site Preferences” and “Change your Password”.



Modify Web Site Preferences

Allows you to modify your personal preferences on the Web site (Welcome page, etc…)

Change your Password

Allows you to change your password on the Web site and allow you to manage the email address and the data associated with your user id.

Logout

By clicking on 'Logout', you will be disconnected from the website

Fund Code Index

Schroder Australian Equity Fund	AEF
Schroder Wholesale Australian Equity Fund	WAE
Schroder Equity Opportunities Fund	EOF
Schroder Australian Smaller Companies Fund	ASC
Schroder Microcap Fund	SMC
Schroder PST-Australian Equity Class	PST
Schroder Global Emerging Markets Fund	GEM
Schroder Global Smaller Companies Fund	GSC
Schroder Asia Pacific Fund	APF
Schroder Global Active Value Fund	GAV
Schroder Global Active Value Fund (Hedged)	GVH
Schroder Australian Equity Income Fund	EII
Schroder Global Equity Fund	GEI
Schroder Fixed Income Fund – Standard Class	FIS
Schroder Fixed Income Fund	FIF
Schroder Hybrid Securities Fund – Standard Class	HSS
Schroder Hybrid Securities Fund	HSF
Schroder Cash Plus Fund	CPF
Schroder Balanced Fund – Standard Class	BFS
Schroder Balanced Fund	SBF
Schroders Superannuation Fund	SSF