



Capita Group Plc is a leading service provider of transfer agency (TA) services to fund management companies. Capita Financial Group undertake TA for both retail and institutional clients on a multi-jurisdictional basis across the UK, Ireland, Gibraltar, Jersey and Guernsey, utilising our in-house TA system, Utopia-V.

The full range of distribution channels is supported for our retail clients, encompassing:

- Postal dealing
- Telephony dealing
- Full Straight Through Processing (STP) dealing interfaces with EMX, Calastone and Vestimia
- Online dealing through our e-commerce solution 'Capita Financial Group Online'
- Links with all major fund supermarket platforms

Our central TA operation in Leeds services a broad range of third party clients, for both wrapped and unwrapped products, in line with their branding requirements (phone, print and online).

In 2008 we launched our e-commerce solution (Capita Financial Group Online) which enables clients access to their fund register and the ability to view their investor activity all of which can be downloaded for flexibility. A full suite of daily reports is also available to clients, again

with the ability to download the data. In addition we can tailor the system to enable investor, intermediary and nominee access, giving them administrative capabilities.

Capita Financial Group has significant experience in migrating existing transfer agency books from third party platforms onto our systems, and in undertaking lift-outs of sizeable scale in-house operations. In many instances in the UK we undertake large TA contracts (>400,000 unit holdings) alongside Capita Life & Pension contracts, thereby delivering integrated customer management solutions. This is all supported by our dedicated Transitions and Changes team in London.

At Capita Financial Group we are continuously looking at ways we can improve our TA services. In 2009 we are working with CREST to bring in automated settlement for collectives which is a major initiative for the industry.

We also harness the wider capabilities of Capita Group Plc in assisting our clients with their distribution strategies, for example through the development of trading platforms and introducing our clients as potential providers of fund management services.