Closing Discussion and Remarks

What’s Important To You?

• Provide transparency to operational processing
• Lead thought process on servicing as requirements evolve
• Advise on degree of risk that Citi is prepared to assume
• Advocate industry standards and best practices
• Lead thought process on industry regulation and joint lobbying efforts
• Deliver globally consistent service, while leveraging local expertise
• Provide modular solutions and component connectivity to enable provision of services to multiple providers
  o co-source vs. outsource

AIFMD / UCITS IV – Impact on Distribution

• Consensus for Citi to develop local distribution support
  o How can Citi unbundle its transfer agency service and offer on a regional basis?
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Best Execution – Managing the Sell-Side
- Simulate model to identify potential cost savings
- Arrange meetings with head of operations and trading to identify product feasibility
- Understand if Citi can assist in identifying the total cost of execution and settlement

How Can We Surprise and Delight You?
- Relationship scorecard
- Combined service debit and credit regime
- Improved change control management and time-to-market
- Outsource – work together to maximise value add/benefits vs. costs
- Fully understand client needs
  - Day in the life sessions at client premises for training purposes
  - Onsite/face-to-face visits from operations to coverage
- Filter and package market intelligence to meet client needs
  - Leverage Citi’s global expertise
- Single point of contact to cross silos and leverage organisation
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