RICHARDSON GMP

ONLINE ACCOUNT ACCESS: YOUR USER GUIDE

access to your portfolio – anytime, anywhere

ONLINE ACCOUNT ACCESS: INTRODUCTION

Richardson GMP Limited realizes the importance of having access to accurate and timely information. Online Account Access (OAA) is an online information centre available to clients seven days a week, 24 hours a day providing electronic access to account details, history, research, quotes and charts.

This guide will provide details on how to use Online Account Access and the features available. An FAQ (Frequently Asked Questions) section can be found on page 15 for more information.

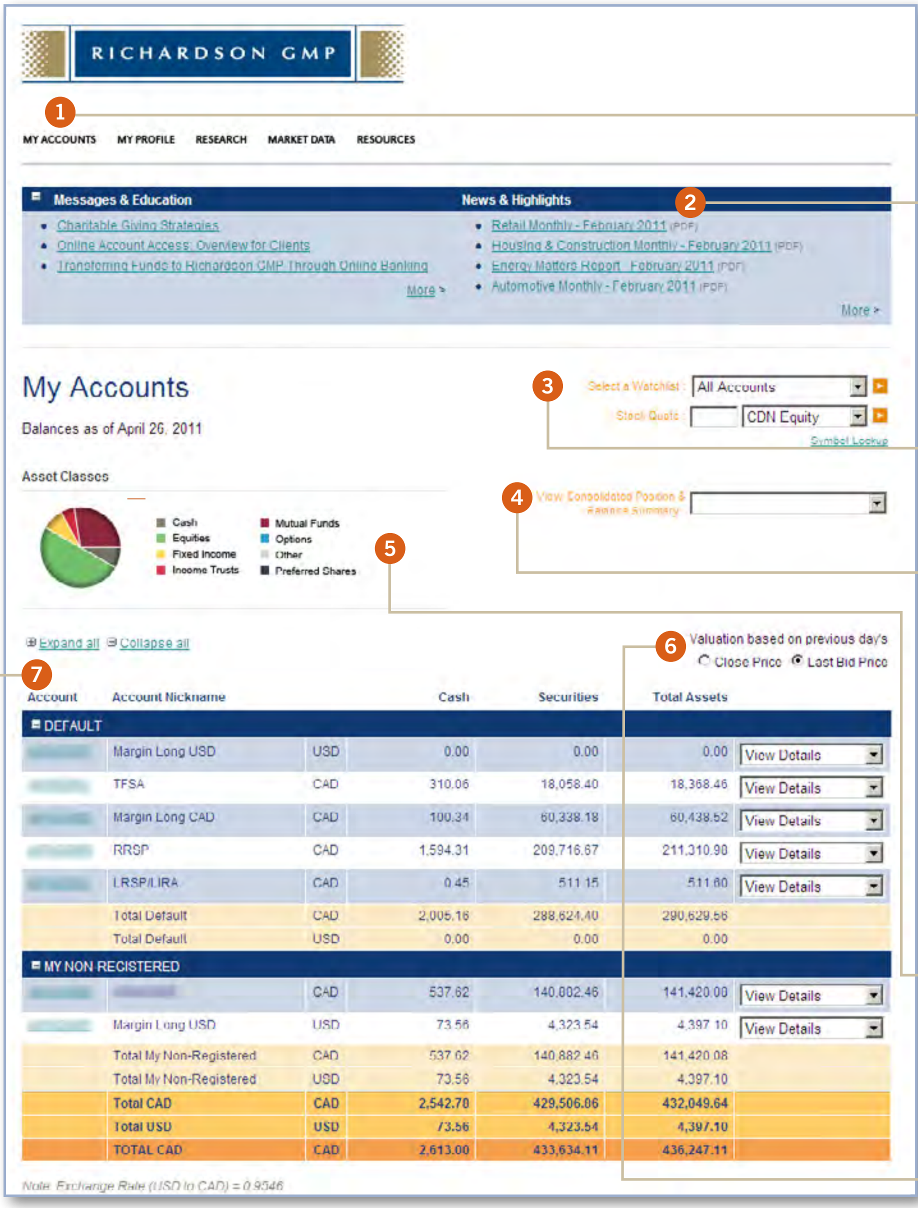
OAA benefits include the ability to:

PAGE

1 **Online Reading**

For your convenience, this document is interactive for online viewing. Please use the arrows below to navigate through the pages or click on underlined text to jump to that page.

MY ACCOUNTS



1 Navigation Bar

The navigation bar exists on the top left of each page for easy access to the main sections of OAA: **My Accounts, My Profile, Research, Market Data** and **Resources.**

2 Information Highlights

This section contains timely news and information.

3 Quotes & Watchlists

This section allows you to request a quote on any Canadian or U.S. equity or option and end of day pricing for Canadian mutual funds and charts for equities. This section also allows you to monitor existing holdings and track an unlimited number of Watchlists.

4 Consolidated Account Overview

Use the drop down menu to view consolidated holdings in your account groups or all accounts.

5 Portfolio Asset Class

The pie chart allows you to view how your overall portfolio is structured by asset class.

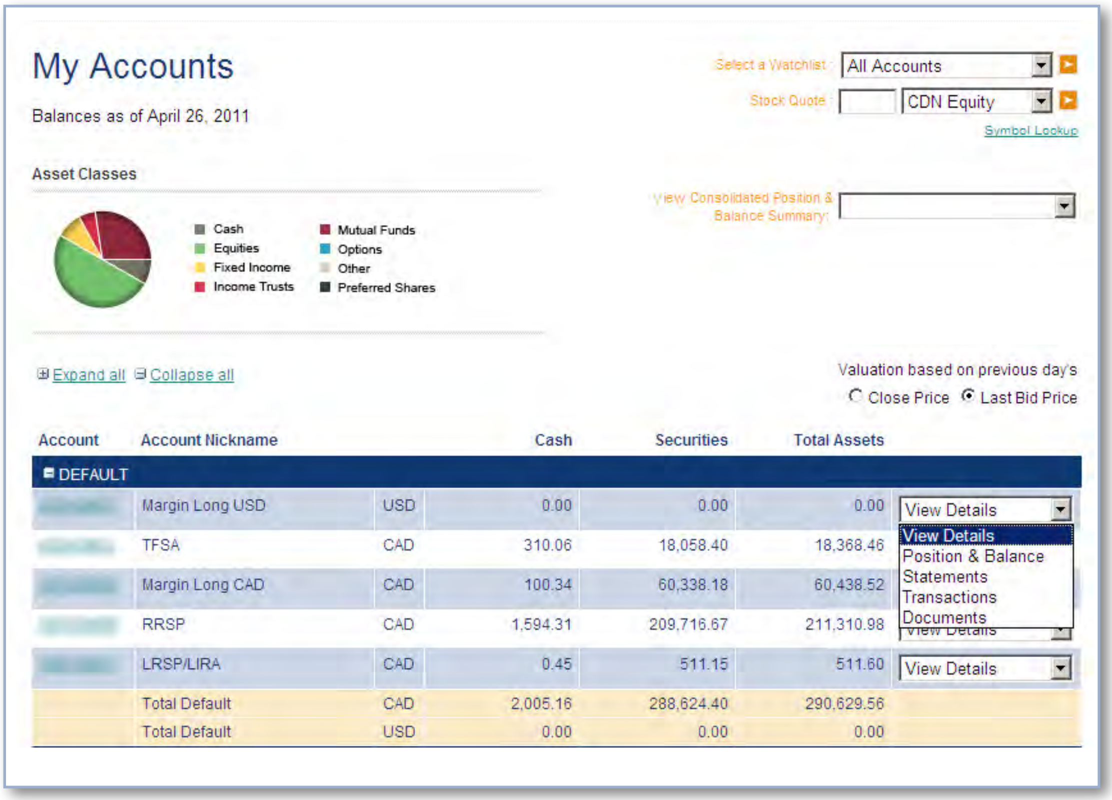
6 Valuation Options

View security pricing based on previous day's closing price or previous day's last bid price.

7 Account Overview

You will find detailed information on each account with asset breakdown by account. For a detailed view of transaction history and daily account valuations, click on the corresponding **View Details** drop down menu.

VIEW DETAILS



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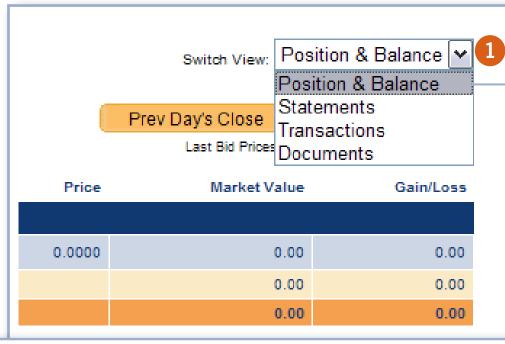
1 View Details

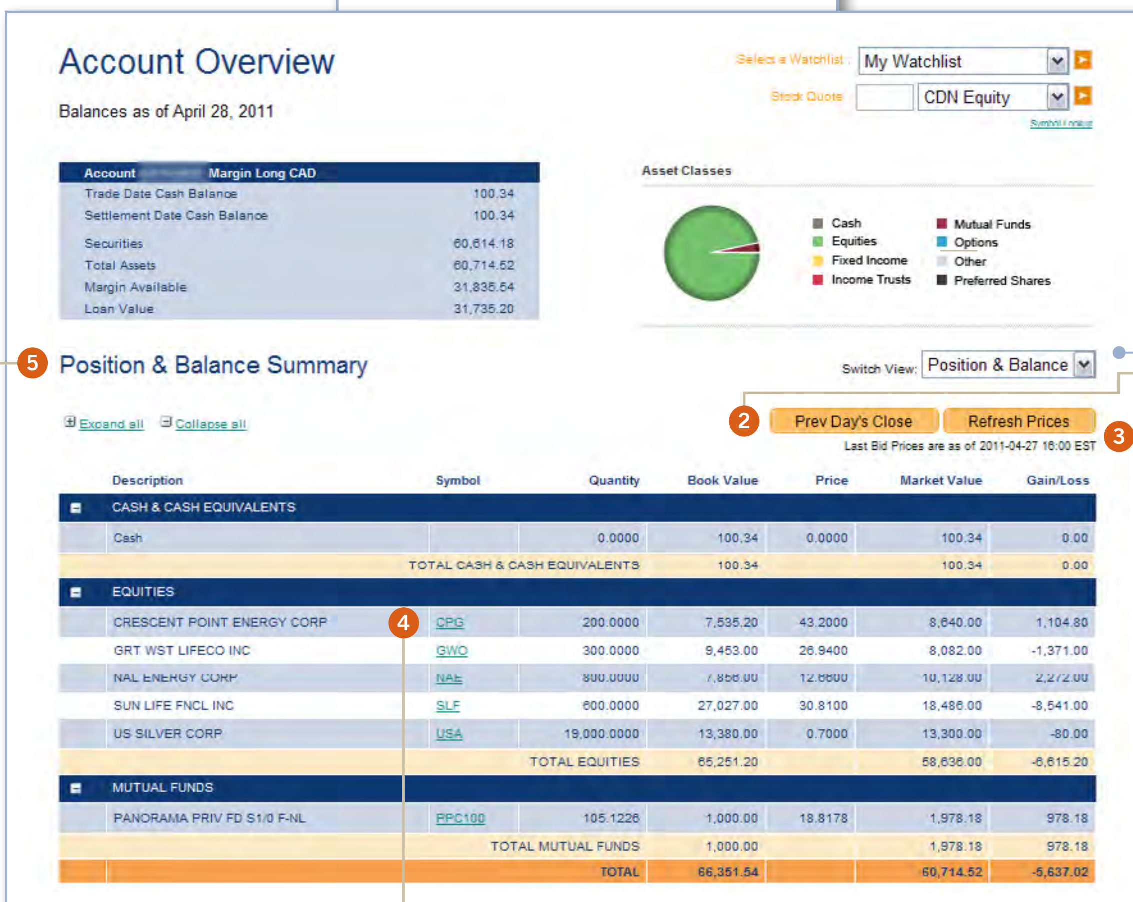
Use the drop down menu to select a precise overview of your **Position & Balance, Statements, Transactions** and **Documents** (including tax-related information) for your account.

VIEW DETAILS: POSITIONS & BALANCES



1 Switch view

You can toggle between the **Position & Balance**, **Statements, Transactions** and **Documents** using the **Switch View** drop down menu.



Description	Symbol	Quantity	Book Value	Price	Market Value	Gain/Loss
CASH & CASH EQUIVALENTS						
Cash		0.0000	100.34	0.0000	100.34	0.00
TOTAL CASH & CASH EQUIVALENTS			100.34		100.34	0.00
EQUITIES						
CRESCENT POINT ENERGY CORP	CPG	200.0000	7,535.20	43.2000	8,640.00	1,104.80
GRT WST LIFECO INC	GWO	300.0000	9,453.00	26.9400	8,082.00	-1,371.00
NAL ENERGY CORP	NAE	800.0000	7,856.00	12.6600	10,128.00	2,272.00
SUN LIFE FNCL INC	SLF	600.0000	27,027.00	30.8100	18,486.00	-8,541.00
US SILVER CORP	USA	19,000.0000	13,380.00	0.7000	13,300.00	-80.00
TOTAL EQUITIES			65,251.20		58,636.00	-6,615.20
MUTUAL FUNDS						
PANORAMA PRIV FD S1/0 F-NL	PPC100	105.1226	1,000.00	18.8178	1,978.18	978.18
TOTAL MUTUAL FUNDS			1,000.00		1,978.18	978.18
TOTAL			66,351.54		60,714.52	-5,637.02

2 Pricing Valuation

View security pricing based on previous day's close or previous day's last bid. For current market prices (20 minute delay), press the **Refresh Prices** button.

3 Pricing Note

This line indicates if you are viewing previous day's close or previous day's last bid.

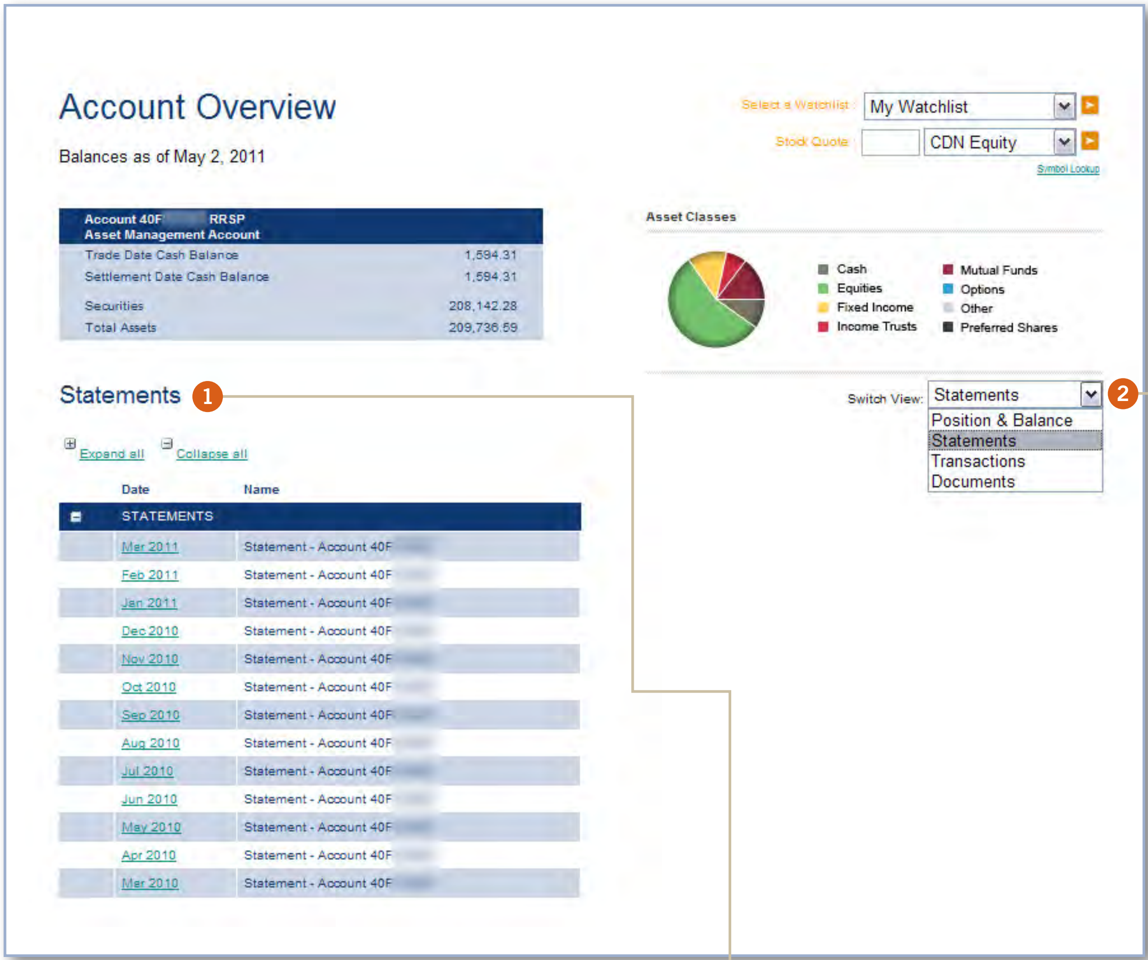
5 Positions & Balances

Check the value of your investments at your convenience.

4 Detailed Quote

Click on the security symbol to view a detailed quote and chart.

VIEW DETAILS: STATEMENTS



2 Switch View

You can toggle between the **Position & Balance**, **Statements**, **Transactions** and **Documents** using the **Switch View** drop down menu.

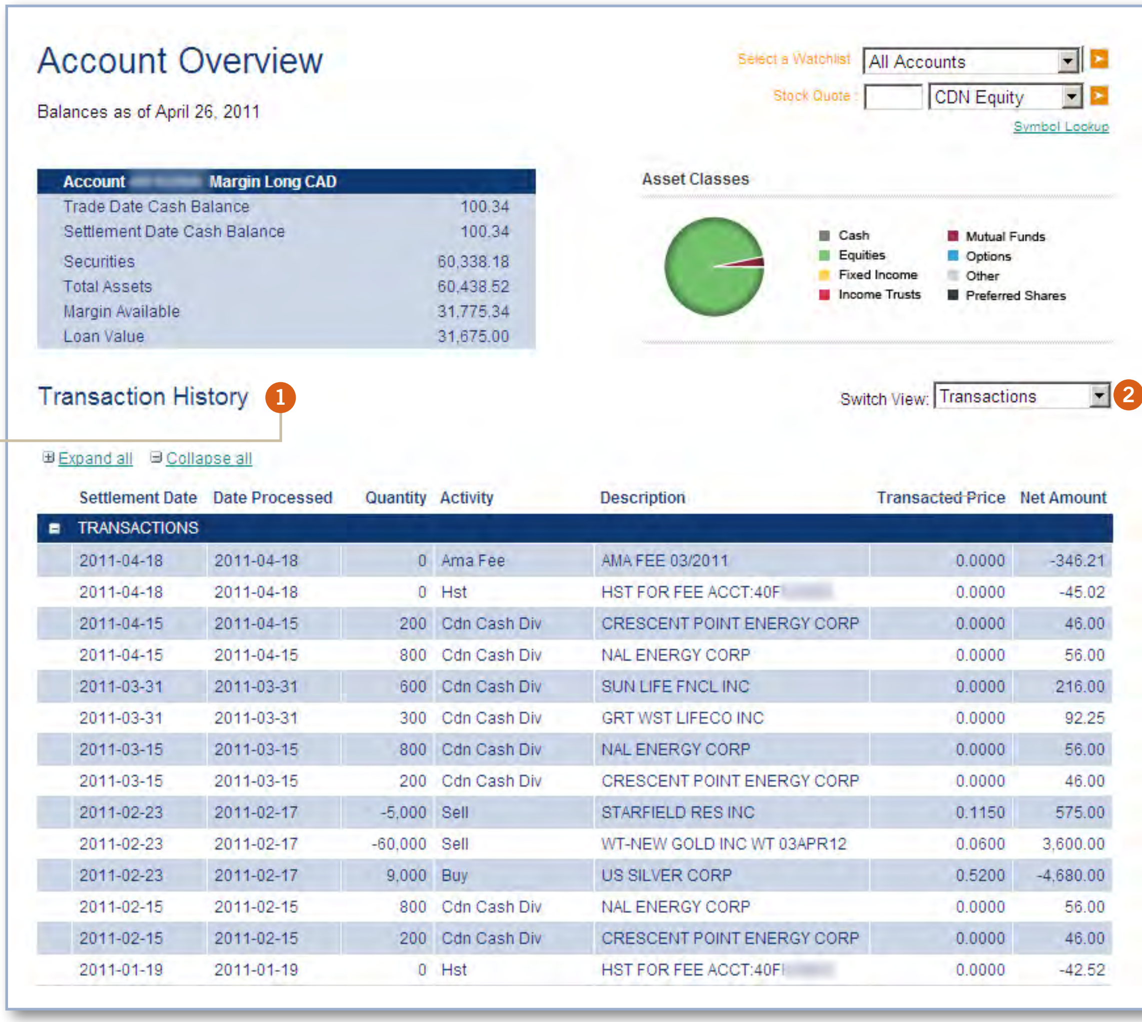
NOTE

You have the option to suppress mailing of your paper statements. See **page 17** for more information.

1 E-Statements

When you click **Statements** in the **View Details** drop down menu, you can easily access your account e-statements 24/7.

VIEW DETAILS: TRANSACTIONS



Settlement Date	Date Processed	Quantity	Activity	Description	Transacted Price	Net Amount
TRANSACTIONS						
2011-04-18	2011-04-18	0	Ama Fee	AMA FEE 03/2011	0.0000	-346.21
2011-04-18	2011-04-18	0	Hst	HST FOR FEE ACCT:40F	0.0000	-45.02
2011-04-15	2011-04-15	200	Cdn Cash Div	CRESCENT POINT ENERGY CORP	0.0000	46.00
2011-04-15	2011-04-15	800	Cdn Cash Div	NAL ENERGY CORP	0.0000	56.00
2011-03-31	2011-03-31	600	Cdn Cash Div	SUN LIFE FNCL INC	0.0000	216.00
2011-03-31	2011-03-31	300	Cdn Cash Div	GRT WST LIFECO INC	0.0000	92.25
2011-03-15	2011-03-15	800	Cdn Cash Div	NAL ENERGY CORP	0.0000	56.00
2011-03-15	2011-03-15	200	Cdn Cash Div	CRESCENT POINT ENERGY CORP	0.0000	46.00
2011-02-23	2011-02-17	-5,000	Sell	STARFIELD RES INC	0.1150	575.00
2011-02-23	2011-02-17	-60,000	Sell	WT-NEW GOLD INC WT 03APR12	0.0600	3,600.00
2011-02-23	2011-02-17	9,000	Buy	US SILVER CORP	0.5200	-4,680.00
2011-02-15	2011-02-15	800	Cdn Cash Div	NAL ENERGY CORP	0.0000	56.00
2011-02-15	2011-02-15	200	Cdn Cash Div	CRESCENT POINT ENERGY CORP	0.0000	46.00
2011-01-19	2011-01-19	0	Hst	HST FOR FEE ACCT:40F	0.0000	-42.52

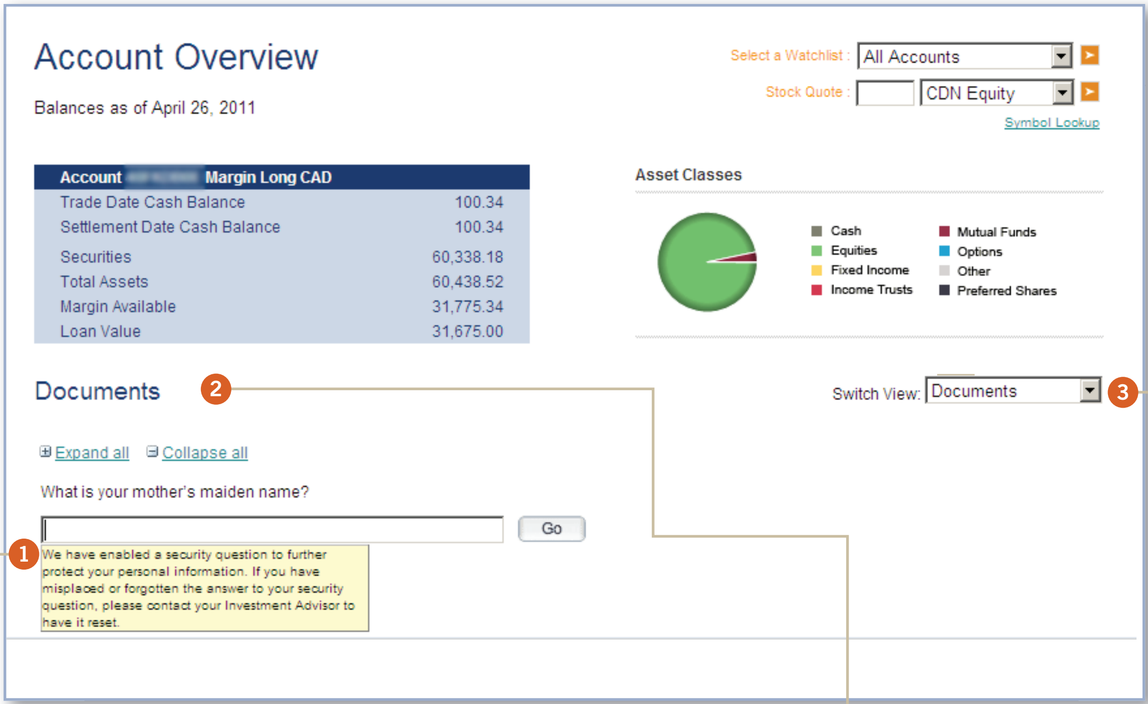
2 Switch View

You can toggle between the **Position & Balance**, **Statements**, **Transactions** and **Documents** using the **Switch View** drop down menu.

1 Transaction History

View your detailed transaction history.

VIEW DETAILS: DOCUMENTS



3 Switch View

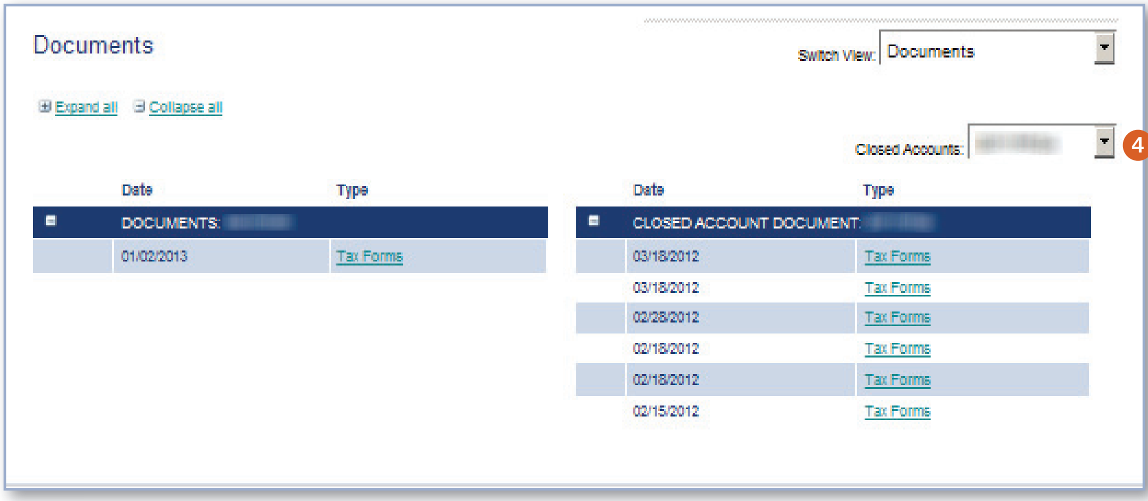
You can toggle between the **Position & Balance**, **Statements**, **Transactions** and **Documents** using the **Switch View** drop down menu.

1 Security

NOTE: For more information on accessing your documents, please see **page 16 or click here**.

2 Documents

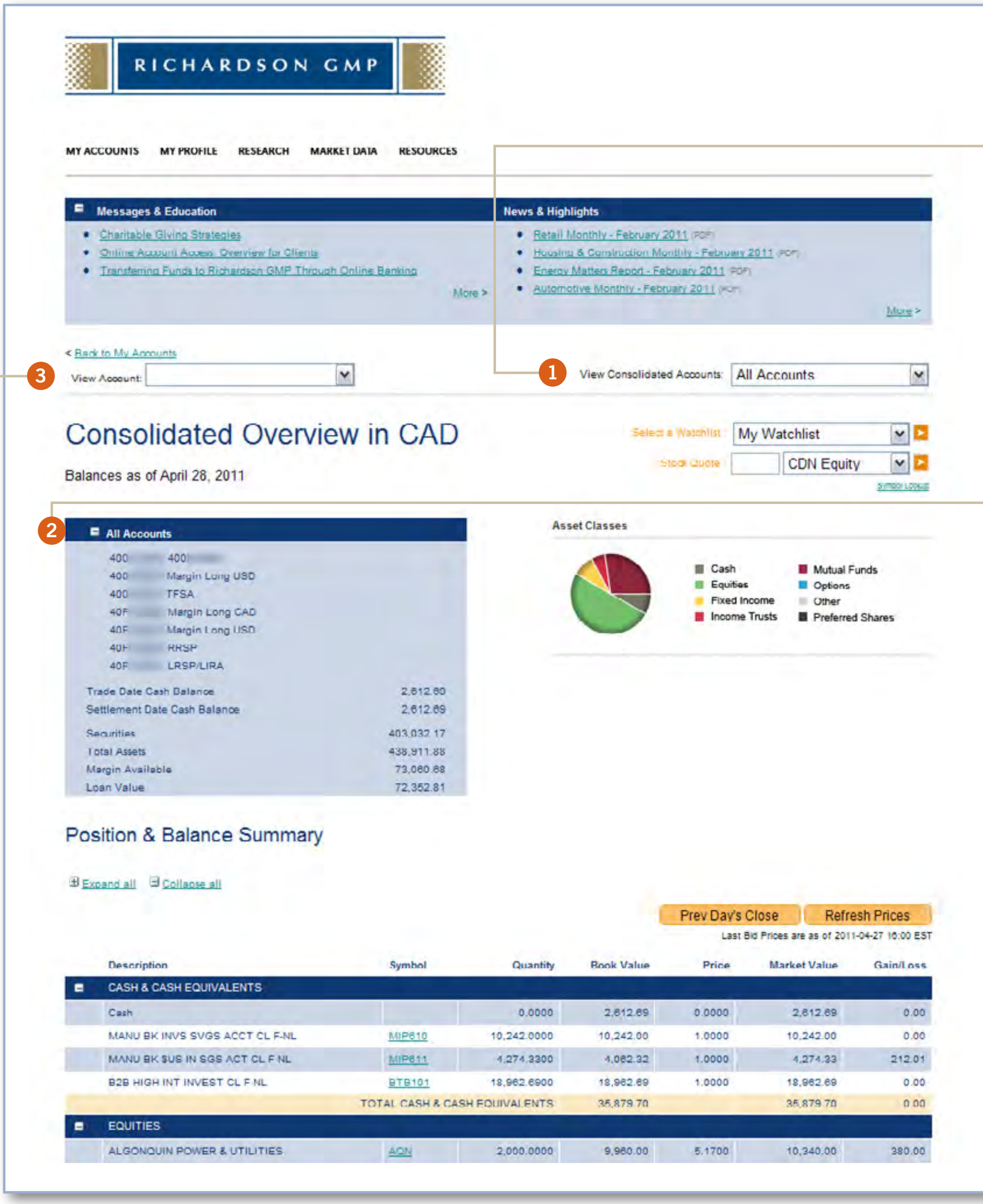
View tax slips and other account-related documentation. This area requires a security question to be answered for further protection.



4 Closed Accounts

View tax slips and other related documents for accounts which have been closed by selecting the account from the drop down menu.

CONSOLIDATED ACCOUNT OVERVIEW



1 Consolidated Account Overview

Choose to view consolidated balances for all accounts or for your account groups itemized by asset class. Please note that all account holdings are converted to CAD dollars.

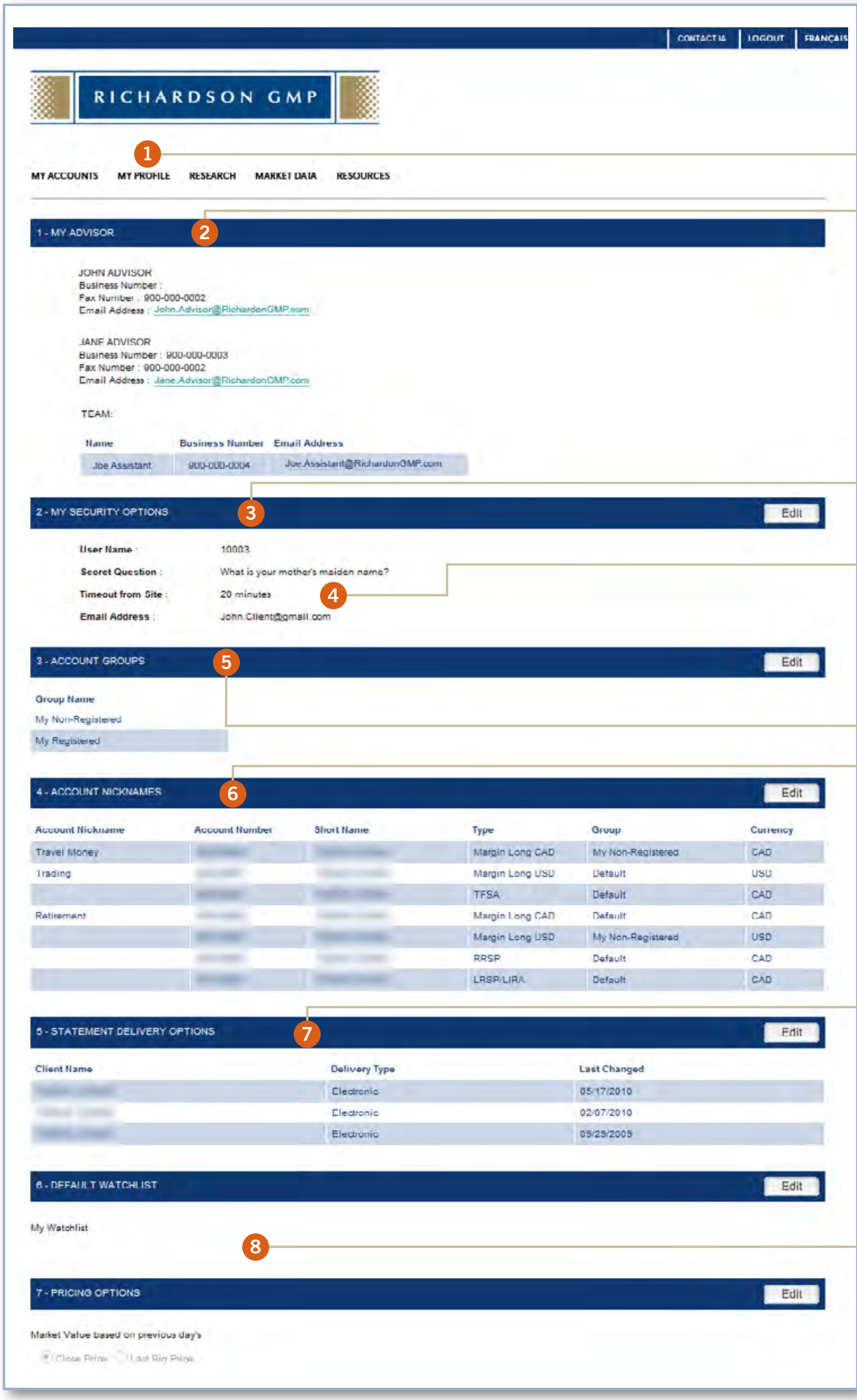
2 View Additional Account Details

Click on the plus sign to show a list of all accounts included in this consolidated view.

3 View Additional Accounts

Use this drop down menu to view different individual accounts.

MY PROFILE



1 Access My Profile

Go to **My Profile** by clicking on the top navigation.

2 Your Investment Advisor

View your Investment Advisor & Team's contact information here.

3 Change Security Question

Change your security question and password for accessing your account statements and documents. Please **see page 16** for more information.

4 Timeout Preferences

Choose the number of minutes to timeout inactive sessions. Default is 20 minutes.

5 Account Groups

Use this utility to organize your accounts into groups. Please **see page 18 by clicking here** for more information.

6 Account Nicknames

Use this utility to rename your accounts for easy reference. Please see **page 18 by clicking here** for more information.

7 Statement Delivery Options

You have the option of receiving your statements in the mail or electronically via OAA. Please **see page 17** for more information.

8 Default Watchlist & Pricing Options

Set your default Watchlist and pricing options for your accounts. Please **see page 21** for more information.

RESEARCH

1 Research

The **Research** page gives you access to daily research reports and commentary from GMP Securities. GMP Securities covers over 230 companies and offers research on Canadian and U.S. listed equities and investment funds.

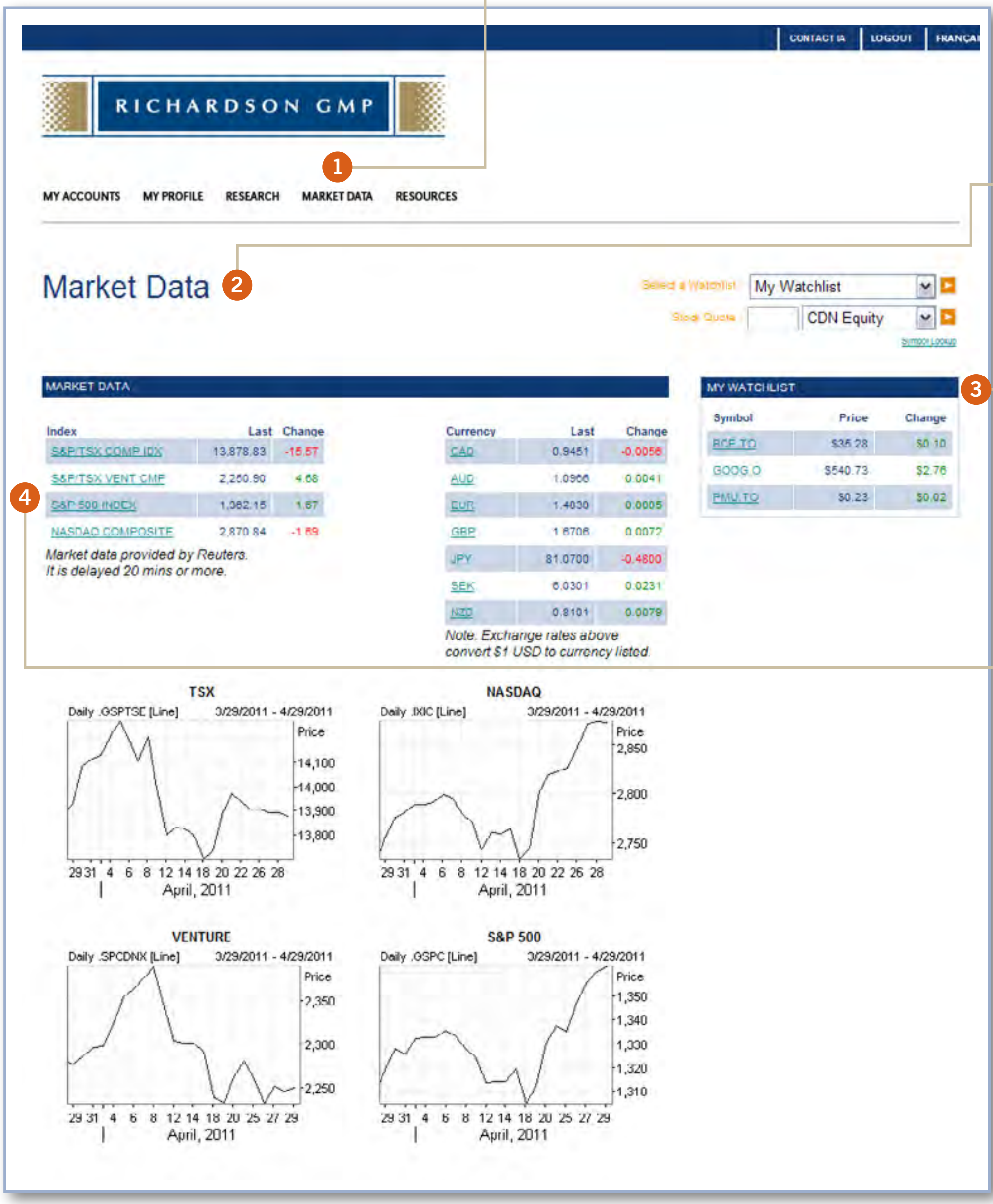
2 Research Report

Click on the title to see the full report.

3 Research Analyst

Click on an author's name to see all reports written by a specific analyst.

MARKET DATA



1 Access Market Data

Go to **Market Data** by clicking on the top navigation.

2 View Timely Market Data

View and track the latest changes on the key North American exchanges.

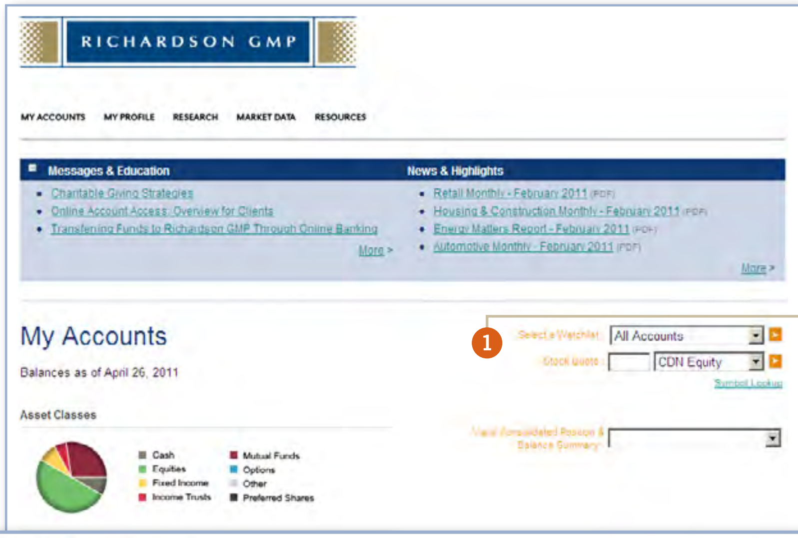
3 Your Watchlist

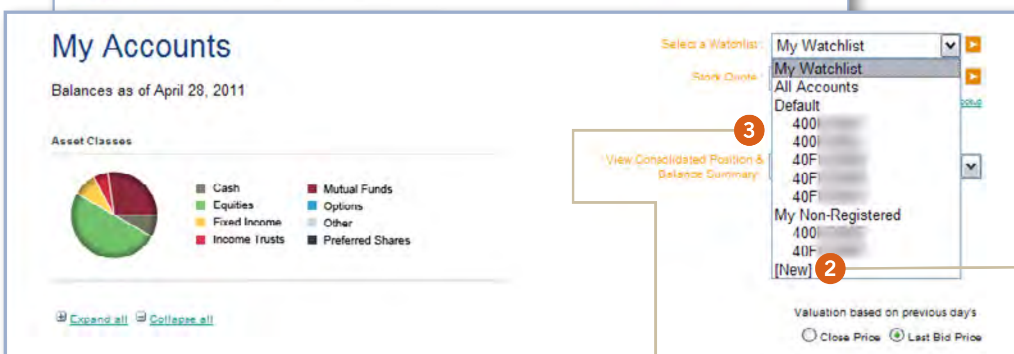
Your default Watchlist will always appear on your **Market Data** page. Please **see page 21** for more information.

4 Index & Currency

Click on an index or individual currency to view more details.

WATCHLIST DETAILS





1 Access Your Watchlist

You can access your Watchlists from the **Select a Watchlist** drop down menu. Click on the orange arrow to go to the Watchlist.

2 Create Your Own Watchlist

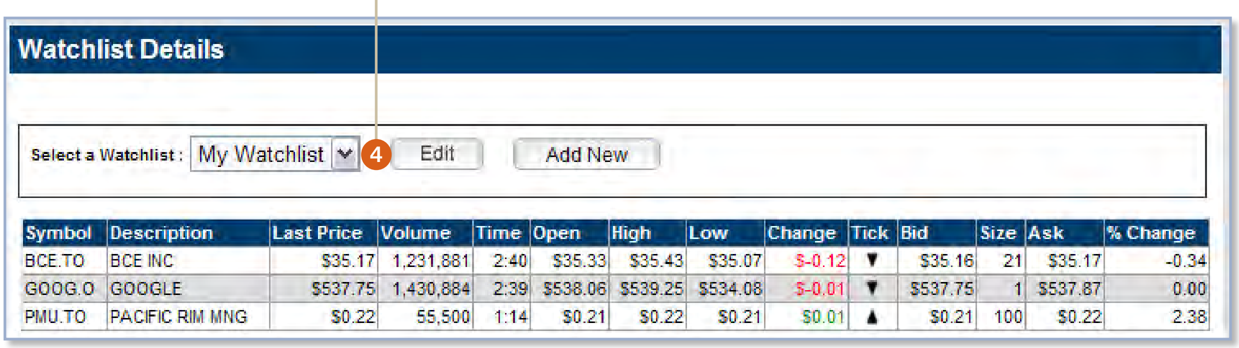
Select **New** from the drop down menu to create your own customized Watchlist. You will then have the option of adding unlimited holdings to the Watchlist. Click on the orange arrow to start. Please see page 20 for more information.

4 View Your Watchlist

From the **Watchlist Details** page you can view and modify the securities listing of any of your Watchlists.

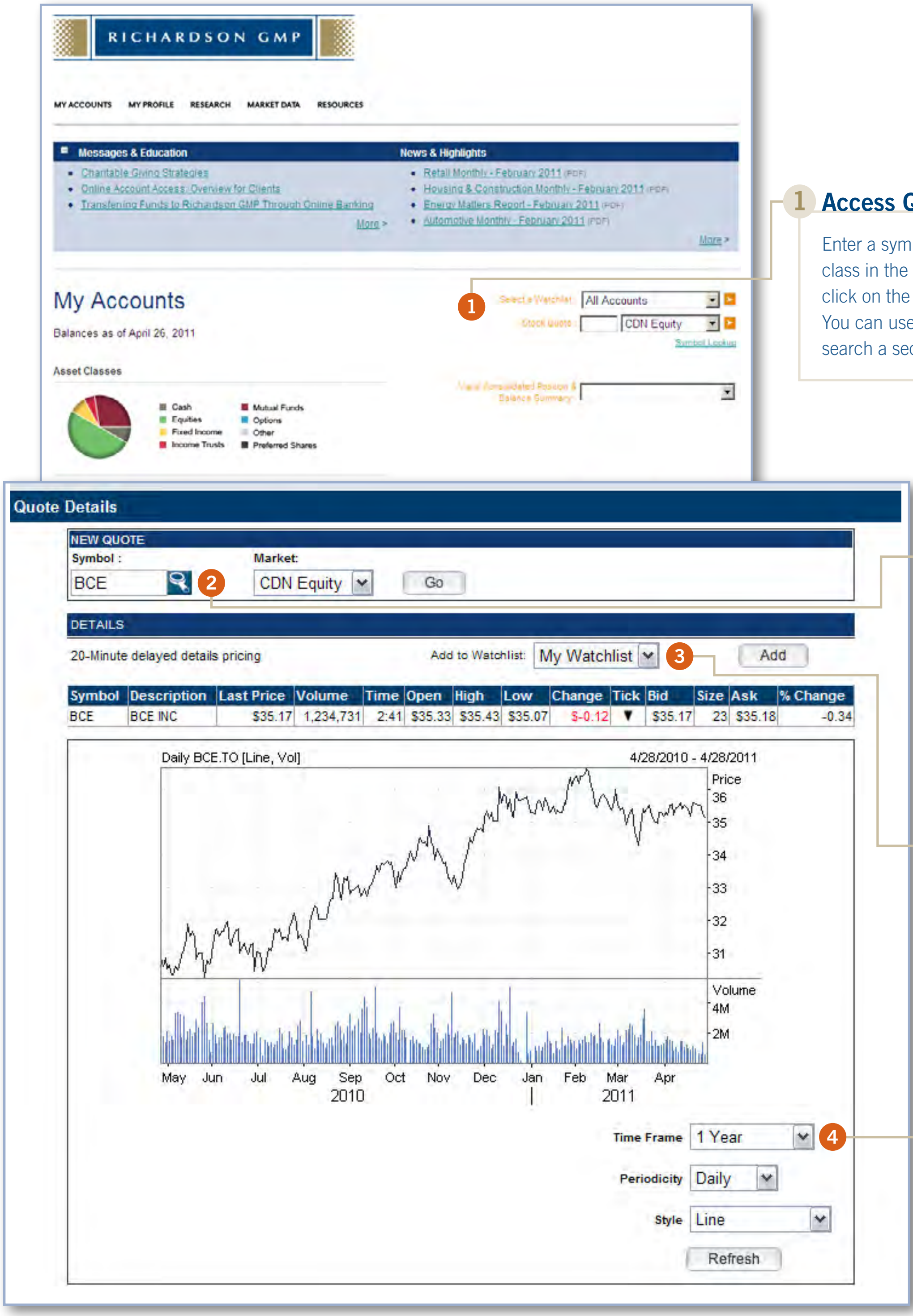
3 Select a Watchlist

Use this drop down menu to create your own customized Watchlists or view a watchlist for your own accounts or account groups. Selecting **All Accounts** will produce a Watchlist of all the securities in your accounts. Please see page 19 for more information.



Symbol	Description	Last Price	Volume	Time	Open	High	Low	Change	Tick	Bid	Size	Ask	% Change
BCE.TO	BCE INC	$35.17	1,231,881	2:40	$35.33	$35.43	$35.07	$-0.12	▼	$35.16	21	$35.17	-0.34
GOOG.O	GOOGLE	$537.75	1,430,884	2:39	$538.06	$539.25	$534.08	$-0.01	▼	$537.75	1	$537.87	0.00
PMU.TO	PACIFIC RIM MNG	$0.22	55,500	1:14	$0.21	$0.22	$0.21	$0.01	▲	$0.21	100	$0.22	2.38

QUOTE DETAILS



1 Access Quote Details

Enter a symbol and the appropriate asset class in the **Stock Quote** input box and click on the orange arrow for details. You can use the **Symbol Lookup** feature to search a security by name.

2 Quote Lookup

Enter a symbol to search for a quote on any Canadian or U.S. equity or option and end of day pricing for Canadian mutual funds and charts for equities. Quote details will open in a separate window.

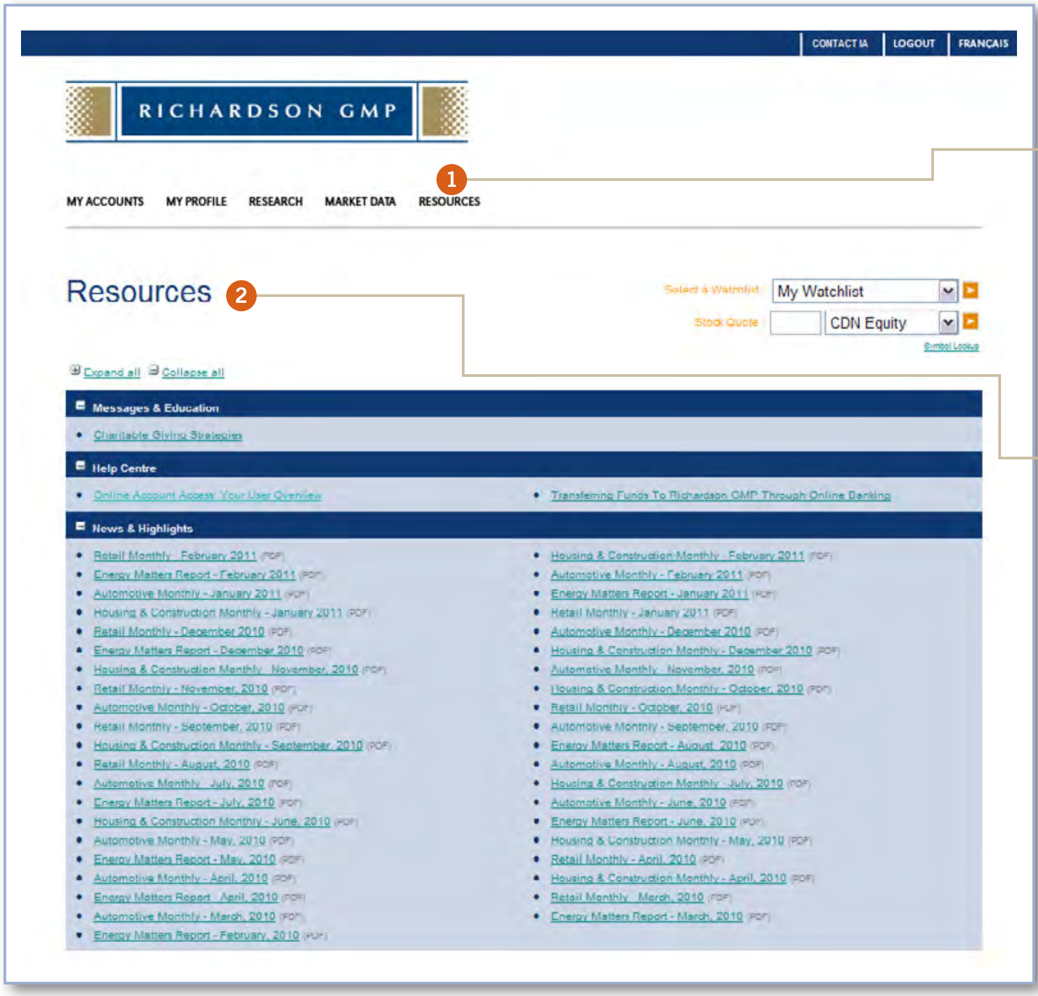
3 Add Symbol to Watchlist

To add the symbol to your Watchlist, click on the drop down menu to select your preferred Watchlist. Then click **Add** and it will be automatically added.

4 Viewing Options

This feature allows you to change your chart options.

RESOURCES



1 Access Resources

Click on **Resources** from the top navigation to access this section.

2 Resources

View timely messages, reports, and news by simply clicking on the links.

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FAQ - FREQUENTLY ASKED QUESTIONS
ONLINE ACCOUNT ACCESS

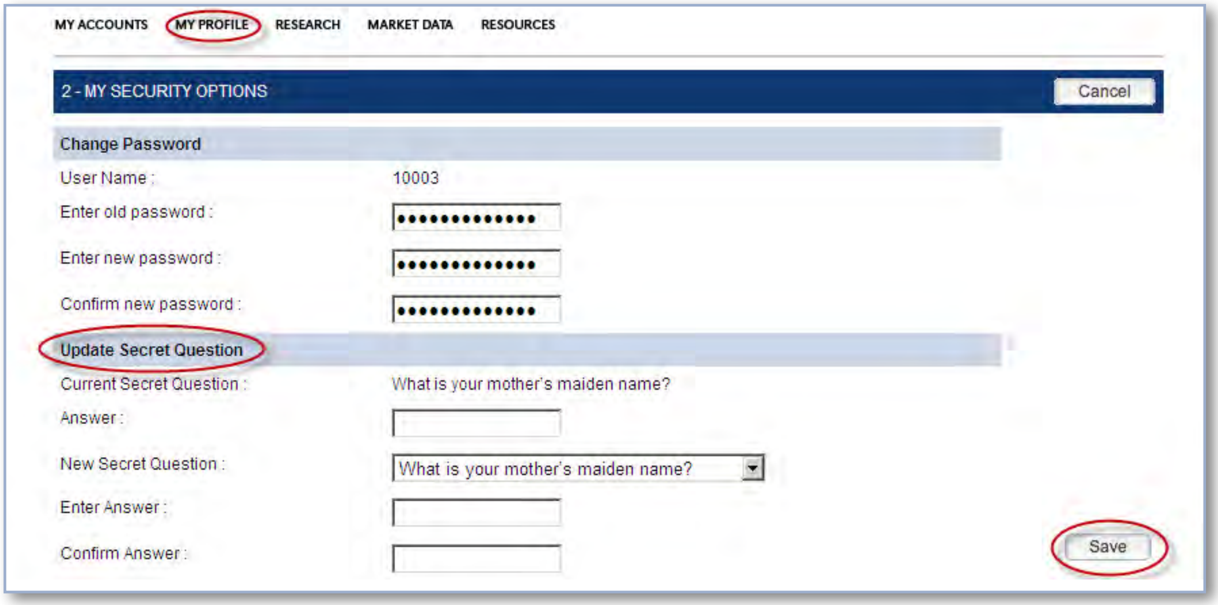
Please click on the question below for more information.

PAGE

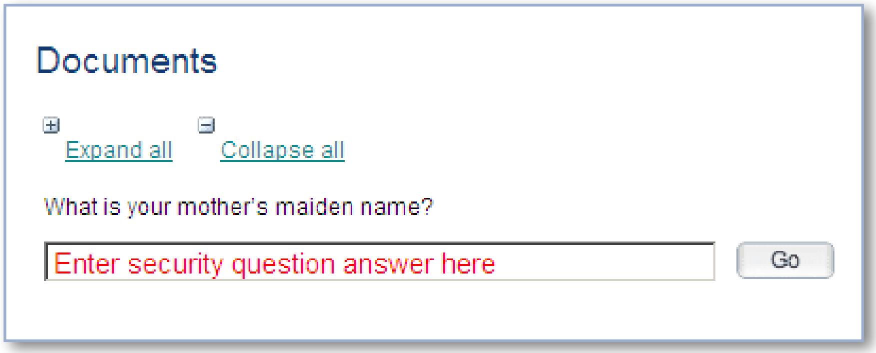
FAQ - ONLINE ACCOUNT ACCESS

How do I access my account-related documents (including tax reporting)?

To provide additional security, documents are protected by a personal security question. To set and save a **security question**, you will need to go to the **My Profile** section of Online Account Access.



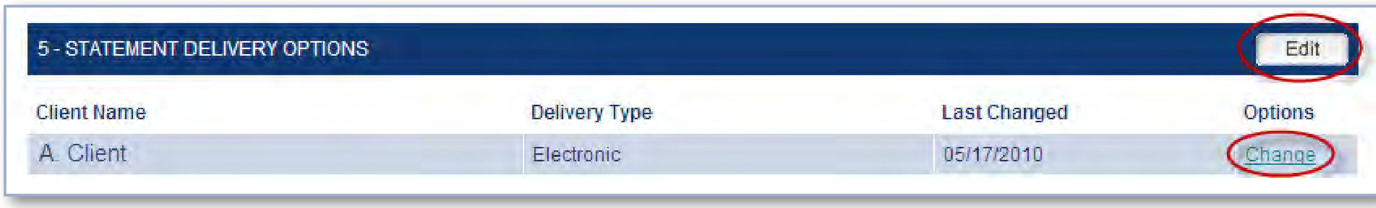
Once completed, you can go back to the **Documents** section and enter the answer when prompted. If you forget your security answer, please call your Investment Advisor to have it reset.



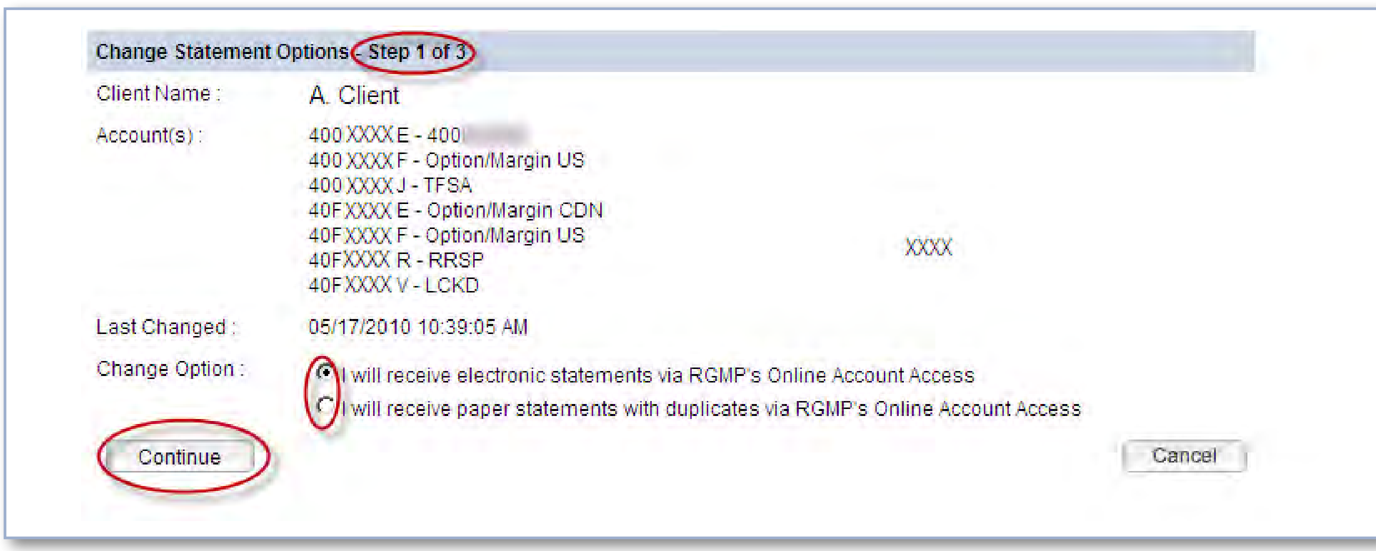
FAQ - ONLINE ACCOUNT ACCESS CONT.

How do I suppress mailing of my paper statements?

From **My Profile**, use the **Edit** button to access the option to change statement delivery methods.



Follow prompts through steps 1-3.



What do I do if I forget my password?

If you forget your password, please contact your Investment Advisor and they will reset your password for you. Please note that you will not receive an email confirming this change. Your Advisor will simply let you know your new password over the phone. You can then go to the **My Profile** section of your account access and change it to your preference.

FAQ - ONLINE ACCOUNT ACCESS CONT.

What are Account Groups and how do I assign my accounts to different groups?

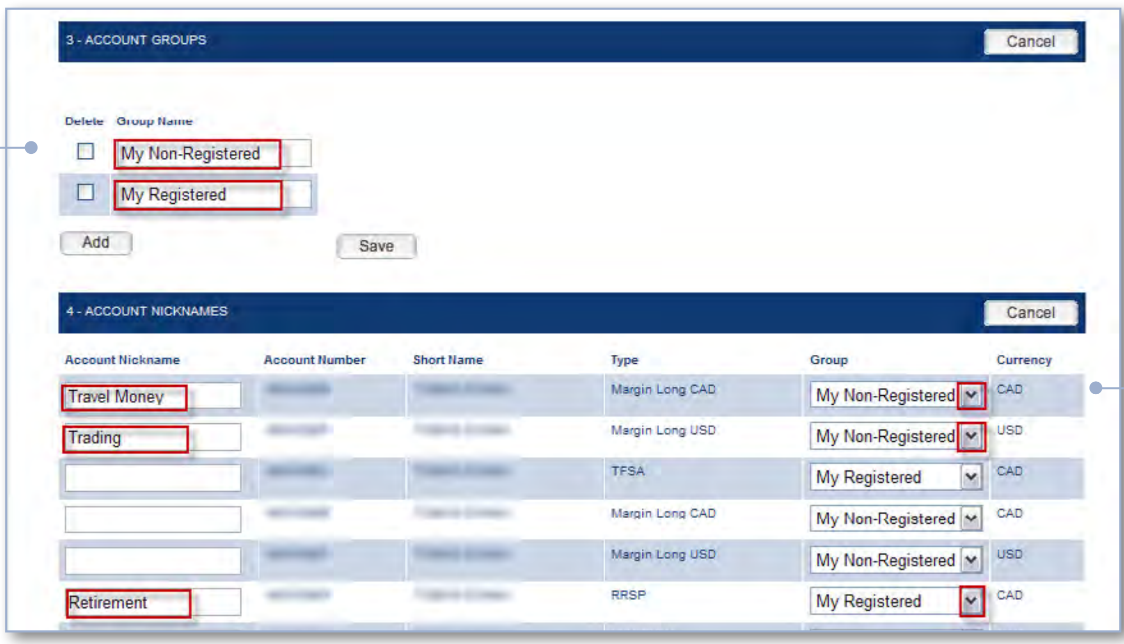
Creating **Account Groups** is a great way to customize your Online Account Access and organize your accounts. For example, if you have an RRSP, a spousal RRSP and a LIRA, you can create an **Account Group** called 'My Registered' and add these accounts to that group.

Account Groups are used throughout OAA in a number of different ways:

1. **Accounts are organized by Account Groups on the My Accounts page.**
2. **Accounts within a group can be viewed from a consolidated perspective.** **See page 8 for more information.**
3. **Watchlists can be viewed based on the holdings in your different groups.** **See page 12 for more information.**

Account Groups can be created in **My Profile**. Use the **Edit** button and select **Add** to create as many groups as you prefer. When complete, save your changes.

To assign an account to a group, click on the **Edit** button in the **Account Nicknames** section. Use the drop down in the **Group** column to assign each account to a group.



How do I apply Nicknames to my accounts?

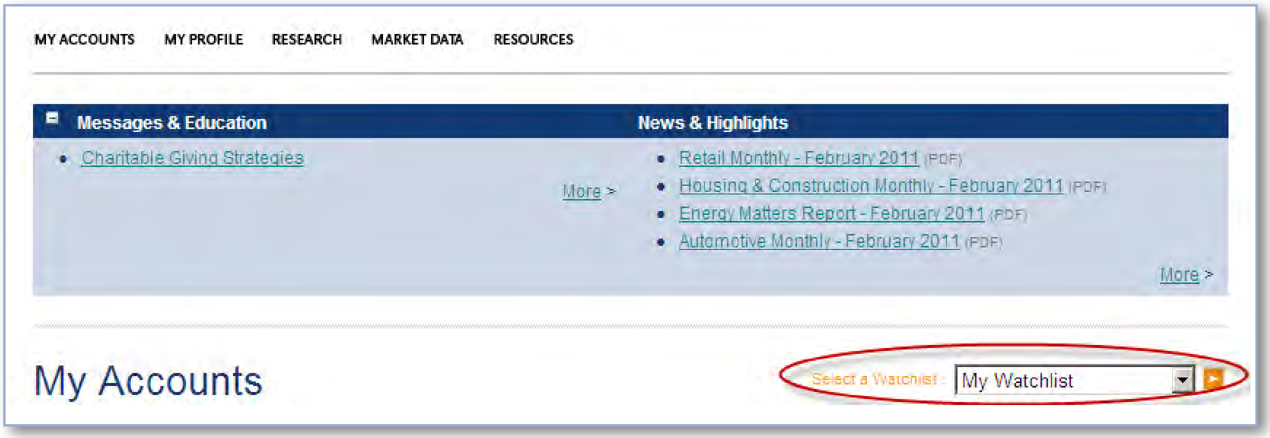
In **My Profile**, accounts can each be given an **Account Nickname** to make it easy for you to differentiate between your multiple accounts. For example, you can name your registered plan account 'Retirement' and your CAD margin account 'Travel Money'. To add an **Account Nickname**, select the **Edit** button and simply enter a name in the **Account Nickname** column. If you have already set up your **Account Groups**, you can also assign the account to a group and then save your edits.

FAQ - ONLINE ACCOUNT ACCESS CONT.

How do I view a Watchlist based on my account holdings?

On the **My Accounts** page, use the drop down menu to select an account, **All Accounts**, or a specific account group. Click on the orange arrow button to generate a Watchlist.

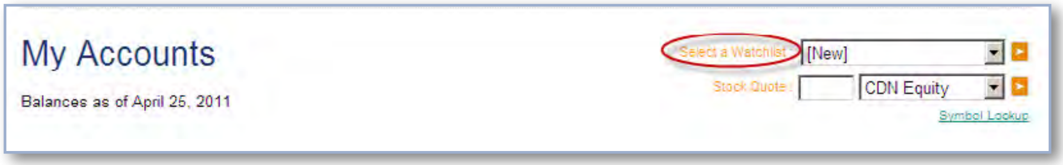
NOTE: Your default can only be a Watchlist that is created manually.



FAQ - ONLINE ACCOUNT ACCESS CONT.

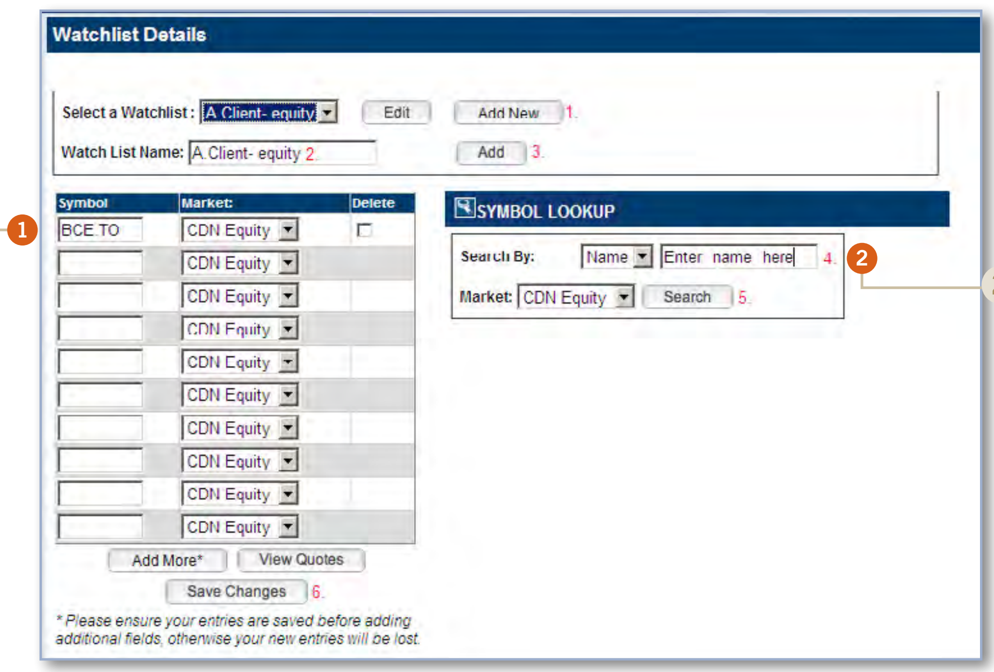
How do I create a customized Watchlist?

To create a Watchlist from **My Accounts** use the **Select a Watchlist** drop down menu. Choose **New** and click on the orange arrow button.



The **Watchlist Detail box will appear. Follow steps 1 to 6.**

1. Add **New** or **Edit** if making changes to existing list.
2. Give the Watchlist a name.
3. Click on **Add.**
4. Enter name or ticker symbol you would like to add.
5. Press the **Search** button.
6. Once security is choosen, it will be added to the Watchlist. **Save changes after each position is added** otherwise your new symbol will be lost.
7. Use the **Add More** button to continue building your Watchlist if you run out of fields.



1 Insert Symbols

Insert symbols that you know in these boxes to add to your Watchlist. Be sure to click **Save Changes** to update the Watchlist.

2 Search Symbols

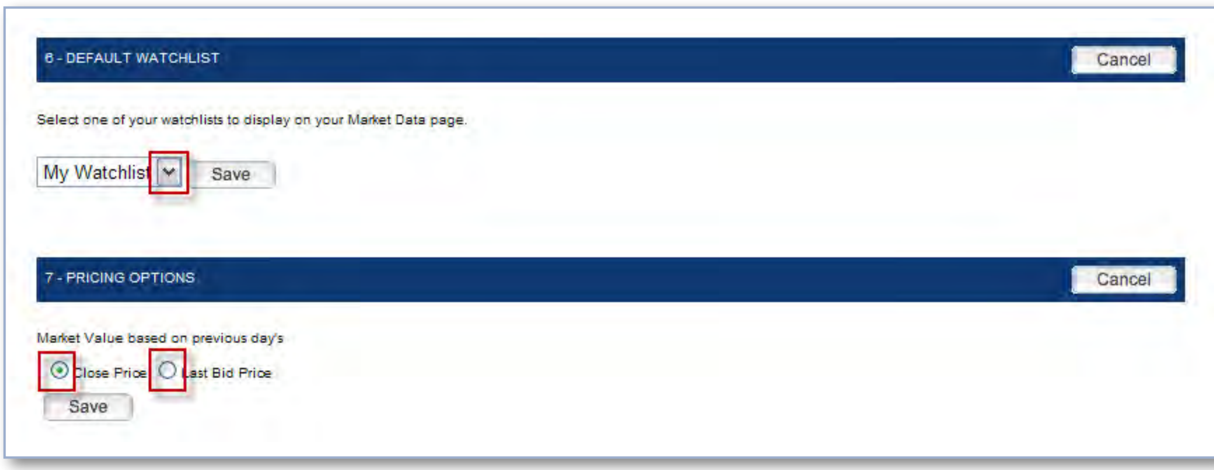
Search by security name for a symbol that you would like to add here.

FAQ - ONLINE ACCOUNT ACCESS CONT.

How do I set a default Watchlist and Pricing Options?

In **My Profile** use the **Edit** button to access the drop down menu. Select the Watchlist you wish to have as your default and then save your choice.

To default your pricing options, simply click on the **Edit** button, make your selection and click **Save**.



How do I set up my Online Account Access profile so that my spouse and I can see each other's account information?

This can be done by each spouse signing the other spouse's Online Account Access form.
Please contact your Investment Advisor to have this set up.

How do I suppress my spouse's paper statements?

To respect privacy, every client who would like to suppress their paper statements must be enrolled in Online Account Access and sign the OAA form. Please contact your Investment Advisor to have this set up.

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