Online Account - FAQ's

1. **How do I sign up for my Online Account?**
   Account setup is done by a simple Online registration process. Simply log on to our website at http://trinidad.myguardiangroup.com/guardian-asset-management/client-information/. This will take you to an electronic form which you must complete and submit Online. Within 24 hours a member of our Client Services team will contact you to do a telephonic verification based on the information submitted. You will then receive an email notification with your Login credentials, username and default Password. Once you have successfully logged in, you must change your default Password as it will auto-expire after the first use.   Also ensure that you set up your Security Questions/Responses since this will allow you to access your account should you forget your password.

2. **How do I get my Matrix Access Key if I already have an Online Account?**
   Effective July 1st 2017 the Matrix Access Key will form a mandatory part of the client authentication process. From that date simply login to your account using your existing credentials and you will be prompted to generate your Matrix Access Key which will be sent to you via email. Please download and keep it safe since it will be required for all future access to your online account.

3. **What do I do if I cannot remember my Username and cannot access my Online Account?**
   You can contact our Client Services Team to retrieve your Online Username.

4. **What do I do if I do not get any email notification when I submit an Online Application Form?**
   You should double check your inbox and junk mail folder to verify whether you received an email from Marketing.Communication@myguardiangroup.com. You can also contact our Client Services Team for further assistance.

5. **How do I use the Matrix Access Key card?**
   After you Login to your Online Account using your username and Password, you will be prompted to enter the corresponding Grid Challenge Codes in the response field. Use the Matrix Card you would have previously downloaded.

6. **What do I do if I am locked out of my Matrix Access?**
   If you are locked out of your Matrix Access, you can contact our Client Services Team for further assistance. You will have access to your Matrix Card by the following working day.

7. **What to do if I forgot my Password?**
   In the Login page, click "Forgot Your Password". Follow the instructions and enter responses to the security questions. A new password will be immediately sent to your email address. You can also contact our Client Services Team to reset your password by the following working day.

8. **Why is the password I received not working?**
   If 90 days have passed from the date when you first received your email, your password has since auto-expired. Please can contact our Client Services Team. You will receive a new password by the following working day.

9. **How can I change my Password?**
   On the Login page, click "Forgot Your Password" and follow the instructions. You will be prompted to enter responses to the security questions. Alternatively if you are in the application page, click the "Change Password", icon on the top and go through the process.

10. **If I am locked out, and need my Password reset what do I do?**
    If you have entered your Password 3 times incorrectly, you will be locked out of your account. To reset your Password, You can contact our Client Services for further assistance. You will receive a new password by the following working day.

11. **How do I change my email address?**
    You can contact our Client Services Team to change your email address for your Online Account. Your email address would be updated by the following working day.

12. **What should I do if the information in my report cannot be viewed e.g. report is illegible?**
    You must enable "Compatibility View" once running Internet Explorer 9 or higher, in order to view the reports correctly.
    Launch Internet Explorer and go to "Settings" (or press "ALT-X" on the keyboard). Select the "Tools" menu from the top of the window. Select "Compatibility View Settings". When the resulting window is opened check the "Display all websites in Compatibility View". Click "Close".

13. **What should I do if I am unable to print my Account report?**
    In report area, select a preferred format to export the report (xml, csv, tiff, pdf, web archive, excel) and Export the document (click export icon). When exported to your selected format, you can save, and print as required.

14. **How do I protect my online account?**
    As a general rule, you should be careful about giving out your personal financial information over the Internet. Be suspicious of any email or communication (including text messages, social media post, ads) with urgent requests for personal financial information. Use a unique long and strong password and avoid using the same password for multiple accounts. Save access keys and sensitive information securely.

15. **How do I contact your Office?**
    You can contact our Client Services Team at 1 868 226 2799, or email gamclientservices@myguardiangroup.com