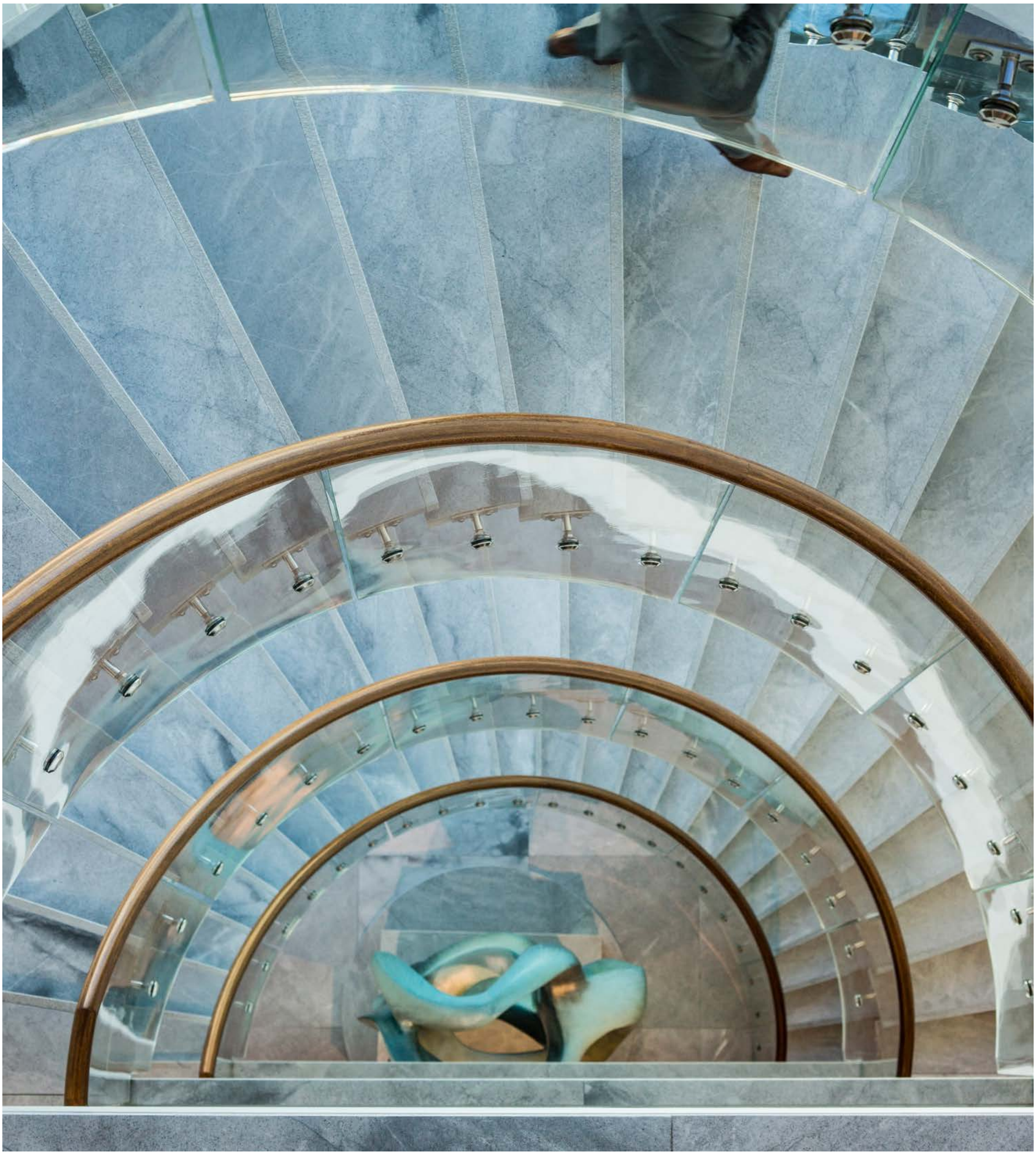
Due diligence process for external managers - User guide



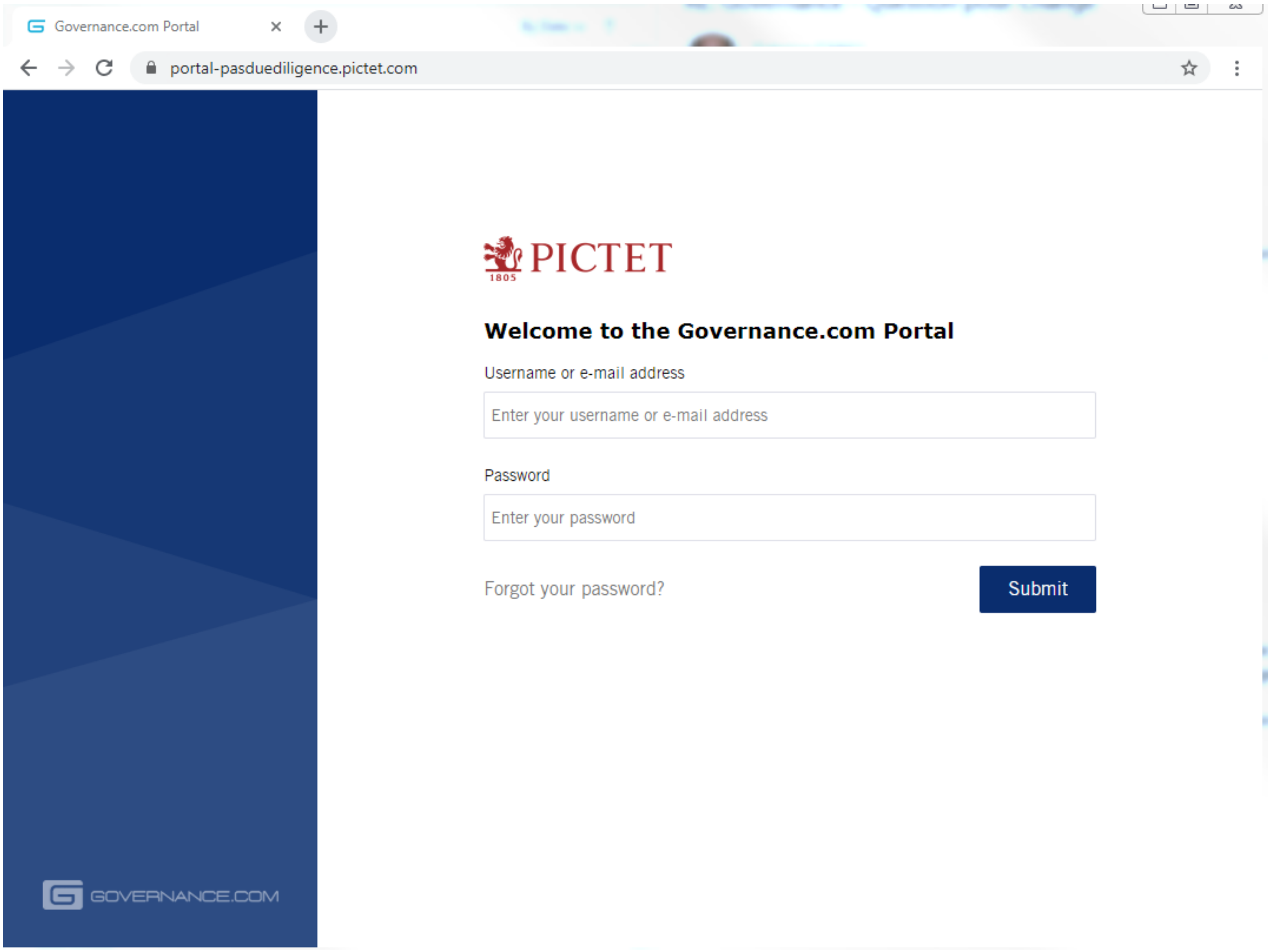
Due diligence process for external managers - User guide

For the best user experience, we highly recommend using one of these internet browsers:

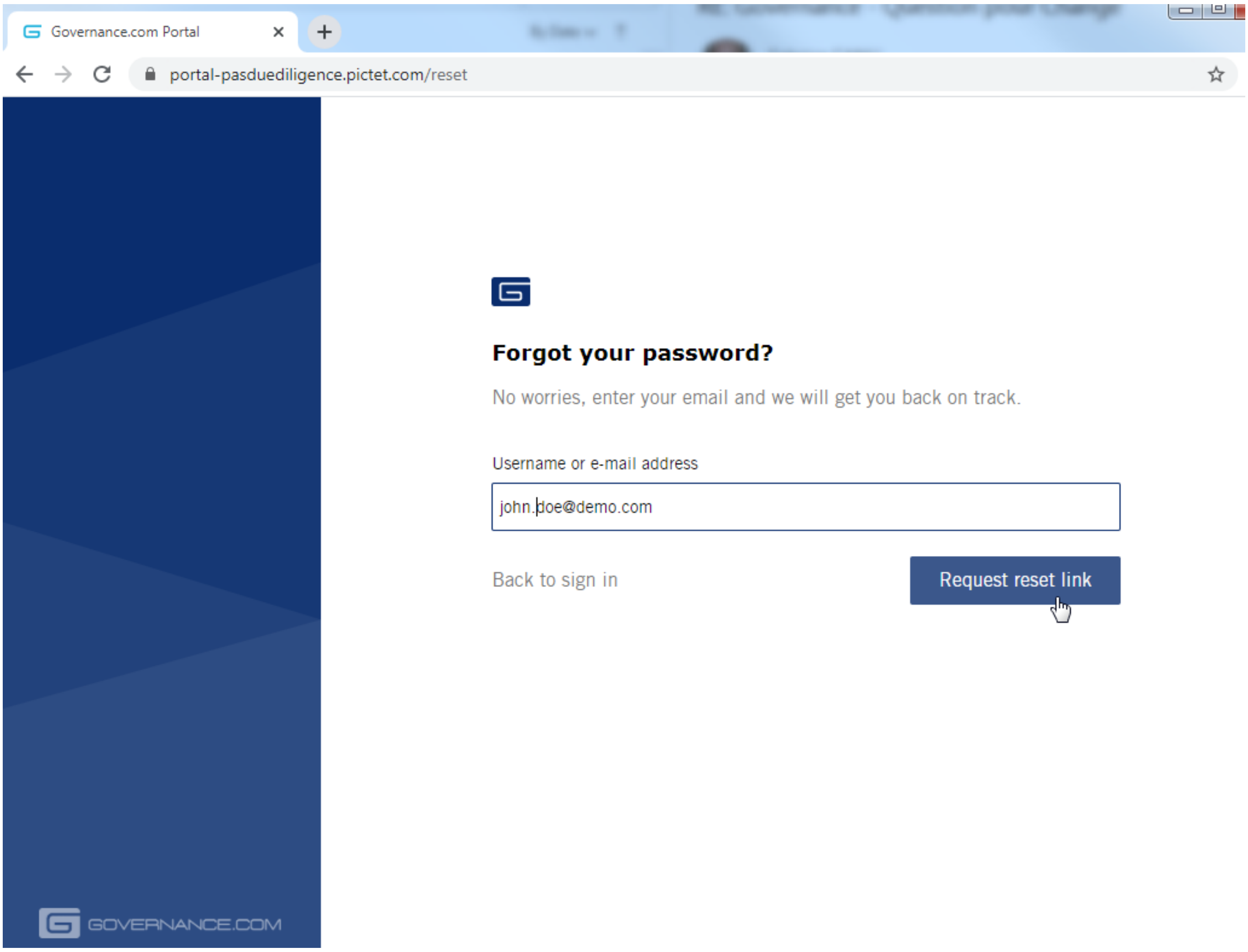
- Google Chrome 48 or higher
- Firefox 48 or higher
- Safari 9 or higher
- Internet Explorer 11 or higher

Go to the following site to log in for the first time: https://portal-pasduediligence.pictet.com/

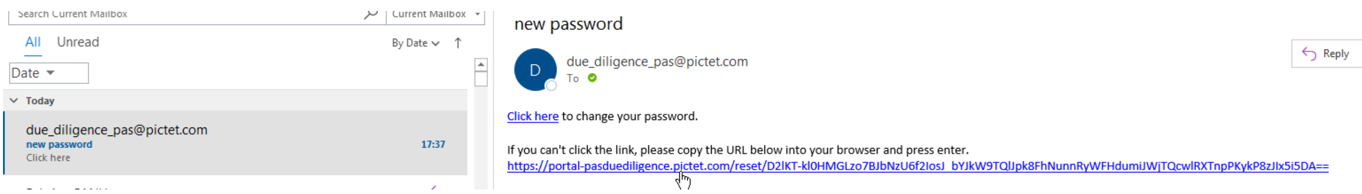
Click on “Forgot your password?” to create a new password to be used with your work e-mail address.



Click “Request reset link”.



You will receive an e-mail from due_diligence_pas@pictet.com. Click on the link and follow the instructions.



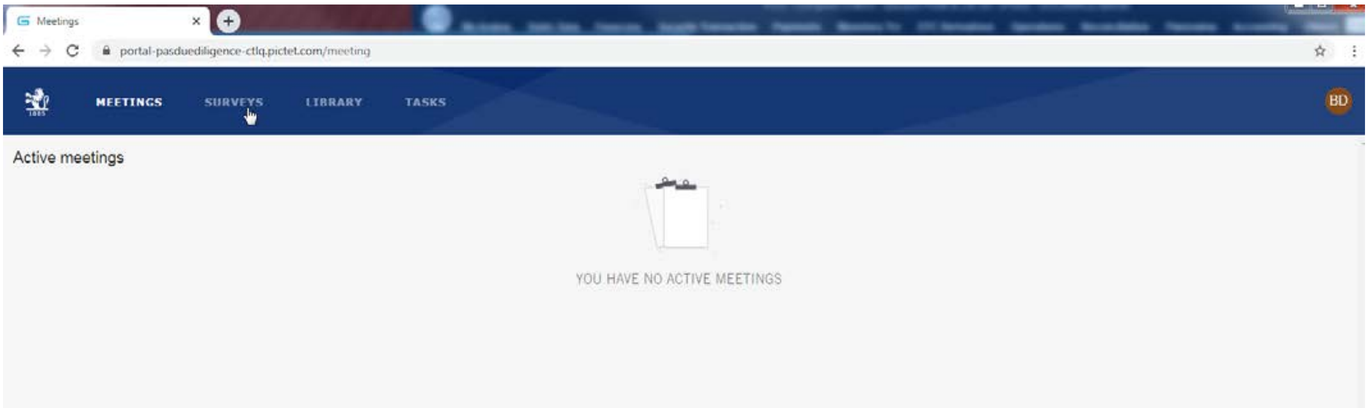
Set your new password with at least:

- 8 characters
- 1 uppercase letter
- 1 number
- 1 special character

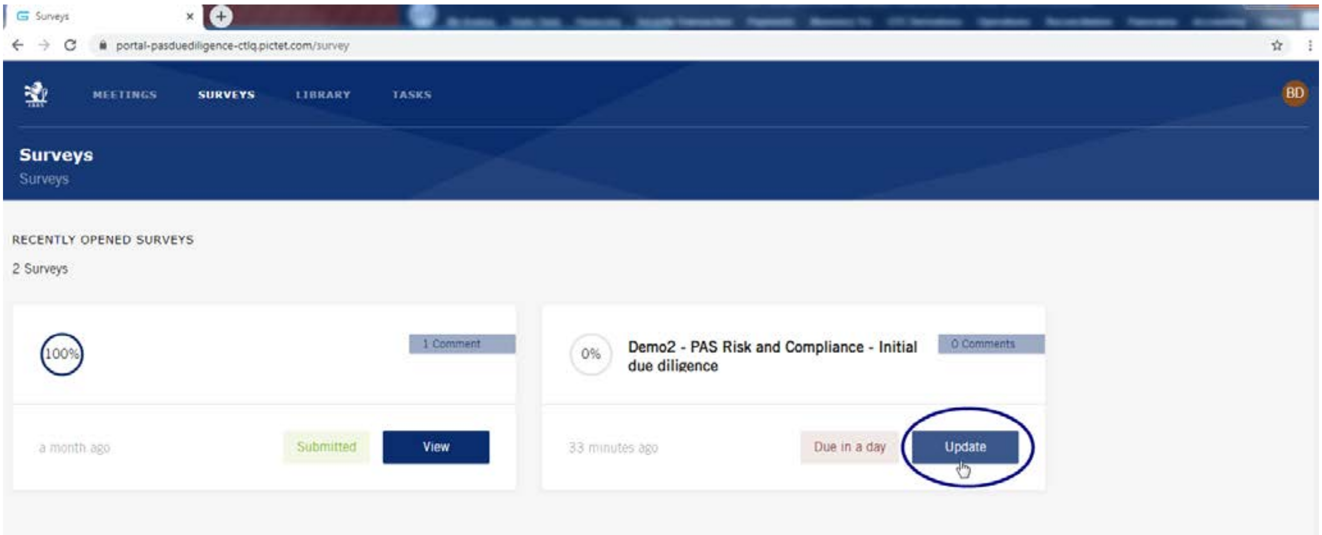
Afterwards, refresh your internet browser and log in to:

https://portal-pasduediligence.pictet.com/

1 – To access to the survey, go to the "Surveys" menu

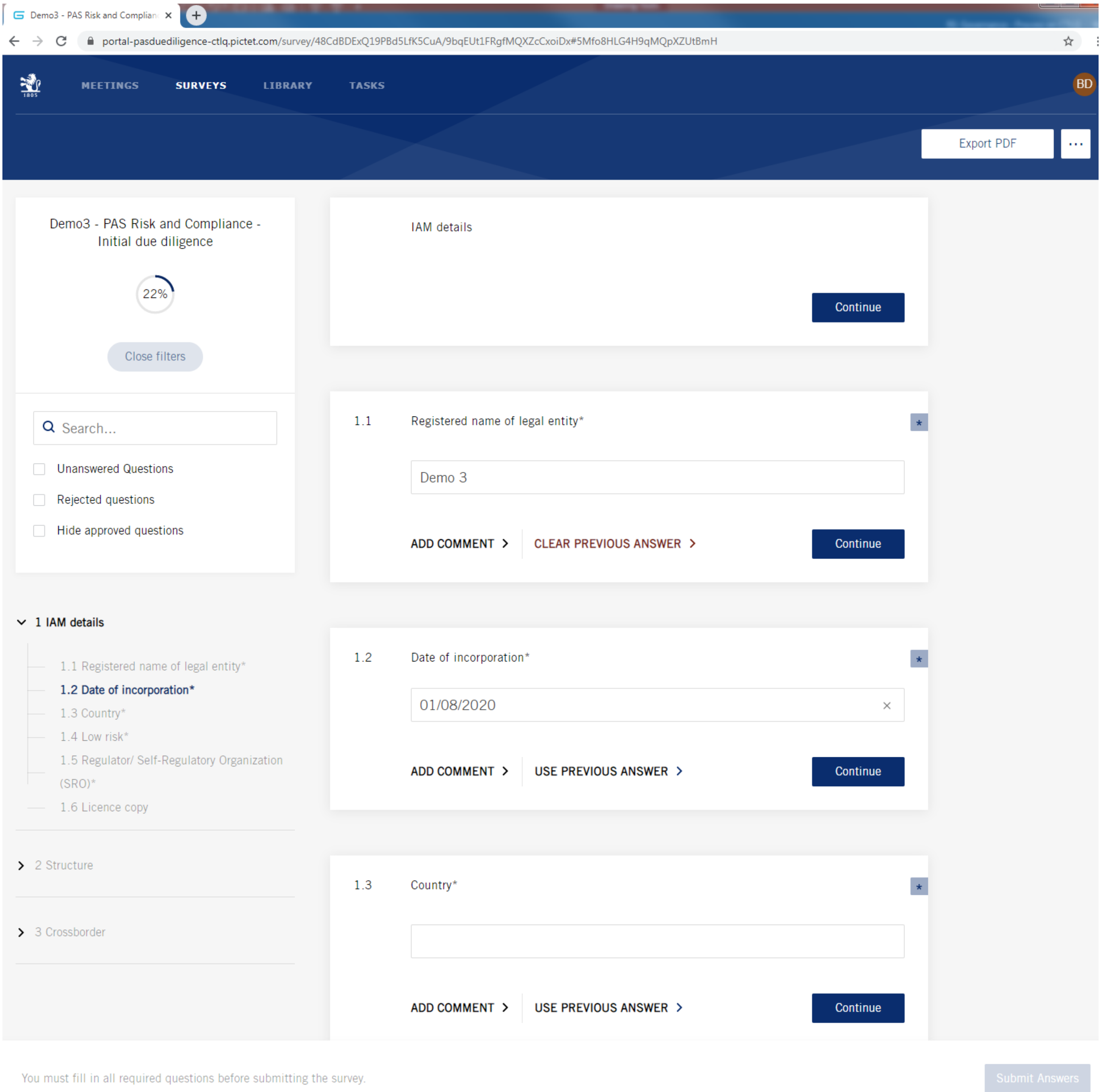


2 –To start the survey click on the "Update" button



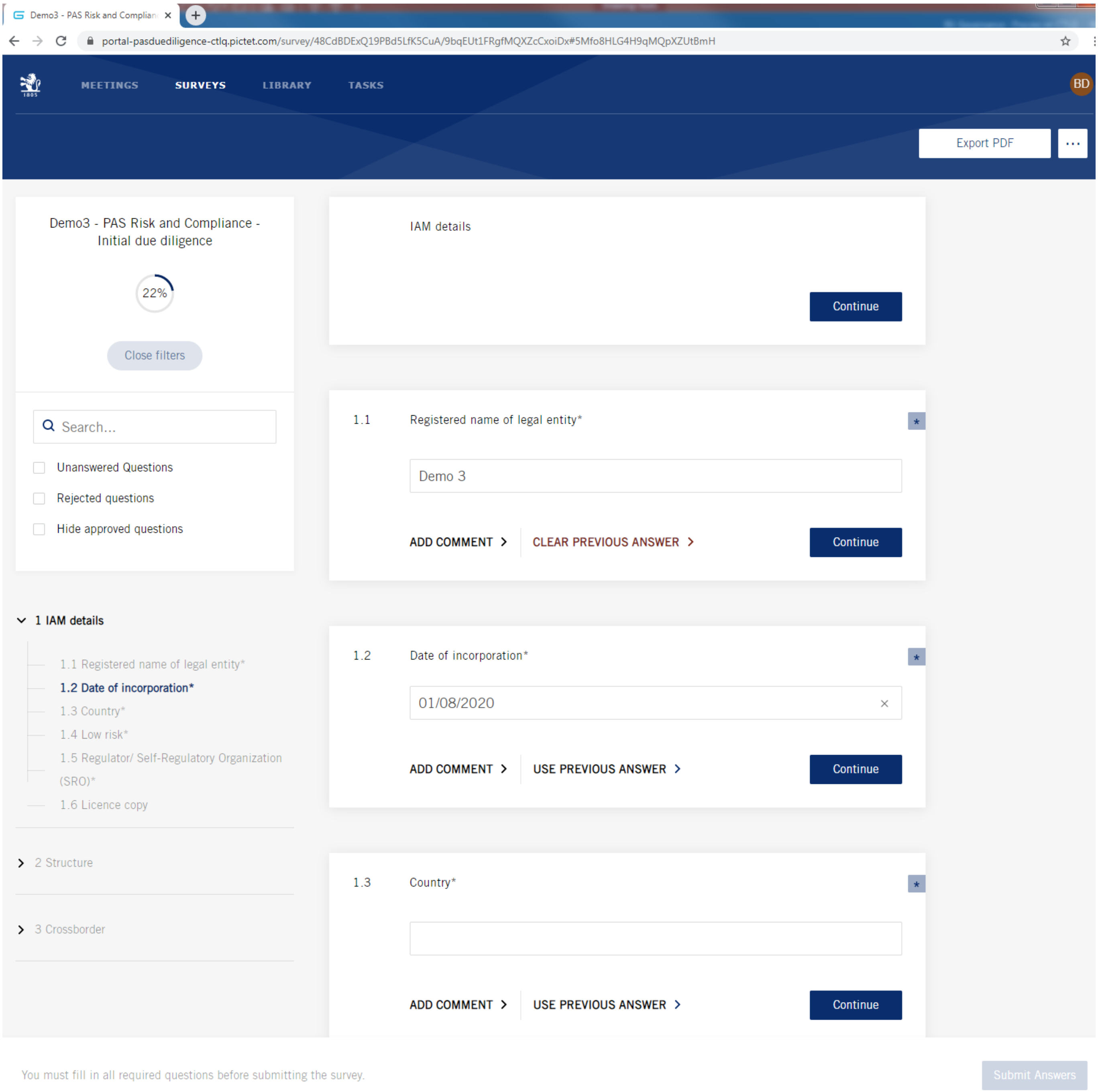
3 – The left-hand side of the screen shows you various information:

- How much of it you have already completed.
- The structure of the survey with the different parts and questions.
- Links to jump to a specific part or question.
- A filter to see only certain questions.



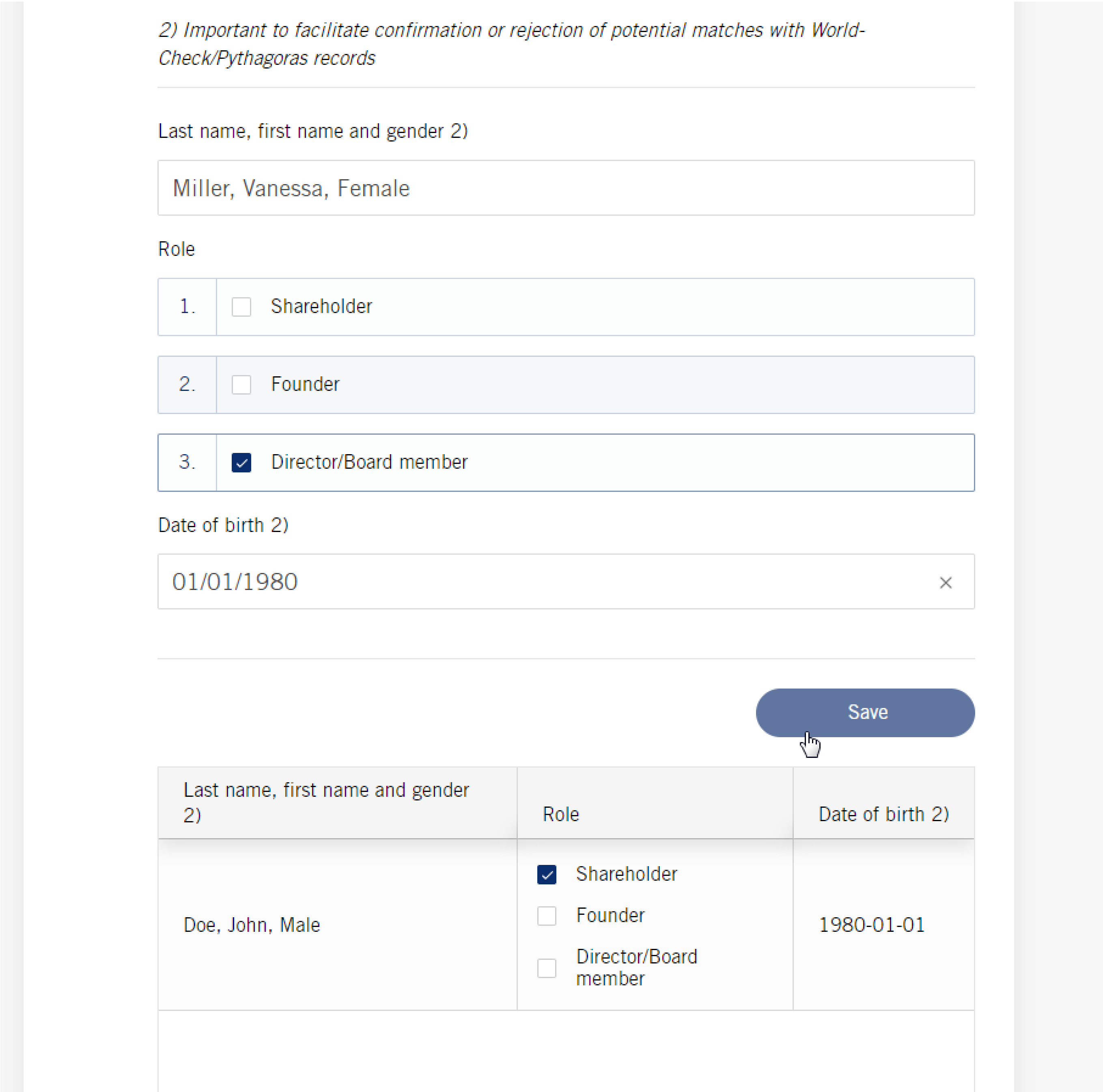
4 – The survey is now open. Click "Continue" or scroll down to go to the next question or menu.

- An asterisk indicates mandatory questions.
- You can re-use a previous answer by clicking the "Use a previous answer" button. This works only if you have already completed a survey.
- You can add a comment by clicking the "Comment" button. Comments will not appear on the answer but will be sent to the compliance officer for additional information.

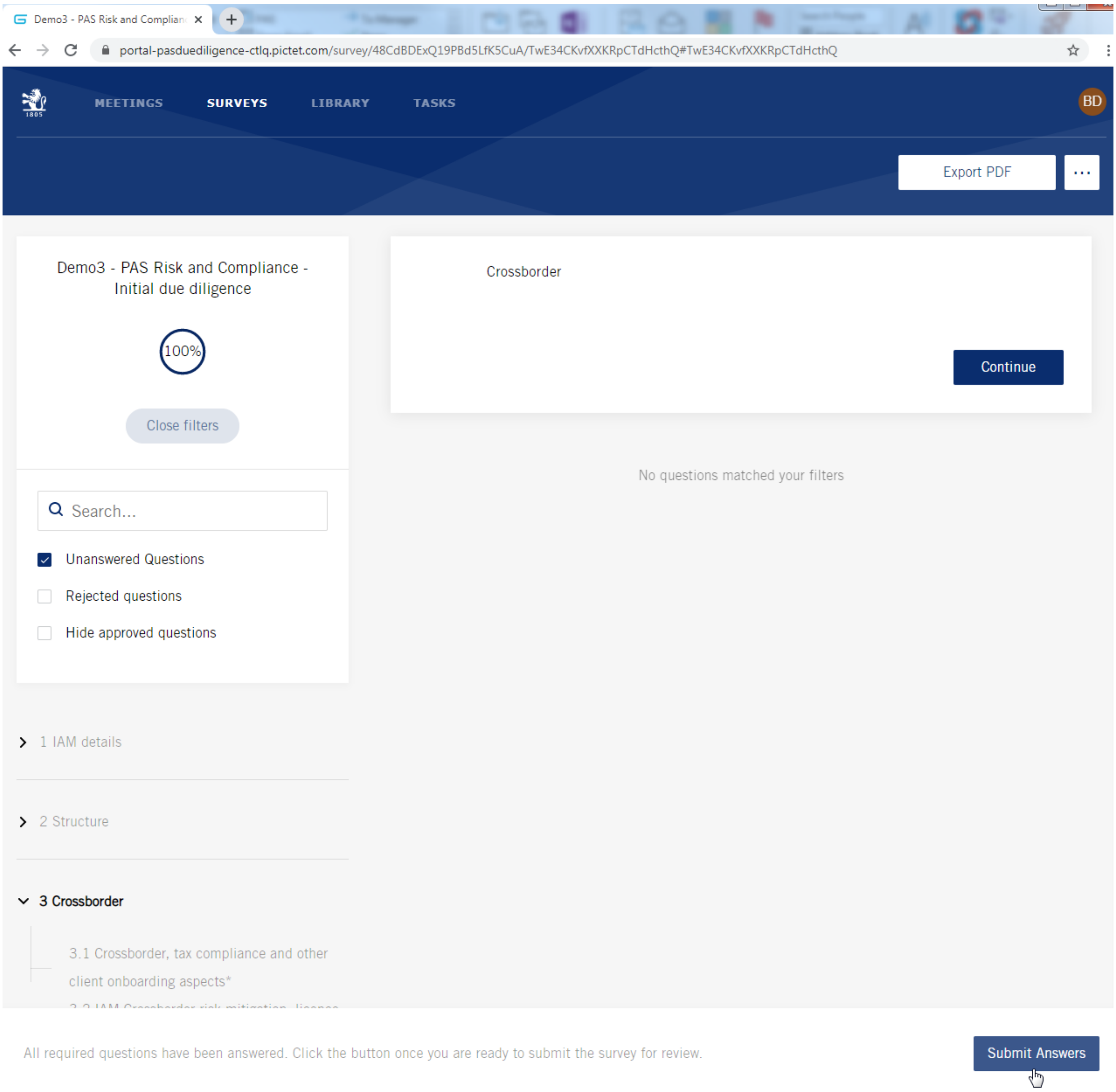


5 – Different types of questions are answered in different ways (drop-down list, date, free text, tick the box, drag & drop documents, etc.).

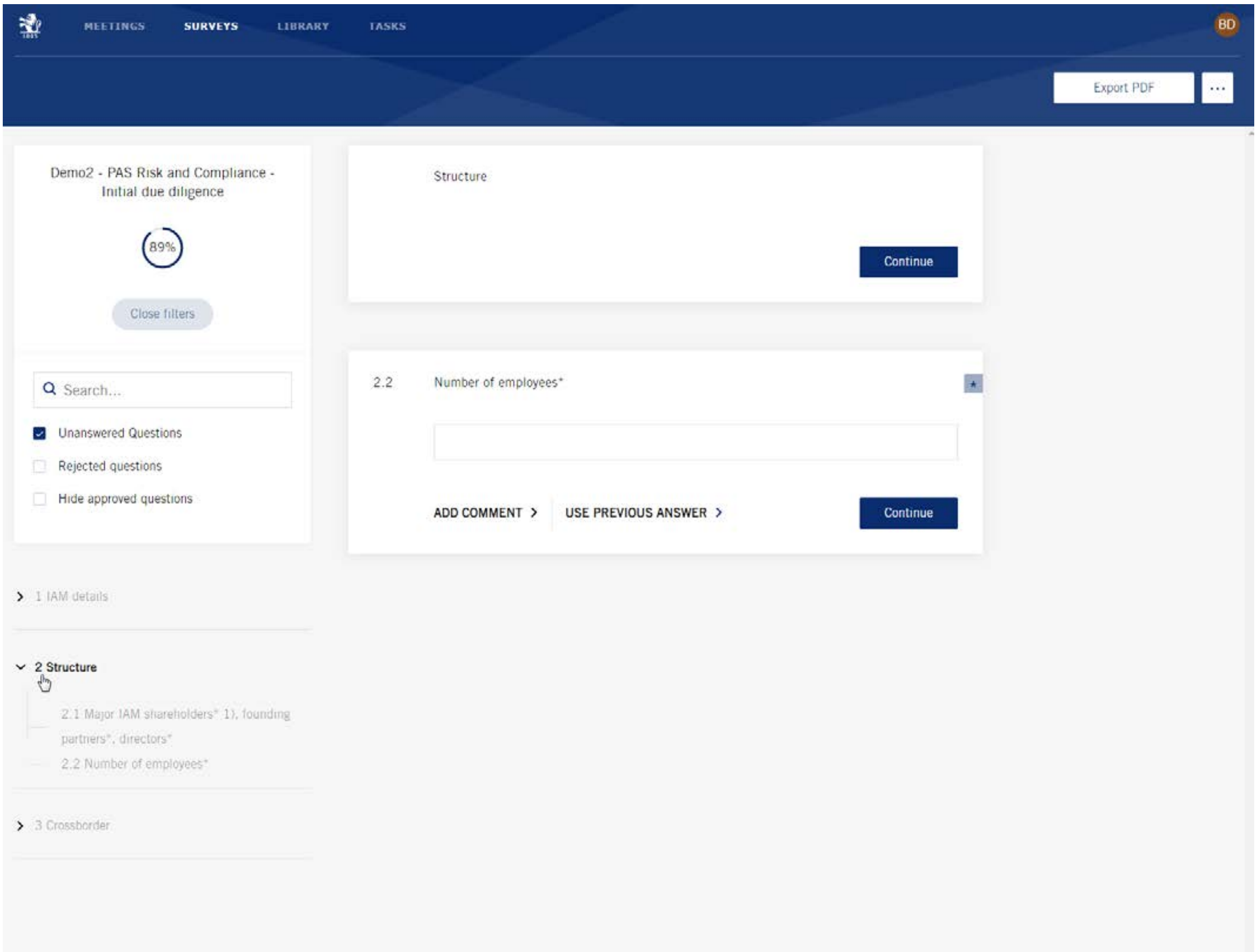
One type of question must be filled in carefully: the answer grid. With this type of question, you can create multiple lines with multiple answers. To add each line to the answer before adding another one, you have to click the “Save” button.



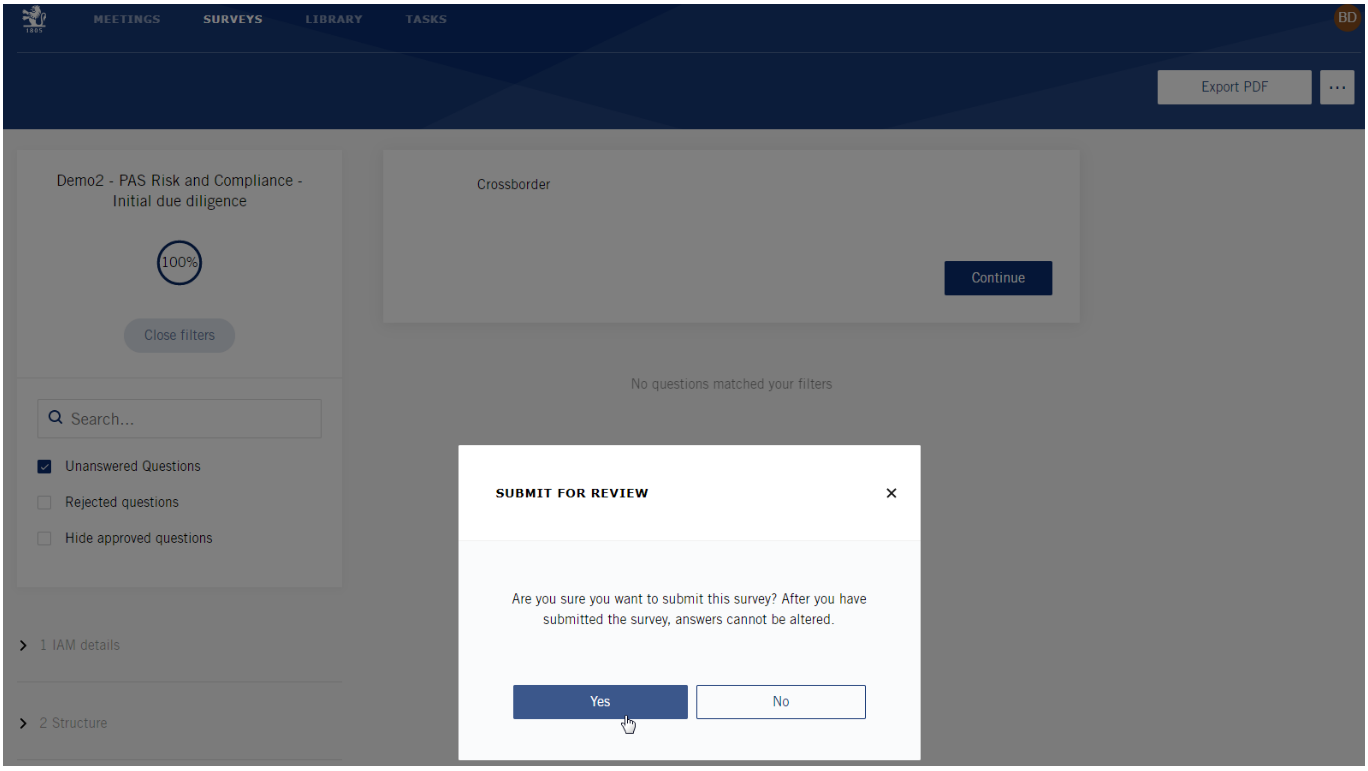
6 – The survey must be filled in entirely before you can send it. Check the status on the left-hand side of the screen to see if you have reached the end. It must read 100% to be able to submit the survey.



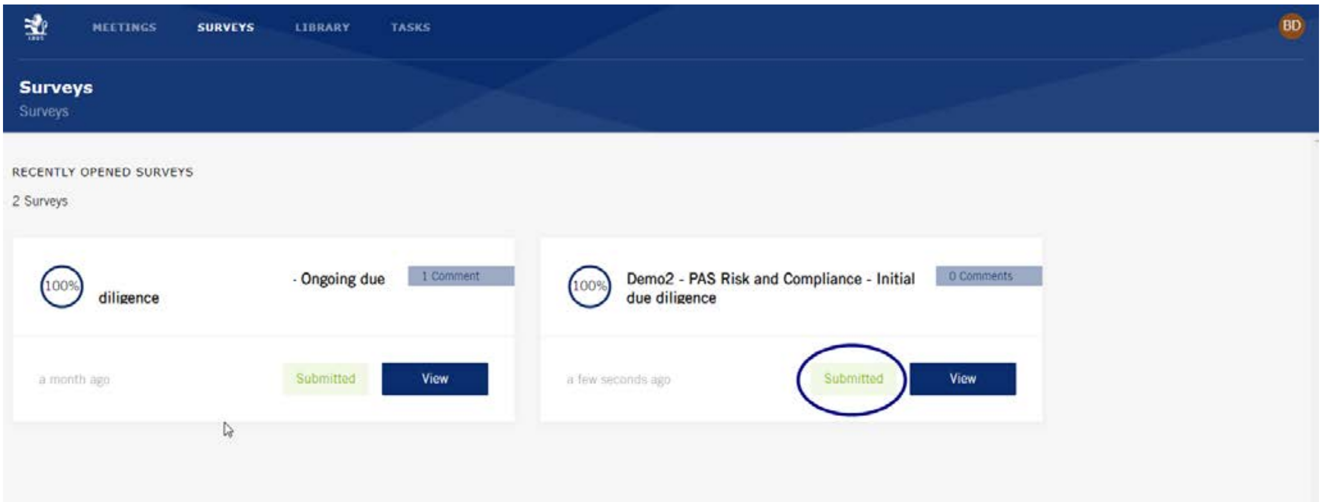
If you have not reached 100%, you can use the filter to find unanswered questions. The filter applies to the part of the survey you are currently completing (i.e. if the survey has different parts, you might have to apply the filter to different sections to find unanswered questions.)



7 – You can now submit the survey.



In the “Surveys” section, the status turns green.



Note:

After the submission, your CRM may contact you to ask additional information regarding a specific topic. You will be able to answer through this screen.