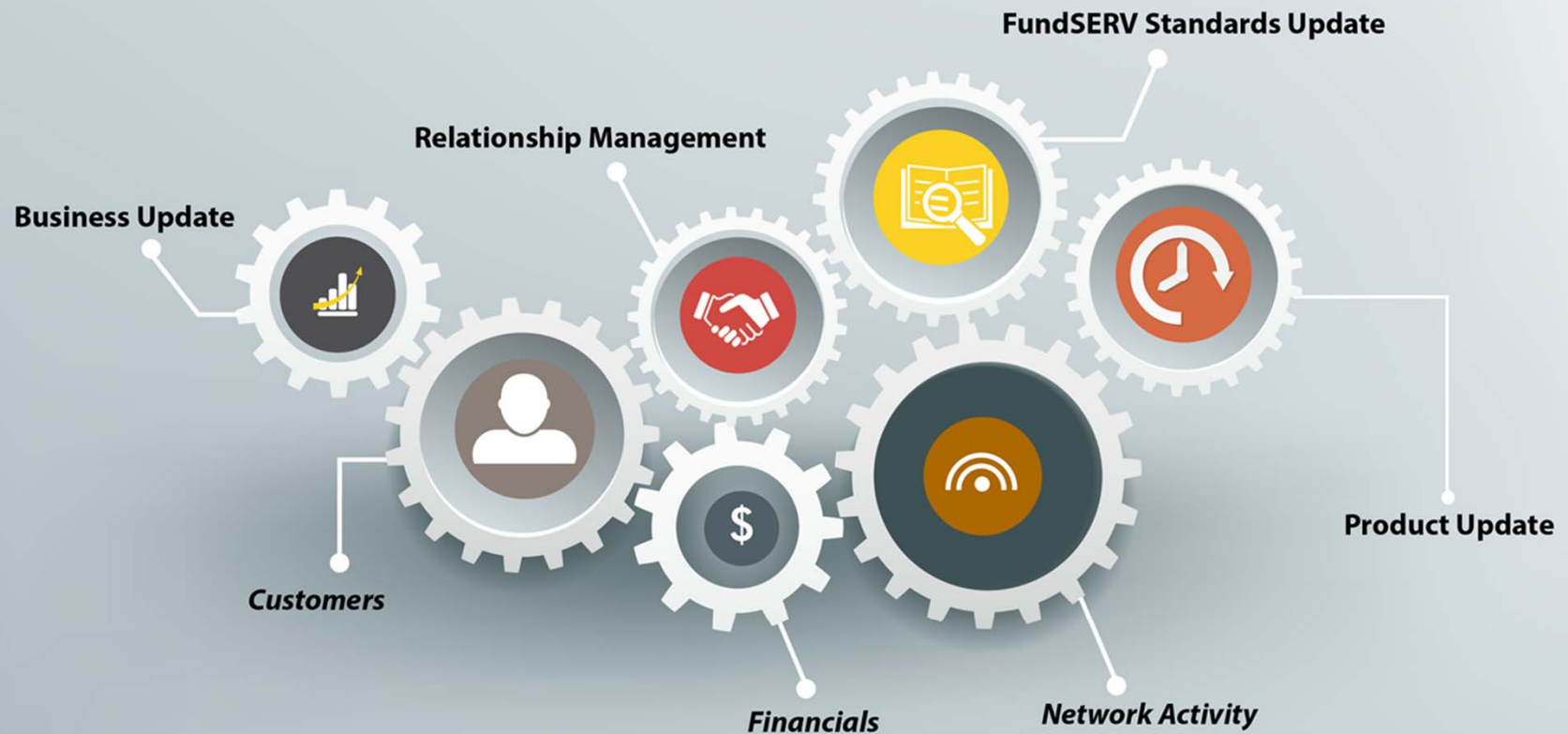


FundSERV Update

September 12, 2014



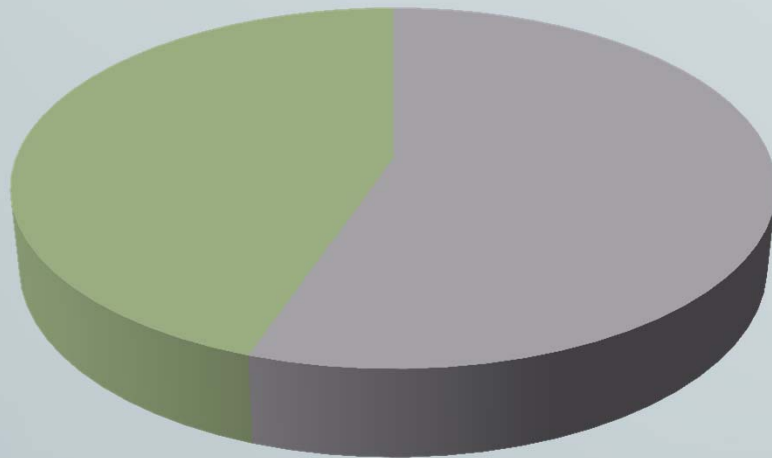
Peter Lacasse

Director, Relationship Management

FundSERV Customers

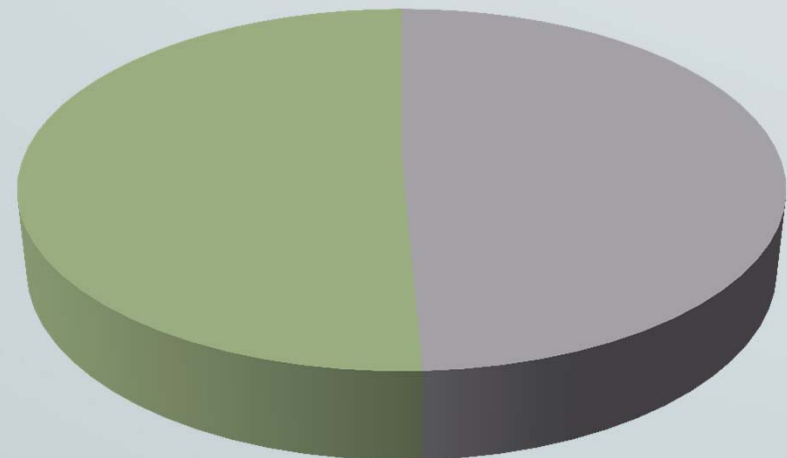


Customer Segmentation



2013

375 Distributors
304 Manufacturers



2014

314 Distributors
323 Manufacturers

Financials



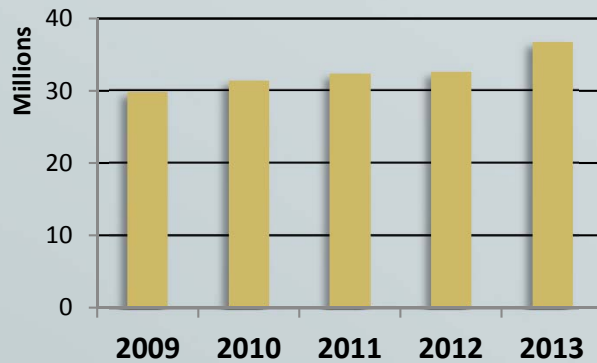
Fiscal 2013

- New record for orders processed
- Record year for N\$M values and volumes
- Expenses up year over year
 - Significant investment in FUNDcom, eDOCS, IT security and hardware upgrades
- Rebate of \$4.6M

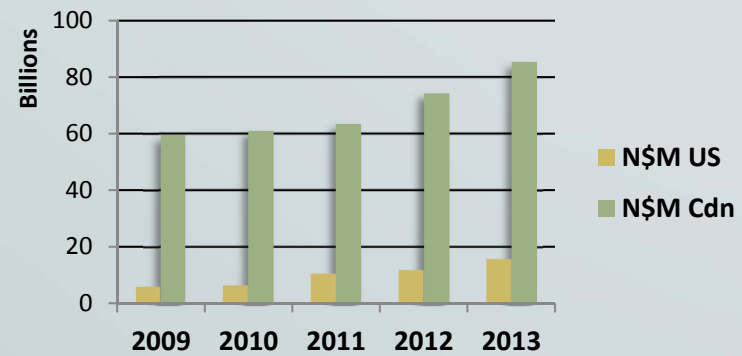
Network Activity



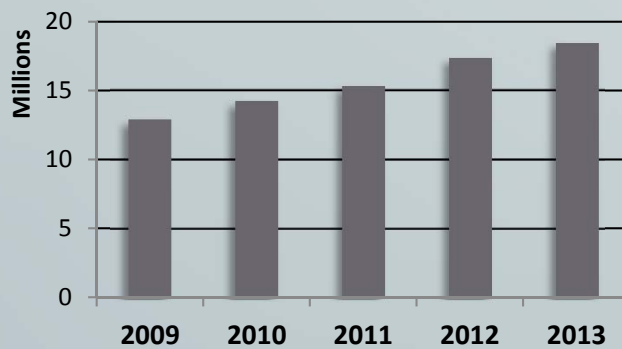
Financial Transactions



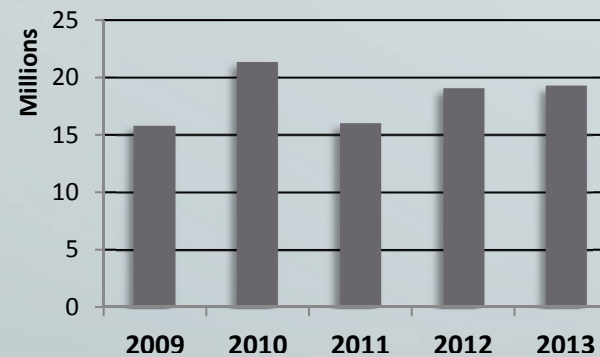
Net Settlement Messaging (N\$M)



FUNDcom Queries



Non-Financial Update (NFU)



FundSERV Standards



v24 – September 22, 2014

- Phase III of our flat file conversion to XML
- Key changes
 - Transaction Reconciliation (TS)
 - Settlement Instruction (FS)
 - Account level service fees (LS)
- Benefit: The industry is improving the Standards from both a flexibility and ease of use perspective
- Mandatory testing and mock conversions

v25 – June 15, 2015

- Final standards to be published - October 2015
- Focus is on improving the Standards

Relationship Management



Key goals 2014/15

- Increase number of customer visits throughout the ecosystem
- Fiscal YTD – 364 customer visits
- Gain a better understanding of distributor challenges and future needs
- “Day in the life” initiative

Product Update



GICSERV

The Guaranteed Investment Network



FUNDcom

Powered by:
FundSERV Inc.
The Investment Fund Network

eDOCS



4 Key Elements of eDOCS

1. Electronic Account Onboarding

- New accounts
- eForms & eApps
- Subsequent account activity (financial & non-financial)

2. Flexible & Robust Workflow Engine

3. Client eSignature

4. Document Management

- Storage
- Retrieval and sharing
- Industry repository



FUNDcom



The New FUNDcom

Better, Easier, and Mobile!



Coming soon...

Better - We added new tools to make the site more comprehensive:

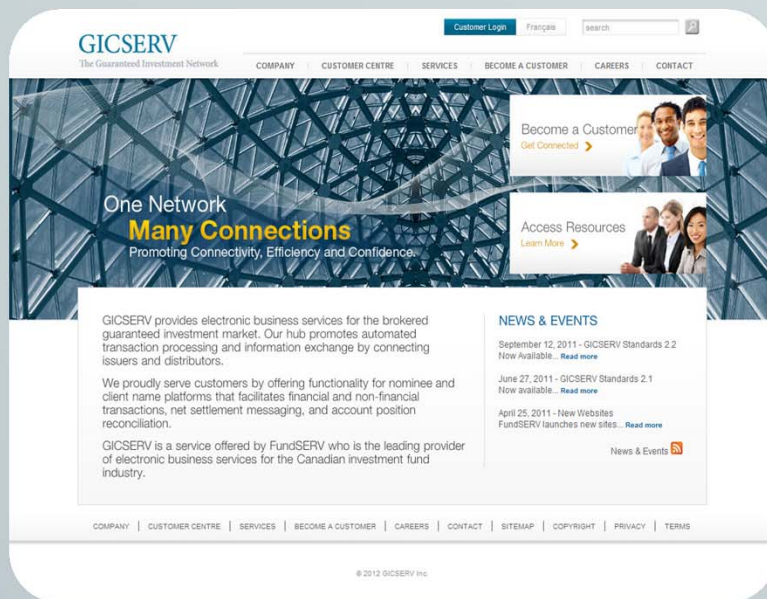
- ✓ **Bulk Queries**
- ✓ **Consolidated views**
- ✓ **Saved history**
- ✓ **More intuitive redemption calculator**
- ✓ **Multi-schema support including new messages**

Easier - There are no more hidden links, so navigation is more intuitive. Every page is now accessible via a tab to make navigation easier and faster.

Mobile – Designed to support a multitude of browsers and devices, including the iOS(Apple) platform so you can access FUNDcom on the go.

Built using a focus group approach

GICSERV



- Three banks and two IIROC dealers, who participated in the GICSERV business case, scheduled to be live on v1 by Jan. 2015
- Premium savings accounts will be added to the v1 standards in 1Q15
- V2 functionality should include internal and external transfers and non-financial updates

THANK YOU