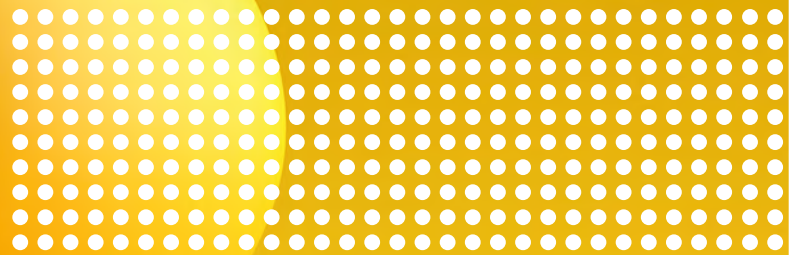




ProService
Finteco

Information booklet **ProService Finteco**



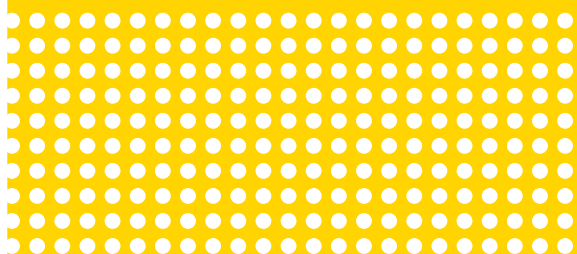
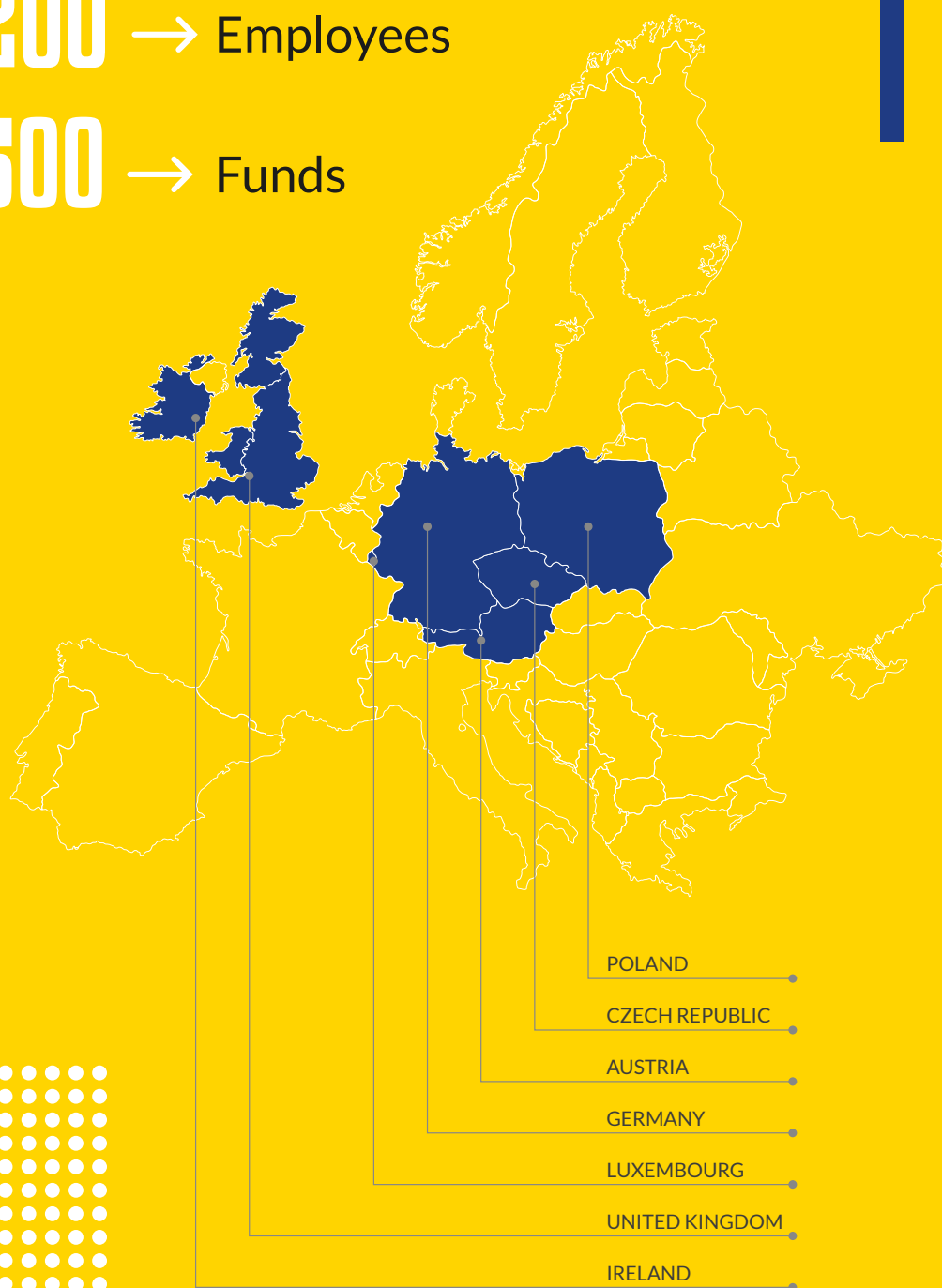
1994 → Year of establishment

137 billion PLN → Assets handled

22 million → Transactions per year

1,200 → Employees

5,500 → Funds



Experience and standards

ProService Finteco is a market leader with over 25 years of experience, offering comprehensive outsourcing of transfer agent services, fund accounting, distribution support, state-of-the-art IT solutions and customer service to reputable investment firms in Poland and worldwide. The company headquarters are located in Warsaw.

ProService Finteco focuses on transfer agent services, bookkeeping of investment funds, support of the distribution network, customer service as well as modern IT solutions. The main operations performed by ProService Finteco include maintaining the register of fund participants and administering the data, processing transactions on the participant registers, administering the funds' bank accounts and processing payments, calculating handling fees and remuneration to the sales network, calculating and reporting income tax, AML-related activities, correspondence with fund participants, reporting to the Investment Company, regulators and distributors as well as filing paper documents and electronic archiving.

As part of the above services, ProService Finteco has extensive experience in servicing pension programs such as Employee Pension Plans (PPE), Individual Pension Accounts (IKE), Individual Retirement Security Accounts (IKZE) as well as investment and savings plans such as Employee Investment Programs (PPI), or Employee Savings Plans (PPO). As for Employee Pension Plans, we currently operate 838 programs, and the employers serviced by ProService Finteco are renowned and recognizable Polish companies and international brands.

The information security management system implemented by ProService Finteco complies with ISO 27001. The control processes are annually verified in accordance with the ISAE 3402 standard by an independent auditor, E&Y.

In terms of transfer agent services, we enable our clients to cooperate with almost 99% of distributors in Poland. In May 2021, we acquired Moventum S.C.A., one of the largest independent distribution platforms in Luxembourg.





Transfer Agent services

We provide comprehensive operational support services for investment funds – always in compliance with current legal regulations to guarantee the highest level of implementation and full satisfaction of our clients.

137 billion PLN → Handled assets

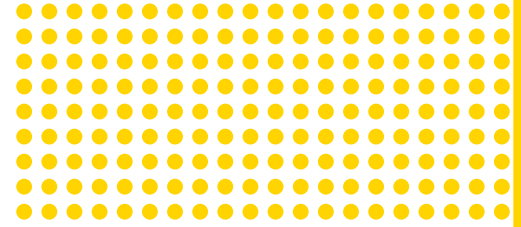
22mIn → Annual transactions

12mIn → Registers

5 500 → Funds

8mIn → Participants

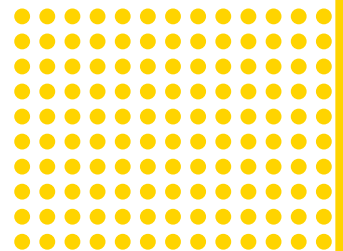
Additional financial services rendered



- all types of funds, including Open Investment Funds, Closed Investment Funds, Alternative Investment Funds, Specialist Open Investment Funds
- all types of products, including IKE, IKZE, PPE, PSO, PPK
- various categories of participation units



Our services include



- keeping a register of participants
- distribution and operation of the distribution network
- full support for KIID / PRIIPS, AML/ KYC, FATCA, CRS
- sending transaction confirmations and other personalized correspondence
- full service of investment certificates
- providing information on the phone about the participation in the Fund to Investors Participants, distributors and dealers (call center/customer service)
- clarifying orders or instructions for defects or other discrepancies
- clarifying written questions or complaints of Participants, distributors and dealers
- servicing foreign funds, acting as a sub-Transfer Agent
- ready B2B and B2C distribution platforms



WE PROVIDE INFRASTRUCTURE AND BUSINESS APPLICATIONS

- We provide complex support for system and regulatory changes. Our technology and business solutions provide comprehensive customer service, clearing, reporting and asset management
- We adapt systems and technologies to new legal regulations, ensure their stability, high security and scalability
- We provide systemic distribution of units of interest
- We maintain accounting books and necessary settlements
- We automate valuation and asset management processes
- We enable full management and statutory reporting
- We provide dedicated services for the specific needs of our clients

WE PROVIDE SUPPORT FOR BACK-OFFICE OPERATIONAL PROCESSES

- We manage business processes comprehensively
- We support the processes of settlements, clarifications, complaints, and communication with customers, providing the whole of back-office processes
- We implement new technologies that eliminate the need for paper documents and automate customer service process, increasing fund participants' satisfaction

WE WILL PROVIDE MULTICHANNEL DIGITAL COMMUNICATION FOR PARTICIPANTS OF INVESTMENT FUNDS – FRONT OFFICE

- We deliver state-of-the-art technologies that provide digital self-service for participants, responding to the challenges of today. From mobile solutions to video verification and automation of online purchases in cooperation with an advisor
- We provide a multichannel communication environment for clients and advisors from self-service web portals to the dedicated centre for clients and advisors

Fund Accounting services – Poland and Luxembourg

12 M

NUMBER OF
ACCOUNTS

5,500

NUMBER
OF FUNDS

22 M

NUMBER OF
TRANSACTIONS
ANNUALLY

99%

PERCENTAGE OF
DISTRIBUTORS
SERVED

PRODUCTS SUPPORTED

- Open-end Funds
- Closed-end Funds
- Pension Funds
- Unit-linked Products
- Master Feeder Structures
- Insurance Funds
- Pension Products (III pillar incl. PEPP)

CUSTOMER SERVICE

- Info-line (inbound and outbound calls)
- Correspondence handling
- Mass printing and mailing
- Chat
- Handling the process of NIGO explanations and complaints

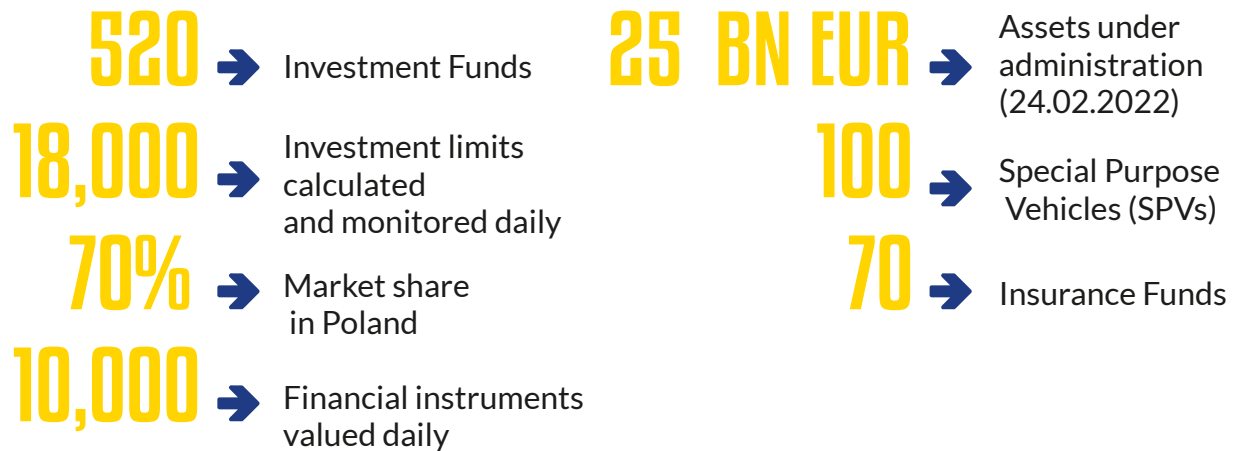
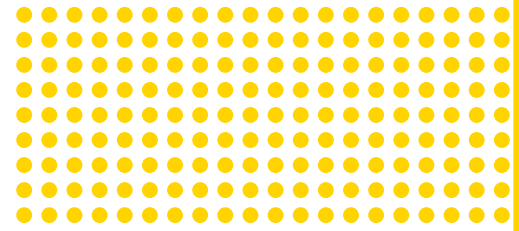
OPERATIONS AND ADMINISTRATION

- Tax calculation and withholding
- Reporting FATCA, CRS, AML
- Trail and retro, FEL, BEL, CDSC calculation
- SWIFT member
- Interfaces with Custodians / TA
- MIFID II reporting (Ex-ante, Ex-post)
- Market risk management

TECHNOLOGY

- Core systems developed in-house
- High STP level 99,5%
- Processes highly scalable
- Automation of the business processes using own mature RPA tools (over 300 bots)

Fund Accounting services – Poland and Luxembourg



ADDITIONAL FINANCIAL SERVICES RENDERED

- Preparation and reporting in accordance with International Financial Reporting Standards (IFRS) for Stock Exchange and pursuant to the specific reporting requirements of international investors (Guernsey, Israel, Luxembourg, Ireland)
- Development of Financial Models for valuation of financial instruments.
- Financial instruments valuation services
- Various types of regulatory reporting to Financial Supervisory Authorities and Others (CSR, ESG etc.)
- Accounting assistance in complex financial projects - restructuring, selection of optimal accounting policies and/or market practices, cost optimisation etc

IT SYSTEMS AND TOOLS

- Internally developed IT systems, integrated with each other:
 - i. Comprehensive Assets Valuation System - AVS
 - ii. Turbine Asset Manager (TAM) – the system for Asset Managers
 - iii. CasePro - Documentation/Decision Workflow Tool
- Dedicated in house IT Teams to ensure efficient migrations
- Constant AVS development to reflect regulatory changes
- In-house support to ensure efficiency of processes

Our IT Tools AVS – Assets Valuation System

- Automated activities: input data, bank statements, bookings, funds valuation, limits control (also asynchronous), reporting, reversal of bookings etc.
- 80 activities at one time (asynchronous)
- Bank statements alignments / customisations, funds level parametrisations, grouping of banks statements from many providers, mapping to specific accounts in AVS
- Variable remuneration calculation algorithms, costs over limit etc.
- Efficient reporting routines, optimisation mechanisms, can be placed on separate servers which allows scalability
- Efficient calculation of limits, parallel limits calculations for many funds
- Embedded control valuation functions





Experience - cooperation with distribution network

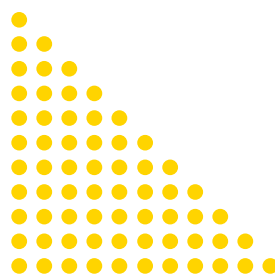
ProService Finteco has extensive experience in working with open fund distribution networks; we cooperate with all distribution networks operating in Poland, including: ING Bank Śląski, Alior Bank, mBank, Citi Bank Handlowy, Noble Bank, or with independent distributors such as iWealth, Q Value, or Phinance.

Experience - cooperation with distributor's IT systems

ProService Finteco has practical, long-term experience in planning, implementing and operating solutions that enable full two-way data exchange with the distributor in electronic form. Our proprietary solution based on the DDAT format (for transmitting information about orders) and SWAT format (for transmitting information to the distributor about the status of insured accounts and orders) is used in practice by many distributors as a standard for transmitting information, including mBank's fund supermarket, as well as the platform used by ING Bank Śląski, Credit Agricole, Alior Bank and Deutsche Bank. We also cooperate with Distributors based on their own data exchange files and API services (REST/SOAP).



Experience - new product and system change development



As a professional entity operating on the financial market in Poland, ProService Finteco offers its assistance in the preparation for the launch of new products and modification of existing ones.

The introduction of the new requirements for transfer agent services can be done in a relatively short time due to the fact that ProService Finteco designed and built its own application software. ProService owns all intellectual property rights to this software. Our company is self-sufficient in the process of development of IT systems, based on an efficient team of analysts, architects, programmers and testers. We provide full support for the SDLC software development process while meeting the **ISO 9001, ISO 27001 and ISAE 3402 certification requirements.**





Ensuring business continuity

One particular area, especially when talking about financial data and personal data, is business continuity. ProService Finteco has implemented a Business Continuity Plan. The Plan contains the necessary information and procedures, describes the organization of activities and the areas of responsibility of functional persons necessary during the preparation of ProService Finteco to function after an event preventing operations at the primary location. ProService Finteco currently has 6 locations, including offices outside of Warsaw (Krakow, Bydgoszcz and Lublin).

The Business Continuity Plan has been structured in such a way that after a disaster occurs in the primary processing center, the persons performing tasks related to the implementation of the emergency plan, hereinafter referred to as the Plan, have full knowledge that enables them to perform actions aimed at ensuring the continuation of the Company's business processes. In the event of a pandemic and inability to work in the office, we provide our employees with WFH remote work solutions, with all formal requirements necessary to handle legally protected data.

Our solutions

ProService Finteco is the producer of the **Goniec On-Line Light** and **STI 24** solutions used by over 300 financial entities in the market. The systems include a front end layer, use back end data processing components, and data exchange interfaces with other systems, data sources, and applications.

The Goniec On-Line Light application is a B2B solution designed for distributors and provides full service to individual and institutional clients in the field of mutual funds and fund-based products. The solution is implemented and used, among others, by: brokerage offices, brokerage houses, banks, investment funds and others.

The STI 24 application is a B2C class solution designed for investment funds participants (self-service system) that enables to fully handle investments in investment funds and investment fund-based products (IKE, IKZE, PSO, PPE, PPK). The solution is implemented and used by, among others, investment funds and banks.



Professional staff

The ProService Finteco group of companies currently employs 1,300 people. The vast majority of our employees are people with many years of work experience at ProService Finteco who previously gained experience in companies providing services for local players, including those in the investment funds sector. The ProService Finteco team consists of employees who have participated in many international projects, many times playing a key role in introducing foreign clients and their products to the Polish market. The high degree of our professionalism is evidenced by the qualified employees of all departments, including the Register Service Department, Settlement Department, Client Service, Call Center, or Product Department. Our project team has years of experience and the necessary skills to implement the most complex and demanding projects. ProService Finteco employees are fully trained in the area of transfer agent tasks, distribution and handling of investment funds and pension products or fund accounting.

With our qualifications, we meet the highest international standards and are able to offer services tailored to the needs of our clients.



Security and compliance

ProService Finteco pays special attention to safety, security, quality of service and compliance with legal regulations and market standards at all levels of the organization. All of the company's security and quality control activities are aimed at protecting the interests of ProService Finteco clients.

ProService Finteco systematically conducts studies to identify risks in operational and technological areas. External and internal audits are conducted on an annual and quarterly basis. External audits are performed periodically by an independent auditor. The area of standards adopted by the company for the implementation of operational and technological processes is examined. The conducted ISAE 3402 audits confirm the effectiveness of the application of the adopted internal standards and process control. The goal of internal audits is to continually improve the quality of services provided. Quarterly reviews are conducted throughout the organization of significant areas of our business for compliance with procedures, identification and elimination of potential risks and hazards. The applied standards and high quality have been confirmed by a number of certificates and audits.

ProService Finteco actively participates in the development of solutions for investment funds in Poland, introducing systemic solutions that enable clients to effectively comply with legal regulations. Monitoring and participating in regulatory and legal developments in the financial sector is also part of the security policy. We pay particular attention to monitoring compliance with procedures relating to, among other things, personal data protection, prevention of fraudulent financial operations, and procedures relating to safeguards against the occurrence of conflicts of interest.



Why ProService Finteco



International company



Top quality services



Comprehensive services



Flexible approach



Financial stability



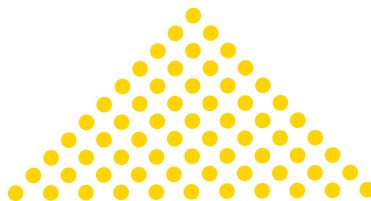
Innovative technologies



Sustainable development



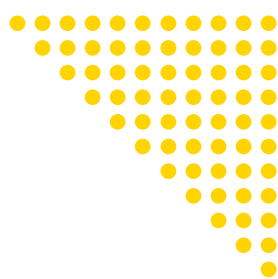
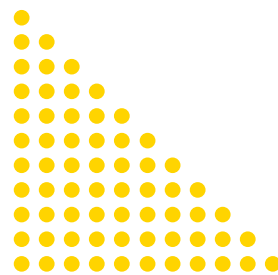
Certified safety





Sustainable development (ESG)

In the ProService Finteco group of companies, we face challenges and strive for continuous growth. This development is always based on creating a responsible business guided by the best practices that accompany our daily work and that are reflected in the ESG principles.



Environment (E)

We take initiatives to promote greater environmental responsibility.



Social Responsibility (S)

We care about local communities and our employees.



Corporate Governance (G)

We live our values through clear policies and defined rules and procedures.

Contact

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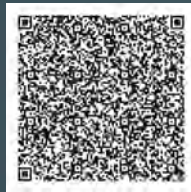
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