



bank^{of} ann arbor

TRUST & INVESTMENT MANAGEMENT GROUP

TrustReporter Quick Start Guide

TrustReporter Sign-On

To sign on to the TrustReporter system, access Bank of Ann Arbor's website at www.boaa.com. In the Account Login box, select Trust & Investment Management.

Login Steps

1. At the login screen, you will be asked to enter the Login ID provided to you by your Trust Administrator (most likely an adaptation of your initials or name).
2. Enter your Password (see below if you are signing in for the first time).
3. Finally, click Login.

First Time Log On

If this is your first time logging on to TrustReporter, you will automatically be taken to the Change Password screen. To change your password, you will need to:

1. Enter your temporary password (old password).
2. Select a new password.*
3. Confirm your new password by entering it again.
4. Click Save to update your password.

***Note: Your new password is case sensitive, must be 6 to 14 characters long and must be a combination of letters and numbers.**

Security Questions

You will be asked to select 3 questions from the choices provided. Enter and confirm your answers. It is important that you remember these answers.

Locked Out of TrustReporter

If you enter your login ID and password incorrectly 5 times in succession, your TrustReporter account will be locked. You may follow the on-screen instructions for reset or you may contact us at 734-327.1601.

Navigating the Site

When you log in to TrustReporter, you will be taken to the Main Menu page. The page is divided into three regions:

1. The Title Bar *(across top of screen)*

The Title Bar section of the page displays the date, a drop-down box to allow you to select an account for which to view data and information, and a drop-down box that allows you to choose the date of the report you would like to view. You have the option to select the three most recent month-end dates or the prior business day. To the far right of the section, you will find the Welcome, Help, FAQ, My Profile, and Logout links. At any time during your visit to the site, you may select Welcome to return to the Welcome page. Exit the system by clicking Logout. Your Login ID is on the lower right.

Note: If you have multiple Trust accounts with Bank of Ann Arbor, each account will appear in the drop-down menu in the center of the Title Bar. To move between accounts, click the drop-down arrow icon, then click on the desired account number from the list.

2. The Main Menu Bar *(below the Title Bar)*

The Main Menu Bar is the section you will use most often while navigating your account data. It contains five selection choices:

Report Menu

The Report menu allows you to view your Portfolio, Account Holdings, Transactions, Taxlot information, and Pending Trades.

Statement Menu

The Statement menu allows you to view or download your statement. If you have not already taken advantage of the ability to view your Trust Account statements online, please contact your Account Administrator to learn more and get started.

Consolidations Menu

The Consolidations Menu allows you to group multiple accounts together. From here you can view consolidation details, add or delete new consolidation lists, or modify existing consolidation lists by adding or removing accounts.

Mail Menu

Clicking Mail will take you to a page that allows you to communicate with the Trust Administrator via email. By clicking Compose, you will be given a typical email composer box with a To line, a Subject line, and a field for your message. Once you have finished typing your email, simply click Send.

Documents Menu

The Documents Menu allows you to view/download documents such as privacy notices, newsletters, or other documents that may be associated with your account.

3. The Report Display Area *(center area of screen)*

The Report Display Area is the part of the screen where the following five reports will be displayed. You may set any of the five reports to display first each time you log in to TrustReporter by clicking Make This Your Home Page, the link which appears in the center of the blue Portfolio Summary bar on each report.

Portfolio Report is a summary of your overall portfolio. In the report toolbar you may also access your Target versus Actual Market Value graph and your Portfolio Composition in a bar graph and pie chart format. The Portfolio Report has two levels of depth:

- **Level 1** is the summary you see when you select the report. Additional details are available by mousing over the Market Value bar graph and Total Portfolio Value line graph.
- **Level 2** appears when you click on Cash Equivalents, Equities, Fixed Income, or Miscellaneous Assets in the Market Value bar graph.
- To access additional options for the interactive graphs, select them from the report tool bar.

Holding Report is a summary of your account's holdings. You will notice that certain holdings have a blue symbol to the left of them. By clicking on the blue symbol you will see a pop-up window with the taxlot information for that particular asset. You will also notice that certain holdings have a P symbol. This symbol opens a pop-up window with pending trade information for that particular asset. You have the ability to sort your Holding Report in ascending or descending order by clicking on the arrows next to the Shares/Per Value, Investment Category, or Market Value \$ column headings.

Transaction Report contains information on the transactions that have occurred in your account. To use the Transaction Report, enter the date range in the From and To date fields. You can also select the date by clicking on the calendar icon to the right of the From and To fields.

Taxlot Report displays the Taxlot information for all assets in your account, if your account is one that maintains taxlots.

Pending Trades display the trades that have been executed but not yet settled to your account.

The Report Toolbar

This toolbar can be found in the top right corner of each report. It allows you to download and view your data in several different formats including Excel, Word, text and print.

Statement Viewing

The Statements section consists of 3 drop-down boxes from which you can select your Account, and/or a Package, and/or an End Date. Based on the criteria you select in these boxes, a list of statements will appear once you click Get. You have the option to view or download your statements.

Updating your Profile

To update your Profile, click the My Profile button in the Title Bar. This will take you to a screen containing your profile information. On this page, you will be able to change your password, enter your contact information, and set your external notification preferences.

Note: Changing your mailing address, telephone, or email preferences does not affect your permanent Trust records. Contact your Trust Administrator to make these changes.

Changing your Password

To change your password, locate the Login Information section of your Profile. Enter your new password in New Password field. Confirm your password by re-entering the password into the Confirm New Password field. To save your new password, click Save at the bottom left of your profile.

Disclosures

1. Investments are not FDIC insured and are not guaranteed by the bank.
2. Investments may lose value.
3. Investments can be subject to volatility of the financial markets in the U.S. and abroad. Performance results are subject to market conditions. Past performance is no guarantee of future results.