



FIS Investor Services Suite

Unlock end-to-end automation
for streamlined investor servicing



Alternative and traditional fund managers and administrators, private banks, wealth managers and other financial firms need a new approach to investor servicing.

Fee compression, intense cost pressures, heightened regulatory obligations, data security challenges and client expectations for more responsive, personalized services are pushing existing capabilities to the limits. To sharpen their competitive edge, unlock growth and make investments work harder, firms need to optimize operational efficiencies and compliance controls, while delivering rich, digitalized interactions that add real value for clients.

The industry gold standard

The **FIS® Investor Services Suite** is the gold standard in investor servicing and regulatory compliance. Trusted by financial institutions across North America, Europe and APAC, including 11 of the world's top 20 alternative fund administrators, our comprehensive solution suite puts enhanced operational efficiency and scalability, client service, transparency and security at your fingertips.

Investor Services Suite capabilities span transfer agency, regulatory compliance, client experience and workflow management. Designed to support all hedge, private equity, hybrid/semi-liquid and retail fund structures, our integrated platform automates the entire investor servicing lifecycle, eliminating the costs and risks of using disparate legacy systems and manual processes.



Single, unified operating model

Adopt a single operating model with support for all hedge fund, private equity and retail fund structures, partnerships and side pocket arrangements, with consolidated reporting and a unified user and client experience.



Streamline client onboarding

Digitalize and accelerate onboarding with secure online form completion and ID verification, with data and documents shared across regulations to minimize duplicated effort.



Automate the entire investor servicing lifecycle

Make your money work harder by managing complex tasks at scale, including AML/KYC checks and FATCA/CRS tax reporting, transfer agency recordkeeping, cash management, fee calculations for open- and closed-end structures, P&L allocations, NAV processing and consolidated reporting.



Rich, digitalized interactions

Unlock smooth, responsive user experiences at every stage of the client journey with a multi-functional portal.

FIS Investor Services Suite supports:

- ✓ Hedge funds
- ✓ Retail funds (including UCITS, SICAVs and '40 Act funds)
- ✓ Unit trusts
- ✓ Private equity vehicles
- ✓ Private credit funds
- ✓ Semi-liquid funds
- ✓ Real estate funds
- ✓ Family offices
- ✓ Funds of funds
- ✓ Onshore partnerships
- ✓ Offshore limited companies
- ✓ Private banks
- ✓ Investment banks
- ✓ Commercial banks
- ✓ Wealth managers

FIS Investor Services Manager

Take control of your business with Investor Services Manager, our market-leading transfer agency record keeping, shareholder registry and reporting platform. Sitting at the heart of the Investor Services Suite, it's the complete investor accounting solution for fund managers and third-party administrators.

Key benefits

- Increase efficiencies and scalability
 - Enhance transparency and control
 - Protect sensitive data
 - Add value for clients
 - Support globalization and cross-border fund distribution
- Exception-based, automated processes streamline day-to-day transfer agency record keeping and shareholder registry maintenance.
 - Straight-through processing (STP) payments functionality automates multicurrency cash collection, reconciliations and settlement across domiciles to boost operational efficiency and reduce risk. Integration with third-party banking platforms creates an automated, accurate, scalable process, while in-built reconciliation provides control and comfort.
 - Order processing, aided by messaging network connectivity, flows straight through.
 - All capital event processes are automated.
 - A sophisticated fee engine calculates complex performance, management, transaction and trailer fees for open- and closed-end structures. Systematic control over complex calculations ensures accuracy and consistency, reduces risk and removes manual effort.
 - Layered P&L allocations and NAV processing down to investor and lot level allow for more accurate valuations, faster reporting and greater client satisfaction. Flexibility of even and uneven allocations enables investment managers and administrators to cater to their entire universe of fund structures, from straightforward to multi-level master-feeders.
 - Customizable investor/client report creation and distribution give stakeholders ready access to the information they want, further enhancing engagement.
 - A multifunctional portal simplifies processes and boosts client satisfaction. Capabilities include secure online form completion, fingertip access to detailed account information across a range of views, on-demand client self-servicing and responsive investor/manager interactions.
 - API-enabled system integration provides real-time data exchange and ensures data integrity across the ecosystem. Seamless connectivity to other up- and downstream FIS and external systems extends the integrated ecosystem beyond investor servicing to automate key post-trade functions and produce world-class client experiences.
 - All processes are wrapped in best practice user and data security protections to ensure the data that investment managers and administrators have in their custody is secure and managed in a controlled fashion at all times.



Streamline processes with intelligent workflows

Errors and bottlenecks proliferate wherever seamless automation breaks down, adding risk and constraining firms' ability to meet their SLAs.

Integrated workflow management tools allow users to build robust controls and tailored rules that trigger automated actions for any kind of recurring task. Configuring the procedures each business process must follow, routing tasks/documents to relevant teams and scheduling reports unlocks powerful operating efficiencies and scalability, and ensures higher quality client support and regulatory compliance outcomes. Real-time oversight from a centralized dashboard enables users to view daily activities, identify problems, and track and meet their SLAs.



Benefits of FIS Investor Services Manager

NAV

- Rate of return calculations
- Estimate NAV management
- NAV calculation

Fees

- Performance fee engine
- Management fee calculations
- Fund, investor and tax lot calculations
- Single and multiple hurdle rates
- Loss carried forward allocations

Registry

- Capital account maintenance
- Unit/share registry

Allocations

- Investor allocations engine
- Master-feeder P&L allocation with funding paths
- Lock up and liquidity management

Investor

- Track investor attributes
- Address
- Communication preferences
- Regulatory information
- Capital event processing



FIS Lifecycle Manager

Key benefits

- Accelerate and strengthen client onboarding
- Identify, mitigate and manage ongoing fraud risk and potential sanctions breaches
- Flag suspicious transactions and behaviors with real-time activity monitoring
- Generate accurate FATCA/CRS reports in filing-ready state
- Stay compliant with reporting obligations in all jurisdictions at all times
- Share data and documents across regulations and jurisdictions to minimize duplicated effort for firms and their clients

Compliance responsibilities are ratcheting higher as governments and supervisory authorities around the world tighten their anti-money laundering/know your customer (AML/KYC) and tax reporting rules. Any lapses, intentional or not, risk legal action, heavy financial penalties and debilitating reputational damage.

Lifecycle Manager combines innovative technology and deep industry know-how to create an advanced AML/KYC and Common Reporting Standard (CRS) and U.S. FATCA reporting solution. Part of the Investor Services Suite, Lifecycle Manager helps financial institutions meet their regulatory and compliance responsibilities and strengthen the control culture across the organization. The system replaces legacy technologies and manual workarounds with end-to-end automation, transparent workflows, seamless integration and real-time performance to minimize firms' compliance workload, costs and risk.



Fast client onboarding

Streamline and digitalize end-client onboarding with customizable, risk-based AML/KYC checks, advanced investor/beneficial owner screening and secure ID verification. A centralized document repository enables data and documents to be shared across regulations and jurisdictions.



Combat fraud risk with ongoing due diligence

Automated account reviews ensure all AML/KYC and FATCA/CRS-related client documents and data remain current. Ongoing screening and risk profiling track any change in client status, allowing users to manage by exception. Real-time transaction and behavior monitoring flag suspicious activity to expose potential frauds and take fast remedial action.



Tax form data collection made simple

Lifecycle Manager integrates with multiple data sources to seamlessly collect and validate the detailed data needed to populate tax and self-certification forms in line with local tax laws – optimizing accuracy, efficiency and client satisfaction.



Stay up-to-date with client and tax changes

Any changes in client circumstance or tax classification are tracked and flagged automatically for review. Indicia are monitored to ensure FATCA and CRS statuses are up-to-date, with systematic logic determining any curative documentation required. Lifecycle Manager also stays current with jurisdictions' evolving tax laws and certification requirements, enabling firms to set up once and remain compliant for the lifetime of the entity being administered.



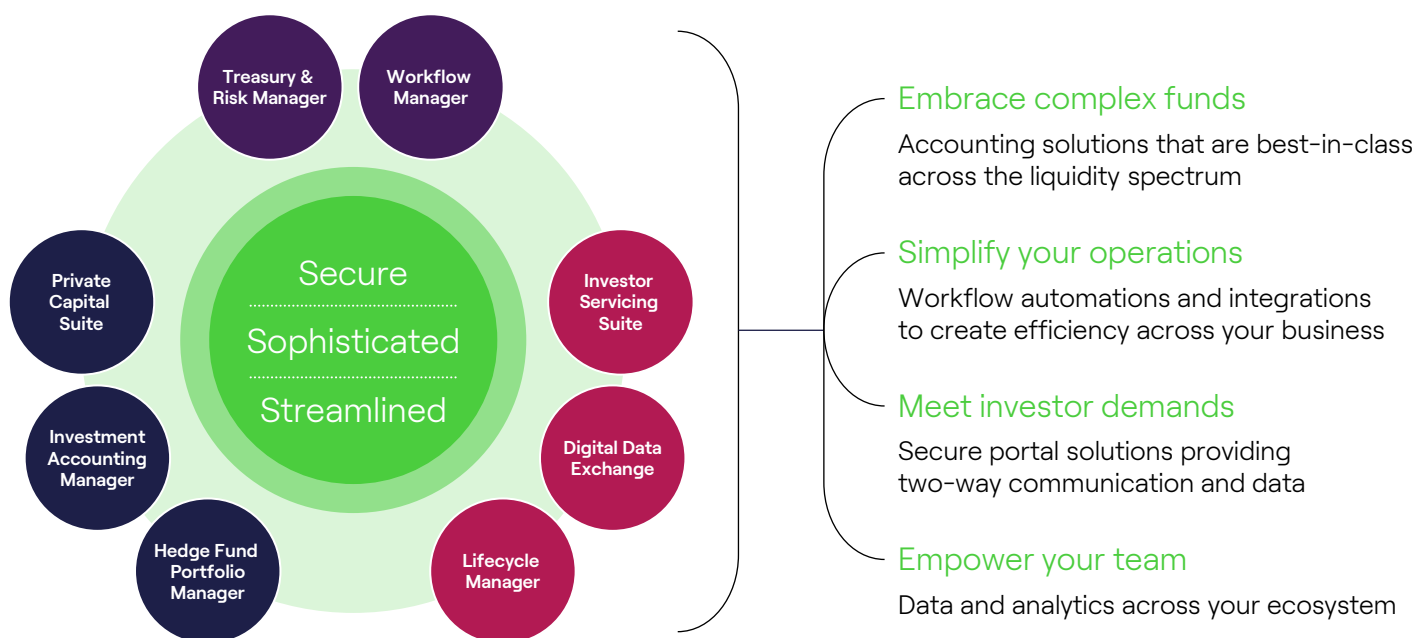
Seamless CRS and FATCA report filing

The platform generates regulatory reports for FATCA and CRS in Automatic Exchange of Information (AEOI) filing-ready format, removing the need for expensive conversion tools or third-party reporting services.



Technology to empower the financial world

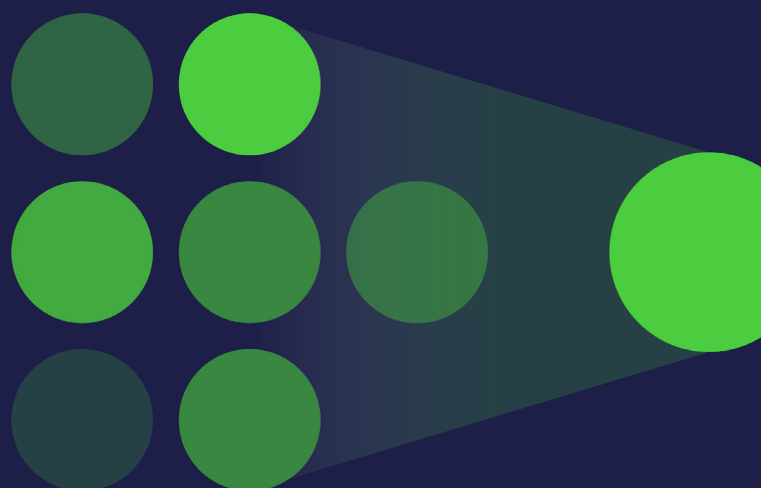
FIS Trading & Asset Services business is transforming the investment management and investor service landscape with our innovative global suite of solutions across the investment ecosystem.



Put your **money to work** with a complete investor services and compliance platform

Investor Services Suite is uniquely positioned to take care of all your investor servicing tasks, however complex.

By replacing disparate legacy systems with a single, integrated solution, we unlock operational efficiencies, cost savings, access to critical information and regulatory compliance – so you can focus on what matters most for your business.



For more information, visit:

<https://www.fisglobal.com/products/fis-investor-services-suite>

FIS Investor Services Suite helps you put capital to work harder.

Our **technology** powers the global economy across the money lifecycle.

 **Money at rest**

Unlock seamless integration and human-centric digital experiences while ensuring efficiency, stability, and compliance as your business grows.

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 **Money in motion**

Unlock liquidity and flow of funds by synchronizing transactions, payment systems, and financial networks without compromising speed or security.

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 **Money at work**

Unlock a cohesive financial ecosystem and insights for strategic decisions to expand operations while optimizing performance.

About FIS

FIS is a leading provider of technology solutions for financial institutions and businesses of all sizes and across any industry globally. We enable the movement of commerce by unlocking the financial technology that powers the world’s economy. Our employees are dedicated to advancing the way the world pays, banks and invests through our trusted innovation, system performance and flexible architecture. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS is a member of the Fortune 500® and the Standard & Poor’s 500® Index.

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