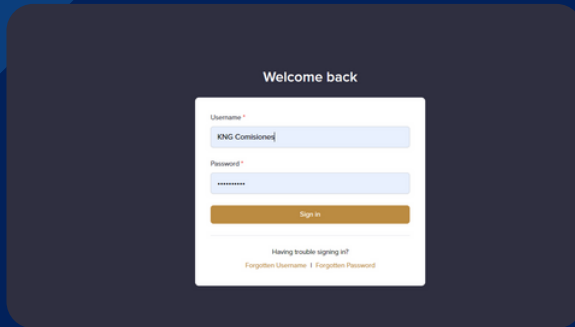
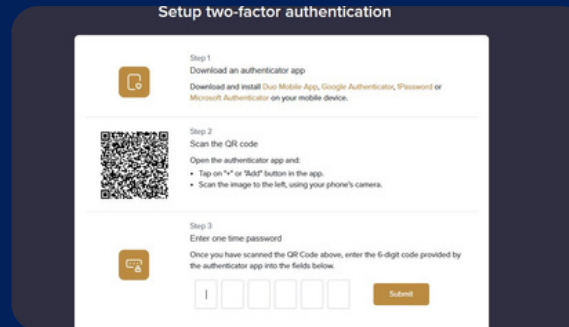


NEW ACCESS GUIDE CAPITAL INTERNATIONAL GROUP



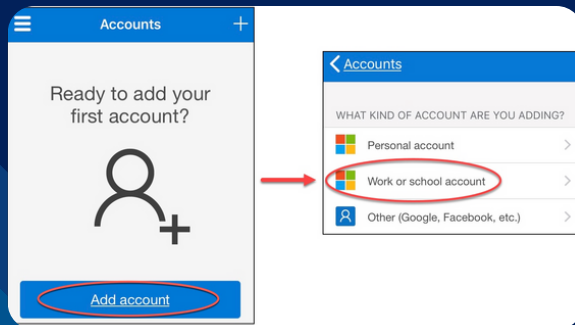
1. Log in to Capital International Group. Enter your username and password.



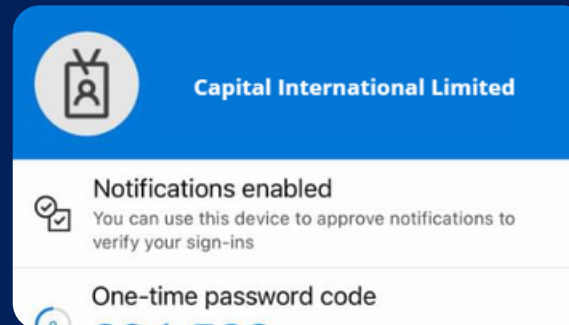
2. Once you log in, you will see this screen with instructions to download an app to authenticate your password



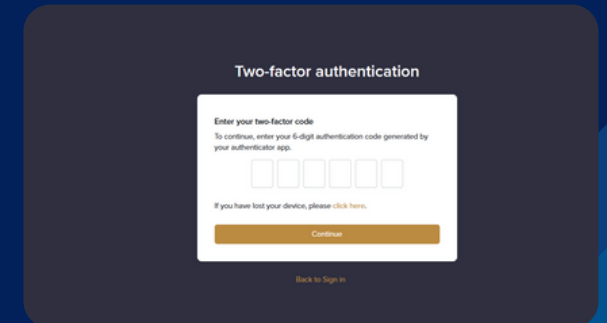
3. Download any of the following apps: Duo Mobile app, Google Authenticator, 1Password or Microsoft Authenticator.



4. Once the app is installed on your device, add an account by scanning the QR code that appears on the screen in step 2.



5. Add the QR code, and the Capital International Limited user will be added to your app.



6. Every time you log in to the CIG portal you will need to enter your username and password, and additionally the password generated by the app you have downloaded.