



FIS TRANSFER AGENCY SERVICES

The business process outsourcing solution that's raising
the standard for transfer agency services

You deserve a better transfer agency.

There's no going back

The investment management industry is in the midst of a major transformation, and the rate of change seems only to accelerate. Investors are seeking more customized investment solutions – but at a lower cost. Fee compression prevails, and the trend toward nearly fee-free passive funds continues to drive downward pressure on expenses.

Consolidation continues to be on the agenda, with 38 percent of firms reporting they intend to focus on M&A over the next 12 months to help drive economies of scale and grow their AUM¹ – bringing increasingly complex conversion challenges.

The rise of digital strategies and the increasing amount of data are contributing to new cybersecurity risks and compliance mandates that firms must manage as a top priority.

But while the world around us continues to transform, many transfer agency solutions have not kept up with the pace of change. **If you are feeling stuck in the past with a provider that is leveraging outdated technology or service models designed for a bygone era, you are not alone.**

What is FIS Transfer Agency Services?

FIS® Transfer Agency Services is a highly efficient business process outsourcing (BPO) solution. Powered by our modern record-keeping technology, it is built on decades of industry experience and technological innovation and designed to offer transfer agency professionals a better pathway to the future.

Transfer Agency Services has been created specifically for the investment manager's servicing needs – helping to increase efficiency while maintaining data integrity. We operate as a specialist service with the scale and investment of the world's leading fintech provider, giving you a dedicated team of skilled experts alongside advanced real-time technology. Underpinning the solution is our unique approach to client service: we plan, execute and manage the entire conversion for you – saving you time and money while reducing your risk.

A better solution is here: Transfer Agency Services

“Our top priorities are to provide continued top-quality investment services to our new fund shareholders and to support future growth, so selecting the right partner and platform was key. Given our long history of working with FIS and their proven track record of innovation and service quality, we are confident that we have chosen the right partner to enhance our services for our newest customers.”

**Michael Policarpo, President, Chief Financial Officer
and Chief Administration Officer, Victory Capital**

Discover what better looks like

- **Proven model**

For years, our clients have continued to trust us to manage complexity and deliver exceptional service. Today, our 200 BPO service team members support transfer agency servicing for over **\$255 billion in AUM, more than 2.9 million investor accounts, and more than 875 funds.**

- **Managed conversions**

We plan, manage and execute the entire conversion process for you, end-to-end. We have experience with every transfer agency system out there, and we have successfully completed conversions from them all, including **18 conversions from 12 different platforms over the last five years alone.**

- **Operational expertise**

The Transfer Agency Services onboarding methodology is 30 years in the making, and **our people have an average tenure of 16 years, with an average of 20 years of transfer agency project management and technical expertise,** respectively.

- **Superior technology**

Unlike legacy transfer agency platforms that offer only batch processing and outdated code, Transfer Agency Services runs on innovative technology, **powered by 24/7 real-time processing and on-demand data access.**

- **Next-level security and compliance**

FIS' "secure by design" approach gives you confidence that your systems and data are protected – even at rest. **Cybersecurity is in our solution DNA, and we operate within a framework of the highest standards.** FIS has an all-encompassing culture of multi-tiered compliance around our people, processes and technology so that we can offer next-level security and compliance support to our clients.

- **Continual investment**

FIS has a track record of continually investing in technology and service innovation within our transfer agency business. **We keep investing in our offering so that you can have a better solution to guide you to the future.**

- **A commitment to partnership**

Because of our unique approach, **our service models can be tailored for each client,** and we operate as a true extension of your team. Your FIS account management team will engage with you on a daily, weekly, monthly and quarterly basis throughout all stages of our partnership – from selection to transition, and from go-live through our ongoing BPO service.

- **Specialist service, global firm**

Transfer Agency Services operates as a specialist service within the world's leading fintech provider, so **you benefit from personalized service and the scale of a global partner.**

Ready for better?

Contact us today to discover how we can help your transfer agency operation.



www.fisglobal.com



getinfo@fisglobal.com



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