



New Client Portal July 2026

Moving to a new Client Portal

As part of our ongoing commitment to enhancing the client experience and simplifying how you interact with us, we are moving all clients to our new W1M portal.

Why we are making this change

Since the integration of London and Capital and Waverton, W1M has been working towards a single, consistent operating model across the business. Maintaining multiple client portals creates unnecessary complexity, limits our ability to deliver improvements efficiently, and results in an inconsistent experience across our client base.

Moving clients onto the W1M Portal allows us to:

- Provide a single, unified digital experience across all W1M clients
- Invest more effectively in one platform, accelerating enhancements and new functionality
- Simplify our technology landscape, improving resilience, security and support

Key benefits

Improved user experience

A more modern, intuitive interface designed to make it easier to view your investments, performance and documentation.

Enhanced functionality

Access to richer reporting, improved valuation views, and more integrated information in one place.

Greater consistency

A single platform used across W1M ensures consistency in how information is presented and managed.

Ongoing enhancements

By focusing investment on one platform, we can deliver regular improvements and new features more quickly.

Stronger security and reliability

A simplified platform environment allows us to maintain high security standards and provide a more stable service.

Our commitment

We are committed to ensuring that the transition is smooth and that you continue to have clear, uninterrupted access to your information. Our teams will support you throughout the move and ensure you are fully set up on the W1M Portal.

W1M

W1M

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