IDR Group - User Guide



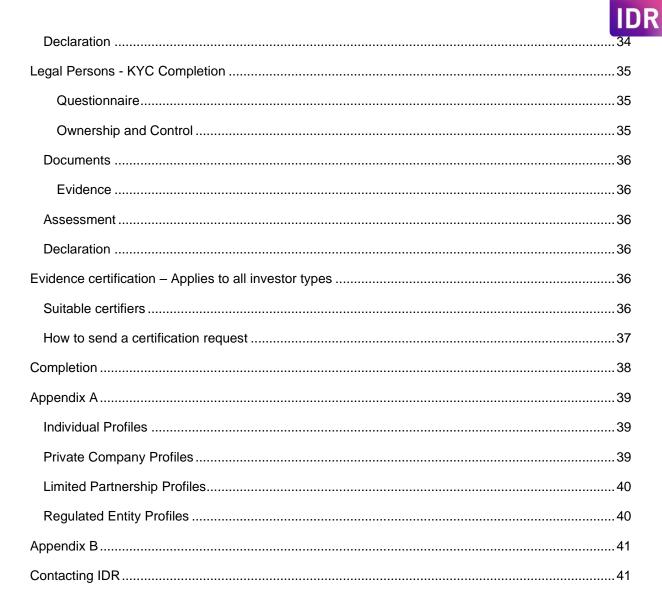
The trusted investor onboarding hub

IDR (Guernsey) Limited is authorised by the Guernsey Financial Services Commission to undertake Controlled Investment Business under licence number 2693008. IDR is a trading name of IDR group of companies. IDR (Guernsey) Limited is registered in Guernsey with company number 68116. IDR (Holdings) Limited is registered in Guernsey with company number 68115. IDR (Guernsey) Limited is registered in Guernsey with company number 68794. The registered office for each company is 5th Floor, Market Building, Fountain Street, St Peter Port, Guernsey, GY1 1BX. TIDR (Mauritius) Limited is registered in Mauritius with company number 178690 and registered office at 8th Floor NeXTeracom Tower 1 Cybercity, Ebène. TIDR (UK) Limited is registered in the United Kingdom with company number 14039454 and registered office at 10, Buckingham Street, London, WC2N 6DF. IDR (South Africa) Pty Limited is registered in South Africa with registered number 2022/477764/07 and registered office at Old Warehouse Building, 1st Floor, Black River Park, Observatory, Cape Town, Western Cape, 7925.



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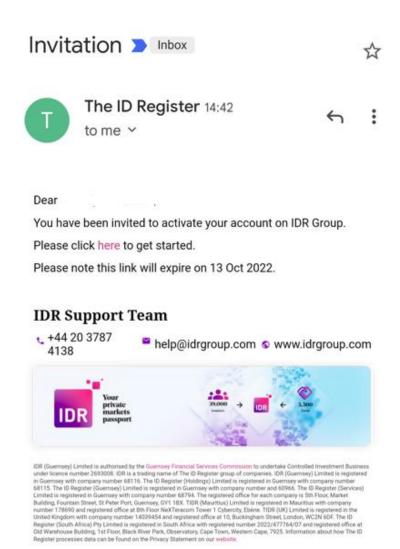




New User Activation

E-mail for User Activation

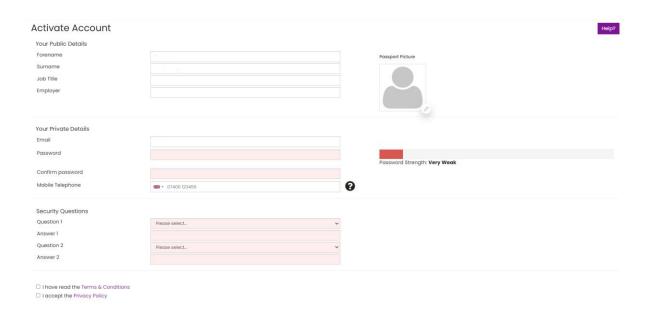
You will have already received or will shortly receive a registration email from onboarding@idrgroup.com to activate your user account on IDR. This link is specific to the email address that received the message:



- 1) To complete your user activation, please click on 'here' to begin.
- 2) Your web browser will open a new window to activate your account



New User Registration

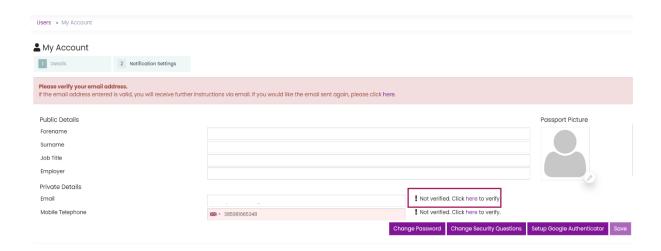


- 1. Your forename, surname and email address will be populated automatically for you.
- 2. Please enter and confirm your password. Minimum of 8 Characters, including 1 upper case letter and 1 number.
- Please enter your phone number and ensure that the flag next to the number is set to the correct country.
- 4. Choose and answer your security questions, these are very important, if you ever need to reset your password you will be asked to answer one of your security questions.
- 5. Read and accept the Terms & Conditions and Privacy Policy.
- 6. Complete the reCAPTCHA
- 7. Click Activate (cannot be clicked unless all compulsory fields have been completed).

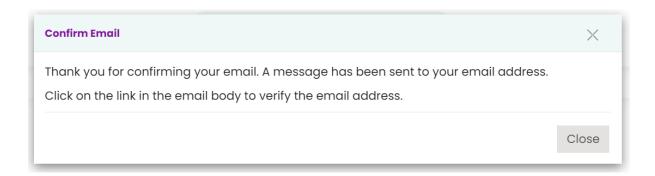


My Account

Upon completing your user activation, the first page you will be directed to is the 'My Account' page. Before proceeding, please verify your email address.



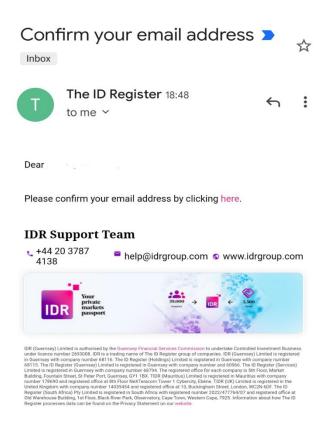
To do this please click 'here' to verify your email address. You will then receive a pop-up to confirm an email has been sent to you





Email Verification

Please ensure you check your junk/spam folders if you do not receive the email verification to ensure it has not been automatically diverted from your inbox.



Please click 'here' in the body of the email text to verify your email address.

Clicking 'here' will open a new window in your browser directing you to log in to IDR. Once you have logged in, your email address is then verified, and you can proceed.





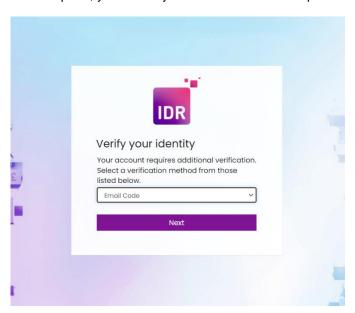
Your Profile

Logging In

IDR works with two-factor authentication. You will log in with your email and then if you have verified your email and mobile you can select the option you wish the verification code to go to.



If you have only verified one option, you will only be able to select that option



Once you have selected your option, select "next" and the verification code will be sent to the option you chose.



IDR Group – Verification Code



CAUTION: This email originated from outside of The ID Register. Do not click on any links or open any attachments unless you know the sender and you are expecting to receive them.

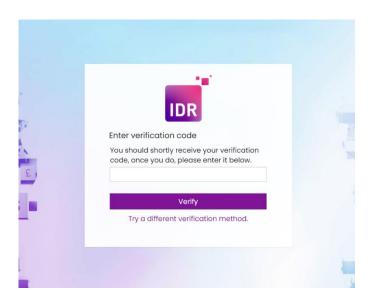
Your verification code is 294518.

IDR Support Team



IDR (Guernsey) Limited is authorised by the Guernsey Financial Services Commission to undertake Controlled Investment Business under licence number 2693008. IDR is a trading name of The ID Register group of companies. IDR (Guernsey) Limited is registered in Guernsey with company number affils. The ID Register (Holdings) Limited is registered in Guernsey with company number affils. The IDR Register (Generos) Limited is registered of Guernsey with company number affils. The IDR Register (Generos) Limited is registered of Membersey with Company number affils. The Registered office for each company is \$2 \text{h Floor, Maxive Building, Fountian Steed, \$1 \text{ Floet Port, Guernsey, \$6'\text{ 1BX. TIDR (Meantlists) Limited is registered in Maurifus with company number 178900 and registered office at 18th Floor NetFraccom Tower Cyberchy, Echem Tillow (IDR (IVI) Limited is registered in South Africa with registered number 2022/47776407 and registered Giber at 10 Limited Signal Signal Signal Company (IDR Company) and the Signal Signal Signal Company (IDR Company) and the Signal Signal Company (IDR Company) and the Signal S

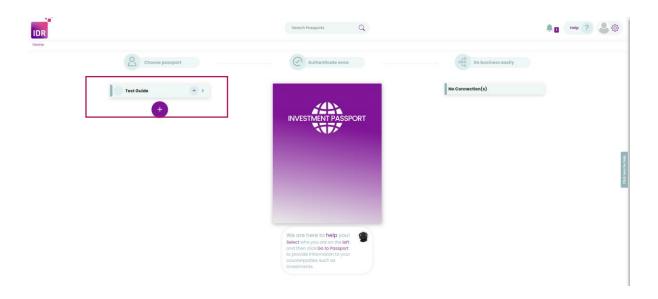
Input your code and click verify, this will then log you into your profile



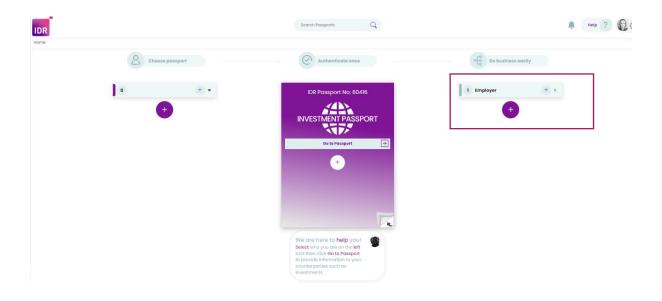


Home Page

Once logged in you will be taken to the home page. The profiles that you are connected to as a user will appear on the left side of the screen, as shown below. You will need to select which passport you would like to enter by clicking on it. The number of options presented on the left will depend on the number of profiles you are connected to.

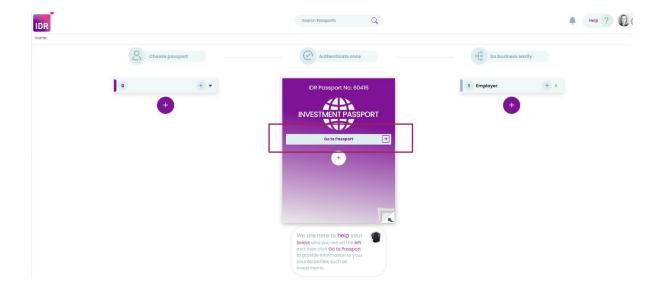


Once you have selected the profile on the left on the far right of the screen you will see all connections to the chosen profile, for example, employers or counterparties.





To enter the passport you will select the "go to passport" option that will appear in the middle of the page once you have made your selection on the left.



On the very far right of the page, you will see a 'click here for help' button. This section contains various guides that will walk you through different sections of the profile.

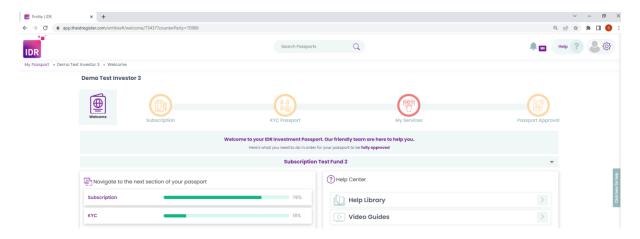




Completing your Subscription Questionnaire and Agreement

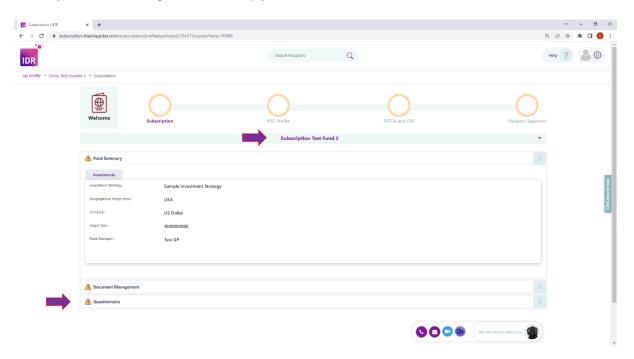
Note: if the Subscription icon does not appear on your screen, your investment may not be subscribed to the subscription service. If so, please click here to proceed to the KYC Passport.

- Option A: Click on the subscription icon at the top of the screen.
- Option B: Click on the subscription hyperlink in 'Navigate to the next section of your passport'.



The subscription page has three sections as seen in the above screenshot:

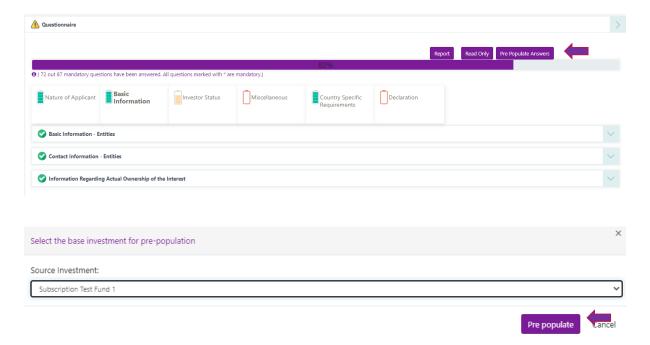
- Fund Summary: key details about your investment
- Document Management: download and sign subscription agreements
- Questionnaire: complete the questionnaire required to invest in the fund
- The most recent fund you have connected with has been auto-selected at the top of the page if you wish to change the fund, simply click on the fund name.





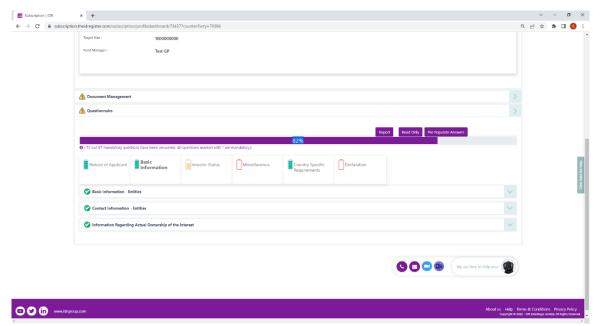
Pre-populating the subscription questionnaire

- Click on 'Questionnaire'
- If you have completed a questionnaire previously, click 'pre-populate' and select your previous investment – this will fill in answers from your previous questionnaire – make sure and double check the responses are correct for your current questionnaire
- You will then need to fill in any fund-specific questions, for example: the bank details you wish to use for this investment.

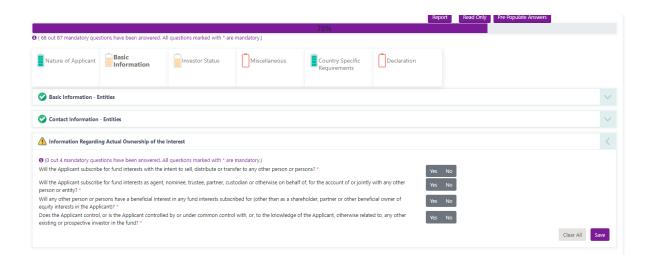


Completing the subscription questionnaire

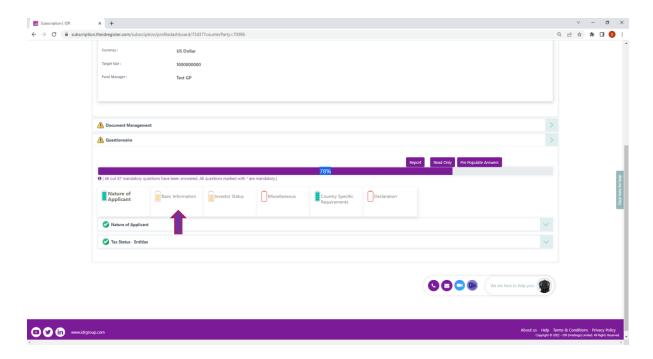
After clicking on 'Questionnaire', you can view the percentage of completion in the progress bar:



The questionnaire has tabs at the top which contain various sections, for example, here is the 'Basic Information' section which has three sections within it: 'Basic Information; Contact Information; and Information Regarding Actual Ownership of the Interest

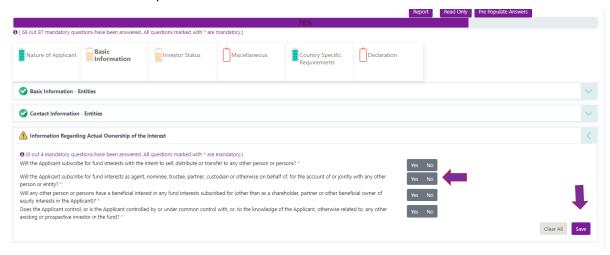


If the power bar next to each tab is not green, it is an indicator that some information is still outstanding and requires completion.

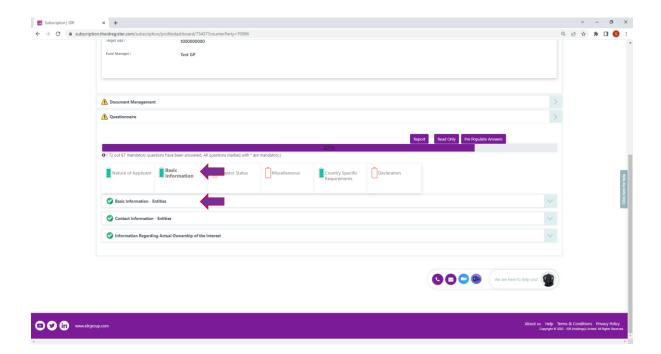




- Please click on each tab at the top of the questionnaire, ex: 'Basic Information'
- Then answer all questions in each section and click 'save':

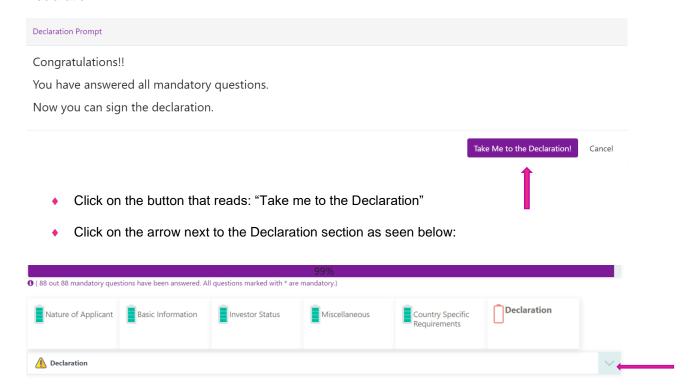


- When a section is complete the banner will turn green, likewise when a whole tab is complete the battery icon will be green.
- Work from left to right, click on each tab and complete all questions in each section
- Example below: all sections in the Basic Information tab are now complete and so each section banner and the overall battery icon are green.

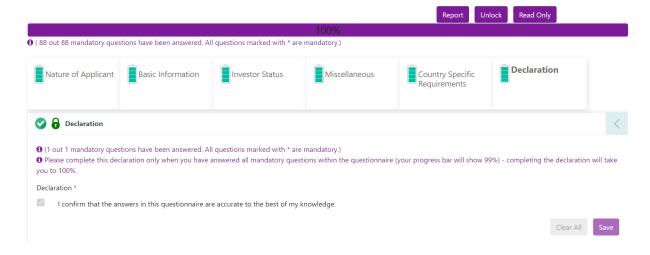




After completing all the questions in each group, you will receive a pop-up notification as an indicator that all the questions have been completed and the final step will be to complete the Declaration



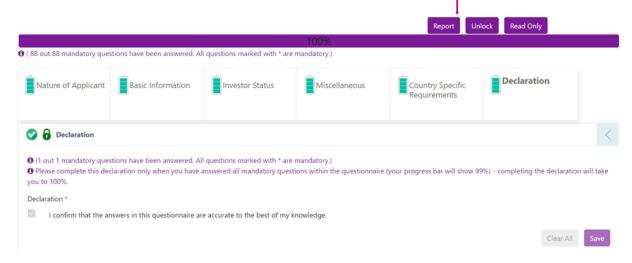
After completing the Declaration section the power bar icon next to the Declaration group will turn green and the questionnaire will be locked for further editing as seen below.





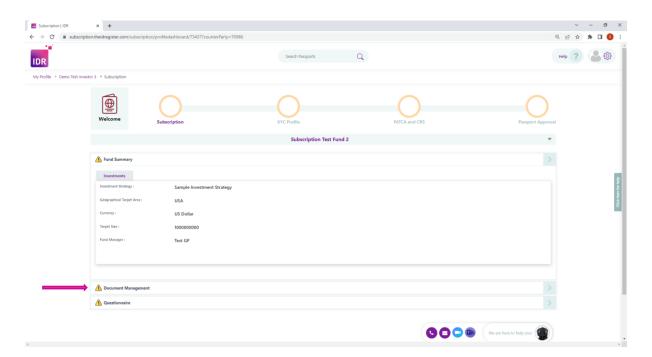
Amending a completed subscription questionnaire

- If a change needs to be made to an answer, please click on the Unlock button above the completed questionnaire as seen in the screenshot below.
- By clicking the Unlock tab it will be possible to edit answers in the questionnaire after which the
 Declaration section will need to be completed again.



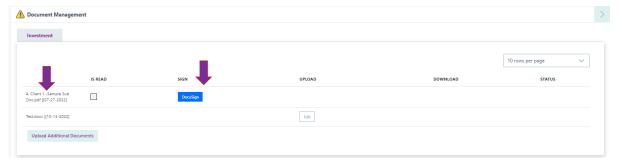
Completing the Subscription Agreement via DocuSign

Navigate to the Document Management section on the Subscription page as seen in the screenshot below:

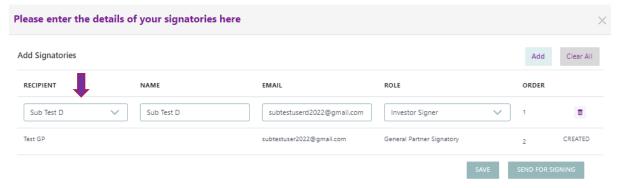




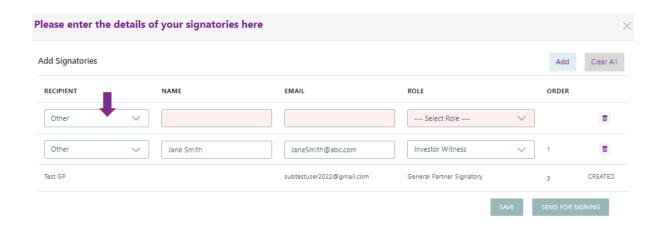
- A section containing the Subscription Agreement will appear as seen below.
- You can click on the name of the subscription agreement on the far left to download it in PDF and review.
- When you are ready to sign, click on 'DocuSign'



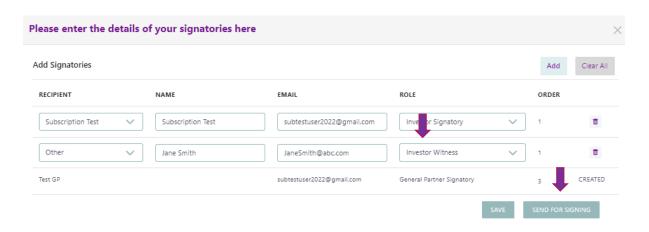
- A window will appear which requires you to provide the name and email address of the person who will sign the subscription agreement.
- If this person is a user on your IDR profile (for example, yourself), you can select the user in the 'recipient column below – name and email address will then pre-populate and you can then select 'Investor Signatory' or similar in the 'Role' dropdown



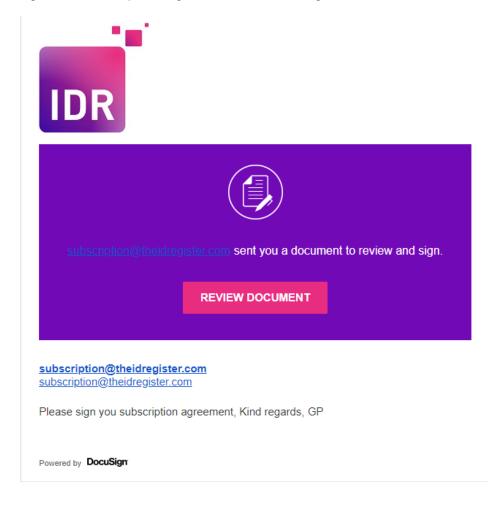
• If this person is not a user on the IDR profile, you can select 'other' in the 'Recipient' column and enter the name and email address. Then select 'Investor Signatory' or similar in the 'Role' dropdown.



If your subscription agreement requires a witness (you will see this on the signature page of the subscription agreement), then please enter the witness details following the same steps as above and select 'Investor Witness' or similar in the role drop-down – if there is no such role in the drop-down, then a witness is not required.

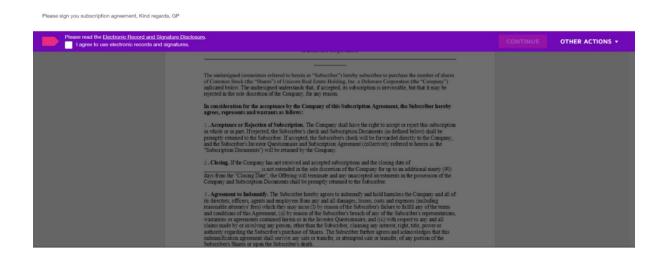


- Then click 'send for signing' on the far right, bottom of the screen.
- An email will be sent to the selected email address to enable the signatory to complete and sign the subscription agreement via DocuSign as seen in the below screenshot.

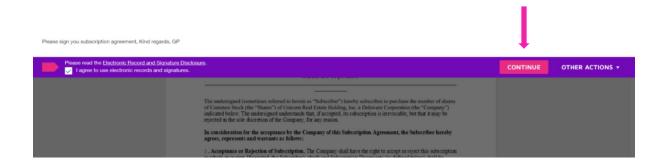


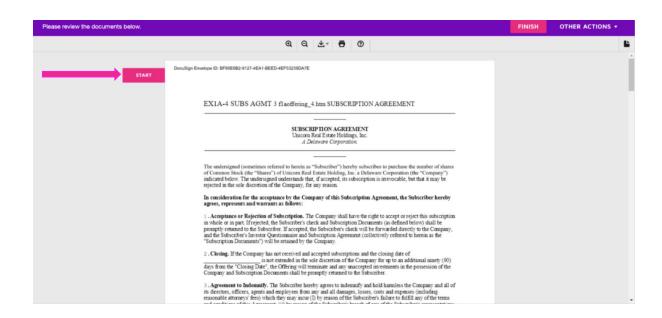


Select the "Review Document" button as seen in the above screenshot, which will take you to the following window:



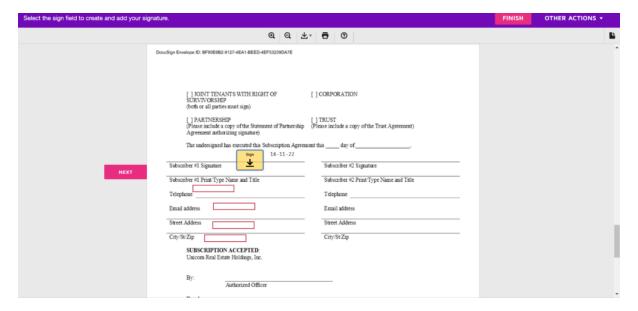
Select the checkbox in the left top corner of the screen (as seen in the screenshot below) and click 'continue' in the right top corner, then click 'start'.



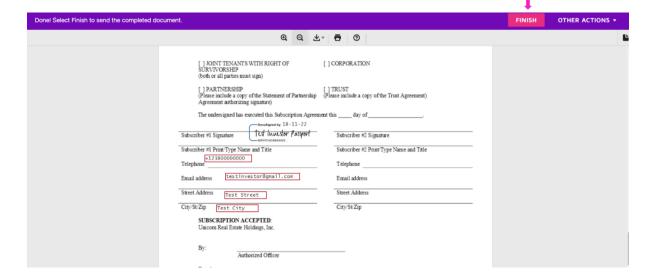




- The document will guide you to fields that are mandatory to complete as illustrated below.
- However, please read the whole agreement in case there are optional fields applicable to you, for example and an additional signature may be required for certain investor types such as disregarded entities.

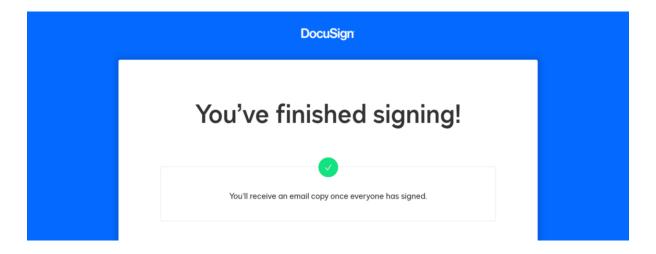


- Continue to complete all mandatory sections as seen in the example below.
- After all mandatory sections have been completed, please select the "Finish" tab in the right to corner as indicated by the arrow in the screenshot below.





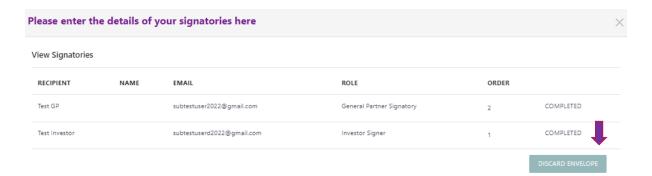
The next person who is required to sign will then get an email prompting them to sign.



You have now successfully completed the subscription section and please navigate to the KYC profile.

Correcting a Mistake

- If you have made a mistake and need to amend the subscription agreement, you will be able to discard the DocuSign envelope up until it has been signed by all parties.
- Click on the DocuSign button in document management and then click 'discard envelope'
- * Refresh the page, you should then be able to start the signing process again
- It can sometimes take a few minutes for the information to update from DocuSign so please check back a few minutes later if this does not work immediately





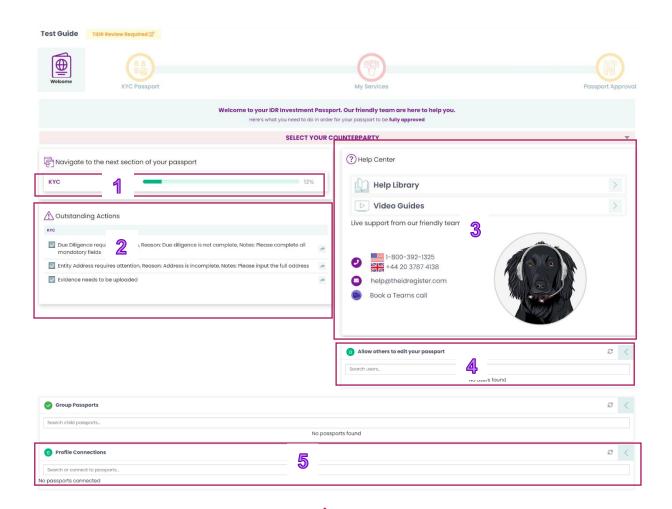
Completing Your KYC Profile

Now that you have opened your profile you will need to ensure each section is completed correctly. IDR will have pre-populated your profile with as much information as we had available at the point of onboarding.

Where information/evidence has been pre-populated, please review it to confirm it is accurate and correct.

Landing Page

The first page you will see is indicated below. This page gives an overview of your profile:



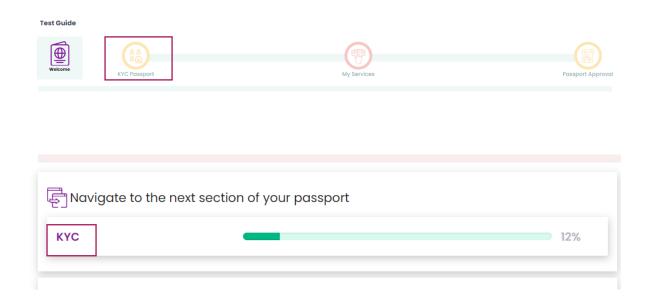
Please refer to the numbers indicated in the image above:

- 1. This is the completion percentage of your profile. When this is 100% your profile is complete.
- 2. This gives you an overview of what is outstanding on your profile, by selecting the arrows on the right of the text it will take you to the section that the text relates to.

- 3. This is the help centre which contains videos and live guides. From here you can also book a Teams call to have a live demonstration of how the system works. It also gives the email and phone number of our help centre.
- 4. This section shows you if there is anyone connected to your profile and the level of access they have. It will be set to 'full control', 'read' or 'write'. You can at any time add, remove or change the permission of a user on your profile.
- 5. This shows you any other profiles that may be connected to you, for example, an employer profile.

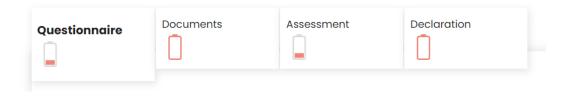
How to get to KYC

To enter the KYC Section, either select the yellow **KYC Passport** button at the top or click on the word **KYC** on the left of the percentage bar.



Natural Persons - KYC Completion

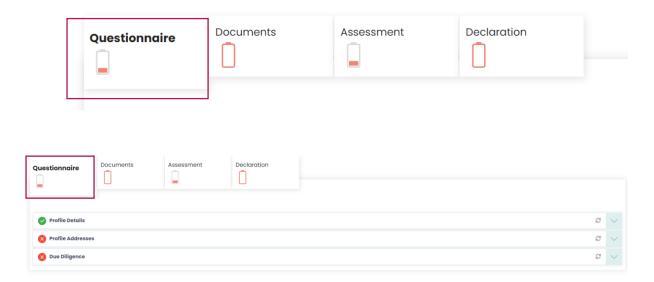
There are 4 tabs in the KYC section that need completion, IDR's team will be responsible for the Assessment tab. The other 3 need to be completed. Clicking on a section will take you to the information required in that tab.





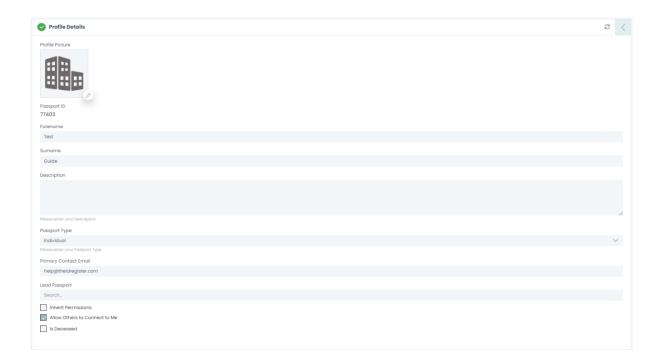
Questionnaire

On the first Tab, the Questionnaire, there are 3 sections. You need to complete all 3 sections, simply click on a section to expand it or click the light blue down arrow on the far right.



Please ensure that if information has already been filled in on your behalf, you should check to see that it is correct.

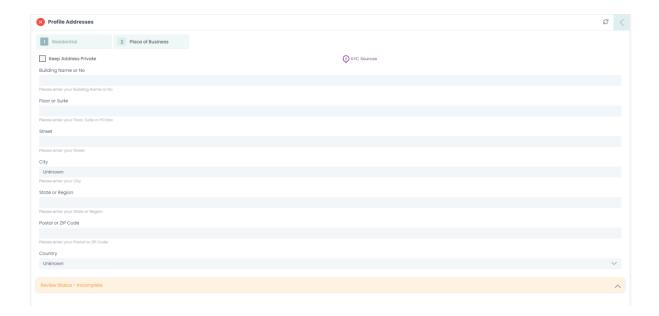
Profile Details





- Please ensure that at a minimum you double-check to confirm your forename and surname have been entered correctly.
- Please enter your primary contact email address.

Profile Addresses



 Your address may have been pre-populated by The IDR team. Please review your residential address and make any changes if necessary. If it has not been inserted, please fill in the necessary information.

Due Diligence

The Due Diligence section is comprised of your basic details, several Yes/No questions along with some free text answer boxes. An important thing to note is when you input your answers, you can save them at any time by pressing the purple tick in the far-right corner.

The tick looks like this:





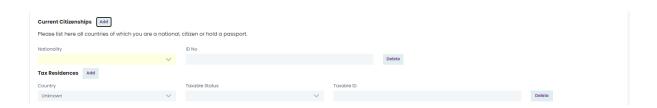
Basic Details



In the Basic Details section, please enter:

- Title;
- Full legal name (including middle names)
- Former or Maiden names (if applicable)
- Date of Birth
- Country of birth

Current Citizenships



In the Current Citizenships Section, please enter

- Nationality and ID No as seen on your proof of identity (Passport).
- Please ensure your tax residence is correct and enter a valid Tax ID. Please enter all tax residences.



Occupation, Business or Profession

Occupation, Business or Profession

Please enter a description of your Occupation, Business or Profession. The description needs to inform us what you currently do, for how long, and your position in each company. We need to fully understand what it is that you do.

Your Environment and Counterparties



- All questions require an answer.
- If you are investing money on behalf of a third party please create and complete a profile for the individual/entity you are investing on behalf of. A pop-up will appear with the following when you select yes:



- If you have searched and the profile does not exist, you will need to create one for the abovementioned person/entity. To do this you need to:
 - o Scroll to the top and click the **Welcome** icon on the top left.



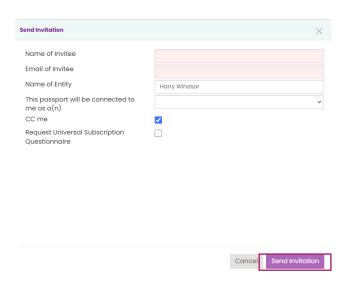
 It will take you back to the landing page where you need to scroll to the bottom of the page to where it says **Profile Connections**



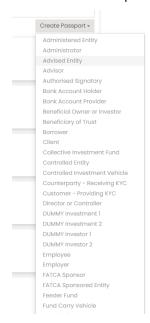
Type in the name of the person you wish to add and select Create Passport or you
can invite them by selecting Send Invitation. Should you invite them, they would need to
create their own profile, or you could select create passport and create one for them.



 For Send Invitation you will receive this pop-up window where you need to input all the relevant details and then Send Invitation. The person will then receive an invitation to create their profile.



 If you select create passport you will need to select the capacity in which they will be added from the drop-down list.

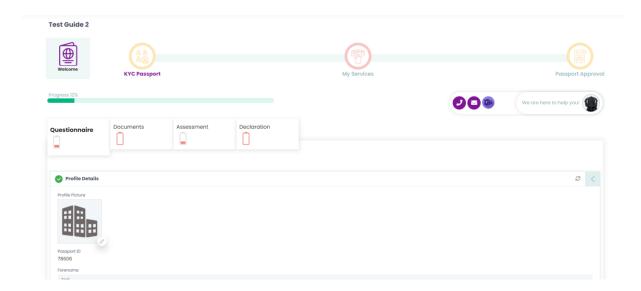




 Once selected a pop-up will appear, you will then need to fill in all the relevant information and select Create Profile



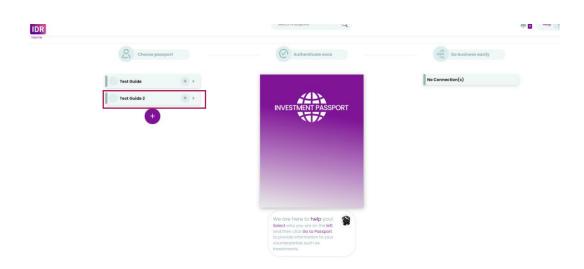
 You will automatically be taken to the new profile where you will fill in all the relevant information for that person. It will require the same steps that you have gone through for your profile.



 You will be listed as a user for this profile and it will now also appear on your home screen when you press the **Home** button





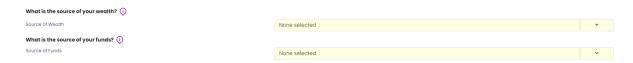


 If you have granted a power of attorney please create and complete a profile for the individual or entity you have granted power of attorney. This will be done in the same manner as above for creating a connection.

What is the source of your wealth?

Source of Wealth is how you have generated your total wealth.

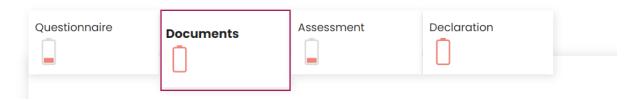
Source of Funds is related to the origin of the funds for this investment



Please select an option from the drop-down and in the block that pops up please provide a description. The description is very important, please try to give some background and any relevant facts.

Documents

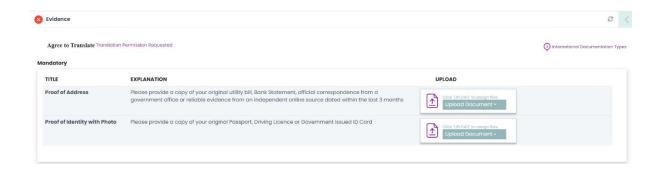
To navigate to the documents section, select the "**Documents**" tab situated next to the Questionnaire tab.



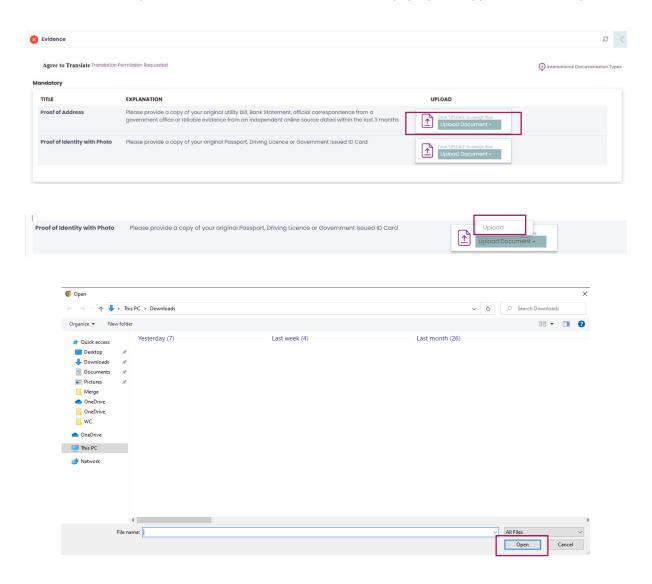


Evidence

Please ensure that all mandatory evidence documents have been uploaded and digitally certified. Please note that once a document is uploaded it is automatically saved and you do not need to push any buttons to save it.



To upload a document click on the "upload document" button next to the evidence you want to submit and select upload, then choose the document from the pop-up that appears and click open.





Once the document has been uploaded it takes a bit of time to finalise. Please note that you will only be able to select the document for certification once the finalisation has been completed. Refreshing the page can make it go a bit faster.

If you uploaded the incorrect document by mistake, simply **click on the cog** on the right of the document and select **Delete** from the menu.



If your documents are not in English, please ensure a translation of the document has been provided ensuring the details of the translator are visible.

The mandatory documents required are determined using the profile type and risk. Under the mandatory heading within the evidence section, you will see all documents required with a brief explanation of the document and what is acceptable.

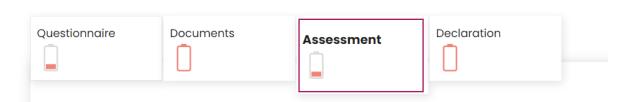
For additional information regarding the standard evidence requirements, please see Appendix A of this guide.

If Source of Funds and Source of Wealth are listed as Mandatory documents on your profile, please see Appendix B of this guide for further information on what is acceptable.

In some situations a W8 and CRS will need to be uploaded although it won't be marked mandatory, it will be found in the other documents.

All mandatory documentation needs to be digitally certified, please see the heading below: <u>Evidence certification – Applies to all investor types</u>

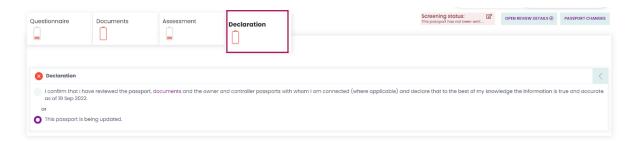
Assessment



This section will be completed by a Senior Analyst at the IDR.



Declaration



In this section, you confirm that you have reviewed the passport, documents and any controller passports that you may be connected to and declare that to the best of your knowledge the information is true and accurate as of the date.

You select the first option and then save your declaration by selecting the purple tick in the far right corner.





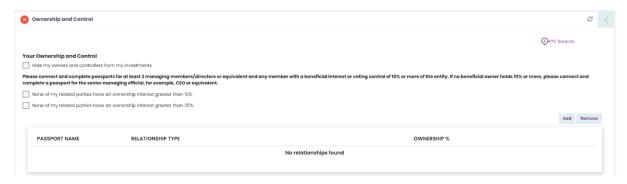
Legal Persons - KYC Completion

Questionnaire

- The Profile Details
- Profile Address
- Due Diligence

These fields are filled out in the same way as for a natural person, but in the name of the Legal Person, with all the Legal Person's details. In addition to the above, you now have a new section called Ownership and Control.

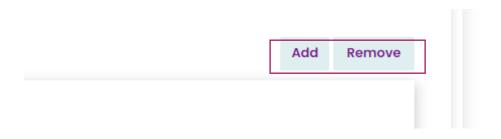
Ownership and Control



Depending on your fund jurisdiction we are required to identify beneficial owners with an ownership interest of at least 10% or 25%. We will guide you through this process. We are also required to identify the controlling parties of the investing entity, usually the directors/authorised signatories of the investing entity or its General Partner.

We will be required to identify 3 authorised signatories and 3 directors (if different to the signatories).

To add and remove parties use these buttons. Profiles of connected parties need to be completed.





Documents

Evidence

Documentary evidence varies by legal entity type – please refer to Appendix A for specific requirements per entity type

Assessment

This section will be completed by a Senior Analyst at the IDR.

Declaration

This is completed the same as for a natural person

Evidence certification – Applies to all investor types

IDR is an online platform where all KYC checks are conducted remotely, and digital copies of original documentation are uploaded to identify and verify the customer including beneficial owners and controllers where applicable.

IDR utilises digital certification by sending a request to a suitable certifier via a system-generated email. The chosen certifier will receive an email containing a link to the document where they can view and choose the certification wording.

Suitable certifiers

IDR's list of suitable certifiers is as follows:

- A director, officer or manager of a regulated financial institution in a well-regulated jurisdiction such as one listed in Appendix C of the Guernsey AML Handbook;
- An Accountant who is a member of a recognised professional body;
- A Company Secretary who is a member of the Institute of Chartered Secretaries and Administrators;
- A Lawyer or Notary Public
- An Actuary
- An Embassy, Consulate or High Commission of the country of issue of the document; &
- A member of the Judiciary, a Senior Civil Servant, or a serving Police or Customs Officer.

Please note that documents cannot be certified by family members or relatives of the customer

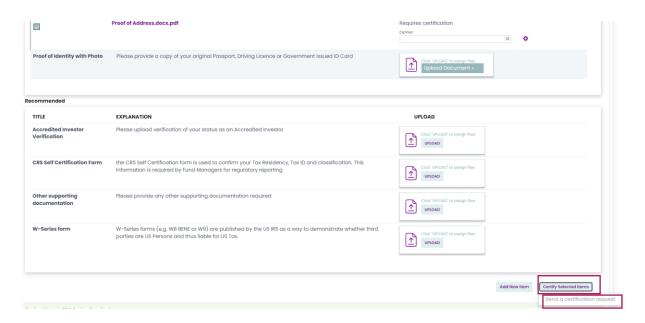


How to send a certification request

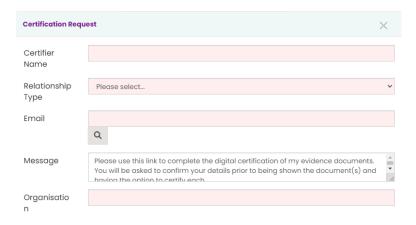
 Select the documents you wish to send to your chosen certifier by clicking on the tick box on the left of the screen, this can only be done once the document is finalised.



Scroll down and click on the green box labelled 'Certify selected items' followed by 'Send a certification request'

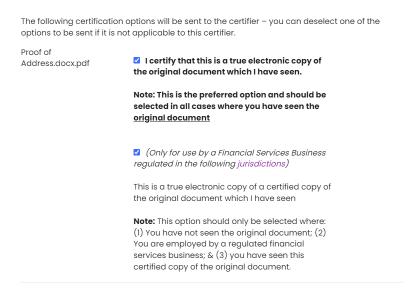


3. Fill in the Certifier's details in the fields at the top of the pop-up.





4. Please select the appropriate wording option for each of the documents. In most circumstances, you will be required to select option one.



5. When all the fields have been populated and the certification wording selected, please click 'Request certification' at the bottom of the pop-up



6. The status of the document will change from Requires Certification to Awaiting Certification and then once your certifier has completed the certification it will change to Awaiting Approval. Once the documents are certified and the certifier is verified, the IDR team will approve the certification and it will change to Certification Approved.



Completion

Once you have completed everything it will be reviewed by the IDR team and they will get in touch with you if anything additional is required or if any clarification is needed.



Appendix A

Individual Profiles

Document	Explanation	Example
Proof of address	A document proving the residential address of an individual dated within the last 3 months	Utility bill (service to an address, not a mobile) • Bank statement • Official correspondence from a Government department • Property Deed or Tenancy Agreement
Proof of Identity	An unexpired document proving an individual is who they say they are	Passport details page with photo • Photo driving licence • Government issued photo ID

Private Company Profiles

Document	Explanation	Example
Authorised Signatory List	Document detailing the names of individuals and their authority to act on behalf of the legal entity/arranagement, for example, issuing payment instructions or signing contracts. Signature samples are not required.	Board Resolution Internal Document Trust Deed
Certificate of Incorporation	Document proving that the legal entity or arrangement has been properly formed in accordance with the legal requirements in its country. The form will vary depending on the entity type, however, it is usually an official document from a state authority or an extract from the official registry such as Companies House.	Certificate of Incorporation Registry extract from official website Certificate of Good Standing Letter from a state body confirming formation and official formation number
Register of Directors	A document recording the list of current directors	Register of Directors Extract from official register of entities detailing directors, for example, KVK Extract from website of public authority listing directors
Register of Shareholders	A document recording the list of current shareholders i.e. beneficial owners	Register of Shareholders Audited financial statements detailing ownership Extract from official register detailing shareholders



Limited Partnership Profiles

Document	Explanation	Example
Authorised Signatory List	Document detailing the names of individuals and their authority to act on behalf of the legal entity/arranagement, for example, issuing payment instructions or signing contracts. Signature samples are not required.	Board Resolution Internal Document Trust Deed
Certificate of Registration	Document proving that the legal entity or arrangement has been properly formed in accordance with the legal requirements in its country. The form will vary depending on the entity type, however, it is usually an official document from a state authority or an extract from the official registry such as Companies House.	Certificate of Incorporation Registry extract from official website Certificate of Good Standing Letter from a state body confirming formation and official formation number
Register of Limited Partners	A document or extract detailing the current limited partners	Register held by General Partner or Administrator

Regulated Entity Profiles

Document	Explanation	Example
Authorised Signatory List	Document detailing the names of individuals and their authority to act on behalf of the legal entity/arrangement, for example, issuing payment instructions or signing contracts. Signature samples are not required.	Board Resolution Internal Document Trust Deed
Proof of Regulated Status	Extract from the exchange evidencing that shares of the entity are traded on the exchange	Extract from the exchange website



Appendix B

Source of Funds/Wealth	Illustrative Proofs
Employment	Pay slips, bank statements showing monthly salary, employer confirmation of salary, tax returns if self employed
Savings / Deposit	Bank statements and enquiry of the source of wealth
Property Sale	Bill of sale with value
Sale of shares or other investments	Statement of account from agent
Loan	Loan agreement with details
Company Sale	Company history (ownership length & percentage held, business sector, etc.), Media coverage if applicable Copy of the contract of sale - Internet research of Company Registry
Company Profiles / Dividends	Copy of latest audited financial statements/accounts Dividend distribution evidence - Tax declaration form
Inheritance	Letter from suitable person such as family lawyer confirming the details of the inheritance
Gift	 Letter from suitable person such as family lawyer confirming the details of the gift May be necessary to confirm SOW of donor
Other Income Sources	 Nature of income, amount, date received and from who Appropriate supporting documentation

Contacting IDR

If you have any questions, our experienced team are here to help. Please do not hesitate to reach out to us at help@idrgroup.com or call us on:

US: 1-800-392-1328

Europe: +44 20 3787 4138