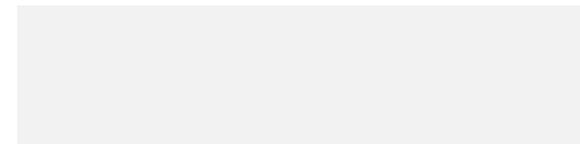


CASS 9

FAQ



SMART PEOPLE
SUPERB TECHNOLOGY



Cass 9 FAQ

What is happening?

Where a firm holds client money it must send a statement to clients at least once a year confirming how much client money is held for them at a set point in time. The new Client Asset (CASS) regime, implemented by UK regulated firms by the 1st June 2015, reminded of the need to send an annual statement and also introduced specific CASS rules about sending ad-hoc and copy client money statements. If firms were not already sending annual client money statements the CASS changes reminder means that these have now been introduced. Please find attached a copy of a template for these statements to help you recognise when you start to receive them.

How are the statements being produced?

The statements take a snap shot of any money that is being held on your behalf as dictated by your client ID. This will show an **aggregated amount** and not a breakdown per amount per account held.

Please be aware that the snap shot will be taken at a set date and time and may also capture amounts that are being transitioned as part of BAU settlement. The statements are being sent by post and therefore this can lead to a delay of approximately 20 days from the snap shot being taken to the statement being received at your office.

Cass 9 FAQ

What is a Client Money Balance and why might you have one?

A client money balance is an amount of Money that a Fund Group may be holding on your behalf and safe guards from the money in the event of a Fund Group going into liquidation.

Please note that there is a variety of reasons why money would be held and this reason can be gained from the specified type of client money account that the monies are being held in. Some of the client money accounts are set up purely for moving settlement proceeds and therefore any balance may have since been used to settle trades.

Please review the Client money account types in 'appendix a' to determine whether any action is advised.

When is this happening?

Please see the list on the DST Portal that shows the extract date & the mailing dates. Please note that mailing dates are 10 days or 20 days from extract for each Management company and may be subject to change.

How can you Self Service?

Before contacting DCS please ensure that you have completed the below:

- Use the table in appendix a to see the suggested action
- Identity what the amount relates to using your reconciliation reports
- If the client money is an outstanding amount, check whether the amount is still outstanding using your outstanding settlement reports on DOLR or your own reconciliation. The time delays may mean that this balance has already cleared.
- The data is pulled at client ID level so remember to check all unit holdings that are held under that client ID.

Cass 9 FAQ

How can DCS help?

Once you have fulfilled your self service and have not been able to resolve then DCS are able to assist with the below:

If you cannot reconcile you are able to request an ad hoc client money statement that will provide a more recent view of your account.

Provide further investigation for enquiries where the above has not provided an answer

Cass 9 Appendix A

Client Money Account Name	Description	Suggested Action
Distribution Monies	Monies in relation to an income distribution payment (OEIC / UT)	You may now have received this payment. Check whether this payment is still outstanding and please cash any outstanding distribution cheques to clear this balance. If you are unable to locate a payment, then please send a request for us to enquire or request for a cheque reissue. We will require the distribution number, fund name and account number to be quoted.
Investment Trust Distributions	Monies in relation to an income distribution payment (Investment Trust)	You may now have received this payment. Check whether this payment is still outstanding and please cash any outstanding distribution cheques to clear this balance. If you are unable to locate a payment, then please send a request for us to enquire or request for a cheque reissue. We will require the distribution number, fund name and account number to be quoted.
Historical Monies	Long Term dormant monies held	Please reconcile using your DOLR reports and provide us with an instruction on either how to apply this money or an instruction for us to pay the monies back to your account.
Investment Trust Residual Cash	Residual money held from a previous Investment Trust transaction	Please reconcile and provide us with an instruction on either how to apply this money or an instruction for us to pay the monies back to your account.
Investment Trust Monies	Monies held whilst awaiting payment to client or investment with us	This money may have now cleared and used to settle the requested trade. Please check for confirmation and settlement of requested trades.
Exceptions	Monies held pending investigation or payments issued but not cashed	Please reconcile using your DOLR reports and provide us with an instruction on either how to apply this money or an instruction for us to pay the monies back to your account.
Aged Payments	Returned redemption payments or those remaining un-cashed after 6 months	You may now have received this payment. Check whether this payment is still outstanding and please cash any outstanding cheques to clear this balance. If you are unable to locate a payment, then please send a request for us to enquire or request for a cheque reissue. We will require the amount, deal ID, fund name and account number to be quoted.
Outstanding Payments	Redemption payments issued but not cashed	Please check your outstanding settlement report on DOLR to see whether the settlement is still outstanding.
Unsettled Investment Money	Monies held whilst awaiting investment with us for an OEIC / UT	This money may have now cleared and used to settle the requested trade. Please check for confirmation and settlement of requested trades using your DOLR reports.
Investment Trust Switch Monies	Monies held in the course of effecting a switch of product	This money may have now cleared and used to settle the requested trade. Please check for confirmation and settlement of requested trades.
Un-invested Money	Monies held awaiting placing of an investment	This money may have now cleared and used to settle the requested trade. Please check for confirmation and settlement of requested trades.
Unclaimed Distribution Monies	Monies relating to an income distribution payment outstanding after 6 months	You may now have received this payment. Check whether this payment is still outstanding and please cash any outstanding distribution cheques to clear this balance. If you are unable to locate a payment, then please send a request for us to enquire or request for a cheque reissue. We will require the distribution number, fund name and account number to be quoted.
Cash Holding Facility	Un-invested cash held	This money may have now cleared and used to settle the requested trade. Please check for confirmation and settlement of requested trades.
ISA Monies	Monies held whilst awaiting payment to client or investment with us for an ISA	This money may have now cleared and used to settle the requested trade. Please check for confirmation and settlement of requested trades.

