

The SPW Funds Portal

The SPW Funds Portal allows you to view details of your investments with us. You can make use of the portal's benefits by following three simple steps:

1. Register for the SPW Funds Portal
2. Create your account
3. Complete two factor authentication (2FA)

To register for this service you will need:

- Your investor ID (found on your most recent statement)
- Your personal details
- A UK mobile number

Please note: The SPW Funds Portal is only available to individual clients based in the United Kingdom. Joint holders can register but the second holder will not be shown and the registration will be set up in the sole name of the primary investor.

Because we need to verify your personal details, please make sure we have your most up-to-date information including your date of birth and current address.

If you don't have an ISA with SPW (ACD) we might not have your date of birth on record so please ensure this is updated before you start the registration process. You can do this by calling our Customer Services Team on +44 (0) 344 822 8910* or by emailing us at schroderspw@linkgroup.co.uk.

*The team is available Monday to Friday, 9:00am–5:30pm, excluding bank holidays. Call costs can vary according to your service provider.

Registration Process: Frequently Asked Questions

I have successfully initiated the registration process (step 1 of 3) but I haven't received an email to complete the registration process.

Once you have completed step 1 'Register for SPW Funds Portal' you should receive a 'complete registration' email. If you have not received this email within 5-10 minutes please check your junk mail or spam folder. If you still cannot locate the "complete registration" email then please contact our Customer Services Team

We have two holdings in separate names, can we use the same email address to register?

No. You cannot use the same email address or password when registering separate accounts.

I already have access to the SPW Discovery Portal can I use the same registration details?

Yes. If you already have a login for the SPW Discovery Portal please use the same email address and password when registering for the SPW Funds Portal.

I have received my 'complete registration' email (step 2) but my chosen password is not being accepted.

Your password should contain at least 8 characters, including one number and one special character such as @\$%!. It should not contain part of the email address used to register your account or registration commonalities i.e. your name or date of birth.

How should I enter my mobile number when completing registration?

When entering your mobile number it should include the UK country code i.e. +4477*****

Can I still register for the service if I don't have a mobile phone?

No. Unfortunately there is no other means of achieving two-factor authentication at the moment for this version of the SPW Funds Portal.

If you would like to obtain a valuation please contact our Customer Services Team.

I have completed registration (step 2) but I have not received a six digit 2FA code to complete my registration?

If after 5-10 minutes you have not received an automated six digit code please request for a code to be resent (this is an option on the 2FA page – step 3 of 3). If you are still experiencing issues at this point please do not leave the page as this will restart the registration process from step 1. Please contact our Customer Services Team who will arrange for our IT Support team to investigate.

How do I change the email address I used to initially register?

Please contact our Customer Services Team to arrange this.

Can I view historical documents or view my transactions?

The portal is for valuations only. Please contact our Customer Services Team if you require assistance.

What do I do if my question isn't covered here?

For all other queries, questions or issues relating to your SPW (ACD) investments or the SPW Funds Portal, please contact our Customer Services Team on the phone number and email address provided above.