

Operations Department Summary

The Operations Department is primarily located in the Leeds office, but with a presence in our Petts Wood office also.

ASSET SERVICES

The Asset Servicing team is split into the following sub-teams:

CORPORATE ACTIONS

The Corporate Actions team process voluntary and mandatory corporate events across all markets for holdings within our Nominee service. They interpret data from companies and registrars and then communicate this information to both our investment managers and clients in a timely manner. They monitor and process responses for events, where an investment decision is required, and are also responsible for assisting with any voting or meeting attendance requests.

DIVIDENDS

The Dividends team are responsible for the receipt, reconciliation and payment of all income distributions (dividends, interest, PIDs and accumulations). Distributions are typically categorised into three main areas; Electronic, International and Unit Trust distributions. The team is also responsible for ensuring that our accounts are correctly mandated so that payments are received with the correct tax applied.

REGULATORY REPORTING & SIPP/ISA

The regulatory reporting team manage transactional and tax data reporting to the HMRC and FCA. The SIPP/ISA team provide administrative support and processing for our SIPP and ISA portfolios. The team also oversee and maintain/update the stock files for the universe of stocks held in our system.

CLEARING & SETTLEMENT SERVICES

CLIENT CASH MANAGEMENT

The Client Cash Management team perform the day-to-day administrative functions involving all client monies. The department action all incoming and outgoing client payment instructions & ensure that client monies are segregated from the firm's own monies.

CUSTODY MANAGEMENT/TRANSFERS

The team provide a range of services to clients including handling both stock and cash movements into and out of our safe custody. Within the team they also manage Child Trust Funds, corporate nominees, book costs, international stocks, internal movements such as gift transfers between accounts and withdrawal of Crest stocks into own name certificates.

SETTLEMENTS

The Settlement Team is responsible for settlement of UK and international trades including facilitating the movement and delivery of assets to include institutional clients and the liaison with other counterparties as necessary.

CLIENT SERVICES

Client Services ensure client journeys progress as smoothly and efficiently as possible and is comprised of the following teams:

PORTFOLIO ADMIN AND REPORTING

This team has a varied role from coordinating involvement in new issue placings, providing probate valuations, MPS portfolio administration and client reporting.

PORTAL AND CAMPAIGN SUPPORT

The team's main focuses are the improvement and provision of client and prospect data, the deployment of direct mailings and the administration of the firm's client portal and regular and ad hoc reporting, such as investment reports, tax packs and disposal reports.

CLIENT ONBOARDING & DATA

This team is responsible for setting up new clients and portfolios within the system and maintaining their records throughout their lifecycle, including the upgrading and downgrading of management service levels.