

DAVENPORT ONLINE | FREQUENTLY ASKED QUESTIONS

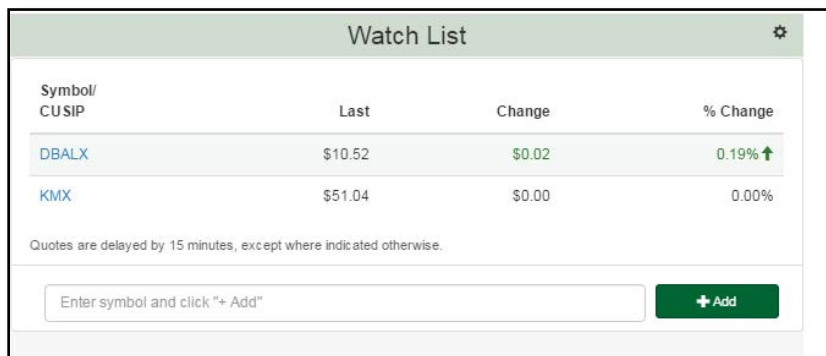
1. [How do I add a Stock to my Watch List?](#)
2. [How often is the Watch List Updated?](#)
3. [How do I access the Quote Feature for a specific Stock?](#)
4. [How do I customize the look of the Summary Page?](#)
5. [How do I find the Total Value for my Household Account?](#)
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8. [How do I see totals for Daily Price Change and Expected Income on the Unrealized Gain/Loss Tab?](#)
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10. [How do I find the monthly and annual estimated total of stock dividends?](#)

1. How do I add a Stock to my Watch List?

- Navigate to the Summary page. Accounts menu > Summary



- Find the Watch List “widget”



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- Enter a symbol in the box labeled “Enter Symbol” and click “+ Add”

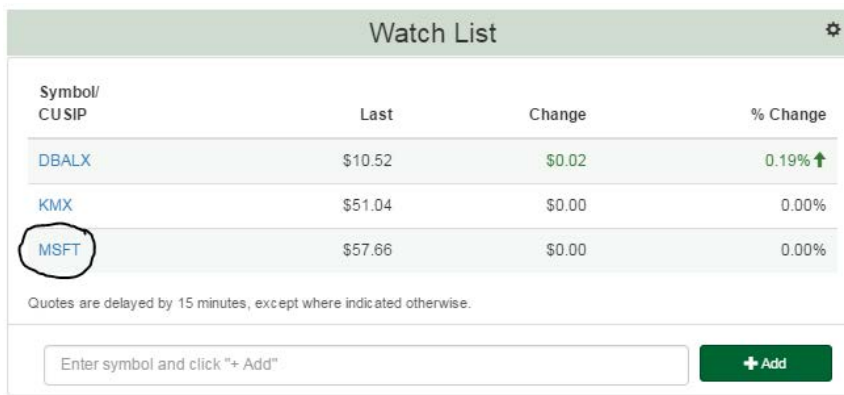


A screenshot of a text input field with a light blue border. The text 'MSFT' is entered into the field, and a cursor is visible at the end of the text.

- Click the +Add button



- You should see the symbol in your list



A screenshot of the 'Watch List' interface. The table has columns for Symbol/CUSIP, Last, Change, and % Change. The row for MSFT is circled in red. Below the table is a text input field with the placeholder 'Enter symbol and click "+ Add"' and a green '+ Add' button.

| Symbol/ CUSIP | Last | Change | % Change |
|------------------|---------|--------|----------|
| DBALX | \$10.52 | \$0.02 | 0.19% ↑ |
| KMX | \$51.04 | \$0.00 | 0.00% |
| MSFT | \$57.66 | \$0.00 | 0.00% |

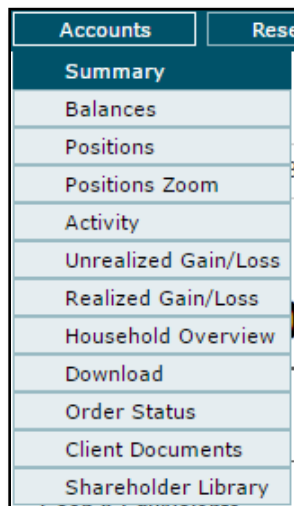
Quotes are delayed by 15 minutes, except where indicated otherwise.

2. How often is the Watch List Updated?

- The watch list should update every time you visit the summary page. Mutual Funds will only update at the close of the market day.

3. How do I access the Quote Feature for a specific Stock?

- For accounts on the Watch List
 - i. Navigate to the Summary page. Accounts menu > Summary



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- ii. Find the Watch List “widget”

| Symbol/ CUSIP | Last | Change | % Change |
|------------------|---------|--------|----------|
| DBALX | \$10.52 | \$0.02 | 0.19% ↑ |
| KMX | \$51.04 | \$0.00 | 0.00% |

Quotes are delayed by 15 minutes, except where indicated otherwise.

Enter symbol and click "+ Add" + Add

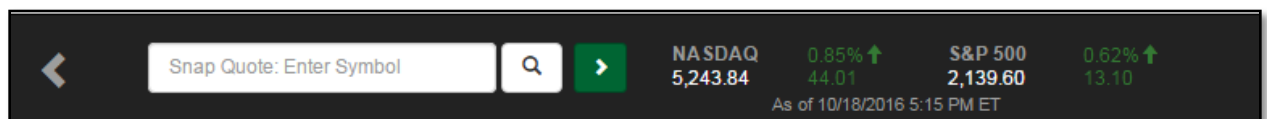
- iii. Click the symbol you wish to receive a quote
- iv. The quote window will appear

| Na | | As of 10/18/2016 6:05 PM ET | | | |
|---------------|-------|-----------------------------|-------|-----------|--------|
| Symbol/ CUSIP | Price | Day Change | | | |
| DBALX | 10.52 | ↑ 0.02 (0.19%) | | | |
| Bid | 0.00 | Day High | 10.52 | Volume | 0 |
| Ask | 10.52 | Day Low | 10.52 | P/E Ratio | 0.00 |
| B/A Size | 0 / 0 | 52w High | 10.74 | EPS | 0.0000 |
| Open | 0.00 | 52w Low | 9.56 | Dividend | 0.0290 |
| Prev Cl | 10.50 | Market | MF | Yield | 1.11% |

Positions Zoom

DBALX \$10.52 \$0.02

- Using the Quick Quote toolbar
 - i. On the bottom portion of the browser is the quick quote tool bar



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ii. Enter a symbol and a quick quote window will appear

As of 10/18/2016 8:05 PM ET

Davenport Core Fd

| Symbol/ CUSIP | Price | Day Change |
|---------------|-------|----------------|
| DAVPX | 19.54 | ↑ 0.07 (0.36%) |

| | | | | | |
|----------|-------|----------|-------|-----------|--------|
| Bid | 0.00 | Day High | 19.54 | Volume | 0 |
| Ask | 19.54 | Day Low | 19.54 | P/E Ratio | 0.00 |
| B/A Size | 0 / 0 | 52w High | 19.94 | EPS | 0.0000 |
| Open | 0.00 | 52w Low | 16.88 | Dividend | 0.0125 |
| Prev Cl | 19.47 | Market | MF | Yield | 0.26% |

Positions Zoom

DAVPX | NASDAQ 5,243.84 ↑ 0.85% 44.01 | S&P 500 2,139.60 ↑ 0.62% 13.10

As of 10/18/2016 5:15 PM ET

iii. If you are unsure of what the symbol is, click the magnifying glass and enter the company name. You will see a list of symbols that match your search word

| Symbol/ CUSIP | Company Name | Exchange |
|---------------|----------------------------------|----------|
| DAVPX | DAVENPORT CORE FD | QF |
| DSCPX | DAVENPORT SMALL CAP FOCUS FD | QF |
| DVIPX | DAVENPORT VALUE & INCOME FD | QF |
| DEOPX | DAVENPORT EQUITY OPPORTUNITIES F | QF |

davenport | NASDAQ 5,243.84 ↑ 0.85% 44.01 | S&P 500 2,139.60 ↑ 0.62% 13.10

As of 10/18/2016 5:15 PM ET

- Navigate to a page that has a symbol (Positions, Positions Zoom, Activity, Unrealized Gain/Loss, and Realized Gain/Loss)

i. Click on the symbol and the quick quote will appear

As of 10/18/2016 8:05 PM ET

Davenport Value & Income...

| Symbol/ CUSIP | Price | Day Change |
|---------------|-------|----------------|
| DVIPX | 14.90 | ↑ 0.04 (0.27%) |

| | | | | | |
|----------|-------|----------|-------|-----------|--------|
| Bid | 0.00 | Day High | 14.90 | Volume | 0 |
| Ask | 14.90 | Day Low | 14.90 | P/E Ratio | 0.00 |
| B/A Size | 0 / 0 | 52w High | 15.39 | EPS | 0.0000 |
| Open | 0.00 | 52w Low | 12.89 | Dividend | 0.0800 |
| Prev Cl | 14.86 | Market | MF | Yield | 2.15% |

Positions Zoom

DVIPX | DAVENPORT VALUE & INCOME

Totals

DAVENPORT ONLINE | FREQUENTLY ASKED QUESTIONS

4. How do I customize the look of the Summary Page?

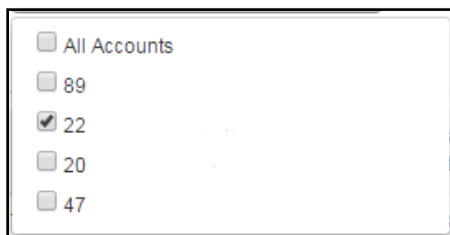
- Click and hold the title bar of the section that needs to be moved, drag it to the desired spot on the page.

5. How do I find the Total Value for my Household Account?

- Navigate to the Household Overview page. Accounts menu > Household Overview



- Navigate to the Household Overview section, click the Account selection dropdown



- Click the Select All Accounts box
- The Total Value will be shown in the Total Value column on the bottom Total Row

Household Overview All Accounts Selected

Overview + Custom View

| Account Number | Name | Nature of Account | Cash Equivalents | Security Value | Total Value | Adjusted Cost/ Original Cost | Unrealized Gain/Loss | YTD Realized Gain/Loss | Est. Annual Income |
|----------------|------|-------------------|--------------------|---------------------|---------------------|------------------------------|----------------------|------------------------|--------------------|
| 20 | | | \$304,225 | \$13,173,457 | \$13,477,636 | \$9,903,402 | \$3,270,048 | \$252,046 | \$251,044 |
| 47 | | | \$227 | \$1,054,068 | \$1,054,284 | \$919,869 | \$134,199 | \$240,991 | \$6,084 |
| 89 | | | \$196,975 | \$24,274,654 | \$24,471,586 | \$19,359,445 | \$4,915,210 | -\$378,276 | \$254,724 |
| 22 | | | \$638,432 | \$23,758,093 | \$24,396,427 | \$18,481,837 | \$5,276,256 | \$389,034 | \$746,891 |
| Total | | | \$1,139,859 | \$62,260,272 | \$63,399,933 | \$48,664,553 | \$13,595,712 | \$503,794 | \$1,258,742 |

Totals provided are computed using adjusted cost, which is displayed when applicable and available. Otherwise, original cost is used.

DAVENPORT ONLINE | FREQUENTLY ASKED QUESTIONS

6. How do I find today's performance for an entire Household?

- Intraday changes are only available on an account by account basis
- Navigate to the Unrealized Gain/Loss page. Accounts menu > Unrealized Gain/Loss



- Daily change information will be displayed

| Asset Class | Symbol / CUSIP | Security Name | Quantity | Date Acquired | Average Unit Cost | Adjusted Cost/ Original Cost | Market Price | Value | Daily Price Change | Daily Change | Unrealized Gain/Loss | Expected Income | Yield |
|-------------|----------------|--------------------------------|----------|---------------|-------------------|------------------------------|--------------|--------------|--------------------|--------------|----------------------|-----------------|-------|
| + | Stocks ADM | ARCHER DANIELS MIDLAND COMPANY | 8,335 | Multiple | \$28.38 | \$236,581.97 | \$41.89 | \$349,153.98 | -\$0.09 ↓ | -\$749.32 | \$112,572.01 ↑ | \$10,002.00 | 2.86% |
| + | Stocks BA | BOEING COMPANY | 2,770 | Multiple | \$120.39 | \$333,468.64 | \$135.76 | \$376,055.20 | \$0.66 ↑ | \$1,828.20 | \$42,586.56 ↑ | \$12,077.20 | 3.23% |
| | Stocks BMY | BRISTOL MYERS SQUIBB COMPANY | 7,395 | Oct 13 2016 | \$49.49 | \$365,944.53 | \$49.95 | \$369,380.25 | -\$0.10 ↓ | -\$739.50 | \$3,435.72 ↑ | \$11,240.40 | 3.04% |
| + | Stocks BUD | ANHEUSER BUSCH INBEV SA/NV | 3,300 | Multiple | \$52.80 | \$174,239.63 | \$128.67 | \$424,611.00 | \$0.71 ↑ | \$2,343.00 | \$250,371.37 ↑ | \$13,235.93 | 3.13% |

7. How can I customize what fields are shown in a specific view?

- Navigate to a page that supports custom views
 - Activity
 - Household Overview
 - Positions
 - Realized Gain/Loss
 - Unrealized Gain/Loss

DAVENPORT ONLINE | FREQUENTLY ASKED QUESTIONS

- Custom View button

Household Custom View

All Accounts Selected ▾

Overview + Custom View

Edit Name

My Custom View

Columns

| | | | |
|--|---|--|--|
| <input checked="" type="checkbox"/> Account Number | <input checked="" type="checkbox"/> Adjusted Cost/ Original Cost | <input checked="" type="checkbox"/> Cash Equivalents | <input checked="" type="checkbox"/> Est. Annual Income |
| <input checked="" type="checkbox"/> Name | <input checked="" type="checkbox"/> Nature of Account | <input checked="" type="checkbox"/> Security Value | <input checked="" type="checkbox"/> Total Value |
| <input checked="" type="checkbox"/> Unrealized Gain/Loss | <input checked="" type="checkbox"/> YTD Realized Gain/Loss | | |

Save

Totals provided are computed using adjusted cost, which is displayed when applicable and available. Otherwise, original cost is used.

- Make adjustments
 - i. Check boxes next to the columns you wish to view
 - ii. Uncheck boxes next to the columns you wish to remove
 - iii. Enter a name for your view in the “My Custom View” box
 1. If you do not enter a name, the system will default to My Custom View

Overview + Custom View

Edit Name

Sample View

Columns

| | | | |
|--|---|--|--|
| <input checked="" type="checkbox"/> Account Number | <input checked="" type="checkbox"/> Adjusted Cost/ Original Cost | <input checked="" type="checkbox"/> Cash Equivalents | <input checked="" type="checkbox"/> Est. Annual Income |
| <input type="checkbox"/> Name | <input type="checkbox"/> Nature of Account | <input checked="" type="checkbox"/> Security Value | <input checked="" type="checkbox"/> Total Value |
| <input checked="" type="checkbox"/> Unrealized Gain/Loss | <input checked="" type="checkbox"/> YTD Realized Gain/Loss | | |

Save

Totals provided are computed using adjusted cost, which is displayed when applicable and available. Otherwise, original cost is used.

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- iv. Click Save
- v. The view will appear as an option

Household Custom View All Accounts Selected

Overview Sample View + Custom View

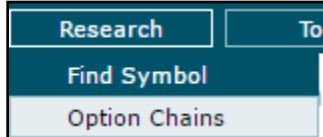
| Account Number | Cash Equivalents | Security Value | Total Value | Adjusted Cost/ Original Cost | Unrealized Gain/Loss | YTD Realized Gain/Loss | Est. Annual Income |
|----------------|--------------------|---------------------|---------------------|---------------------------------|----------------------|------------------------|--------------------|
| 20 | \$304,225 | \$13,189,707 | \$13,493,886 | \$9,903,402 | \$3,286,310 | \$252,046 | \$251,044 |
| 47 | \$227 | \$1,054,068 | \$1,054,284 | \$919,869 | \$134,199 | \$240,991 | \$6,084 |
| 89 | \$196,975 | \$24,289,947 | \$24,486,879 | \$19,359,445 | \$4,929,031 | -\$378,276 | \$254,724 |
| 22 | \$638,432 | \$23,778,684 | \$24,417,019 | \$18,481,837 | \$5,297,552 | \$389,034 | \$746,891 |
| Total | \$1,139,859 | \$62,312,407 | \$63,452,068 | \$48,664,553 | \$13,647,092 | \$503,794 | \$1,258,742 |

8. How do I see totals for Daily Price Change and Expected Income on the Unrealized Gain/Loss Tab?

- Daily Price Change and Expected Income amounts are not available on the Unrealized Gain/Loss page. The Household Overview page does show a total for Expected Income, at the account level.

9. How can I find the Ticker Symbol for a specific company?

- Navigate to the Find Symbol page. Research menu -> Find Symbol



- Enter the company name and click Search

Find Symbol

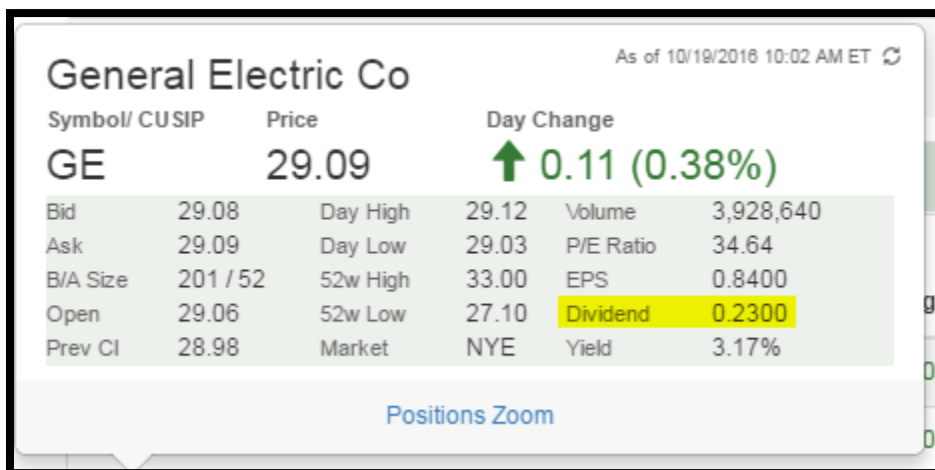
Company name

- Results will appear

| Symbol | Company | Exchange |
|--------|----------------------------------|----------|
| DAVPX | DAVENPORT CORE FD | QF |
| DSCPX | DAVENPORT SMALL CAP FOCUS FD | QF |
| DVIPX | DAVENPORT VALUE & INCOME FD | QF |
| DEOPX | DAVENPORT EQUITY OPPORTUNITIES F | QF |

10. How do I find the monthly and annual estimated total of stock dividends?

- The stock quote window contains information about the annual dividend for a stock



General Electric Co As of 10/19/2016 10:02 AM ET ↻

| Symbol/ CUSIP | Price | Day Change | | | |
|---------------|----------|----------------|-------|-----------|-----------|
| GE | 29.09 | ↑ 0.11 (0.38%) | | | |
| Bid | 29.08 | Day High | 29.12 | Volume | 3,928,640 |
| Ask | 29.09 | Day Low | 29.03 | P/E Ratio | 34.64 |
| B/A Size | 201 / 52 | 52w High | 33.00 | EPS | 0.8400 |
| Open | 29.06 | 52w Low | 27.10 | Dividend | 0.2300 |
| Prev Cl | 28.98 | Market | NYSE | Yield | 3.17% |

[Positions Zoom](#)

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