

# CALASTONE TRANSFERS

Calastone Transfers automates the transfer of client fund holdings between fund platforms without their investments being redeemed.

Developed in collaboration with firms and markets across the world, Calastone Transfers harmonises the transfers process with a fast and accurate straight-through process (STP) both at a domestic and cross-border level. It has turned a typical two-week process into a task that is completed, on average, less than one business day.

Users of Calastone Transfers can reduce internal costs, refocus internal resource on to business critical activities and enhance their customer service.

**Calastone Transfers — focus on client experience and lowering cost**

## THE CALASTONE DIFFERENCE

**FLEXIBLE APPROACH** — One global transfers solution with one connection.

**OPERATIONAL EFFICIENCY** — Accurate, fast and reliable STP transfer process cuts costs and lets you focus on your business' critical tasks and client experience.

**CERTAINTY AND TRANSPARENCY** — Oversight across the entire process protects investor interests.

**LOW COST, EASY TO IMPLEMENT AND USE** — Fast onboarding with the support of a dedicated service team.

**PROVEN SOLUTION** — Experience delivering fund transfer solutions in multiple countries.

# Enhance your client experience, operational efficiency and industry connectivity

Calastone Transfers is a fast, safe and trackable alternative to the slow, paper-based process that some firms still deploy. We have standardised and automated the process so that it can be completed in less than one day, instead of weeks.

One connection to Calastone lets you support your clients' using either, or both, of the matched and single-leg transfer models. Our approach connects both transfer models so you can manage transfers in one format, regardless of the initiating model used, for a seamless process that provides one report at the end.

Firms using Calastone Transfers utilise our:

- Growing network of market counterparties making the process faster and easier
- Automated matching and 'four eyes' checking for accuracy
- Flexible access to minimise technology spend (direct with Calastone via our client portal or a range of STP options)
- Instant reporting on the status of all transfers to resolve issues quickly

## COST CONTROLLED

Calastone's dedicated support team manages the onboarding process. They can connect you to your counterparties in just 48 hours.

This means you are protected from future changes, such as counterparty connection updates. You can also refocus your teams on other business critical tasks.

## TRANSPARENT

Provide your clients with full visibility on the status of their transfer with real time monitoring /tracking of the process through to completion. You can also identify what actions are outstanding by whom.

Our client portal allows you to understand where and why a message has failed, which does not happen with manual processing.

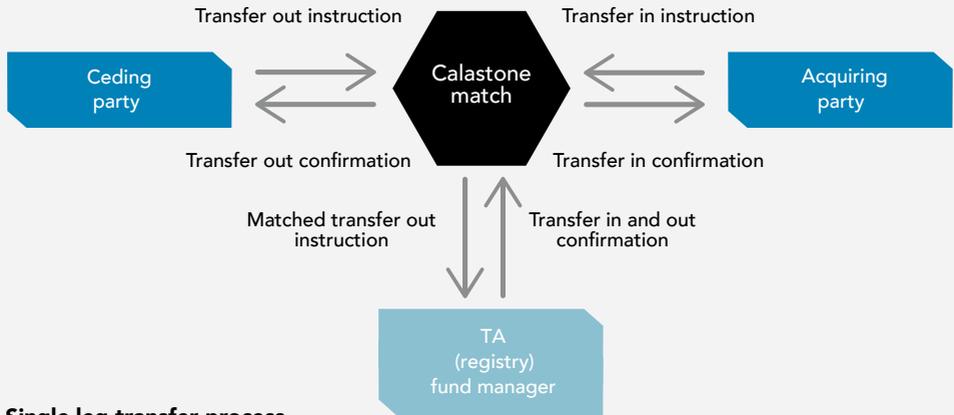
## How does it work?

The traditional, paper-based transfer process is resource intensive, prone to delay (e.g. postal system) and has a high potential for manual error.

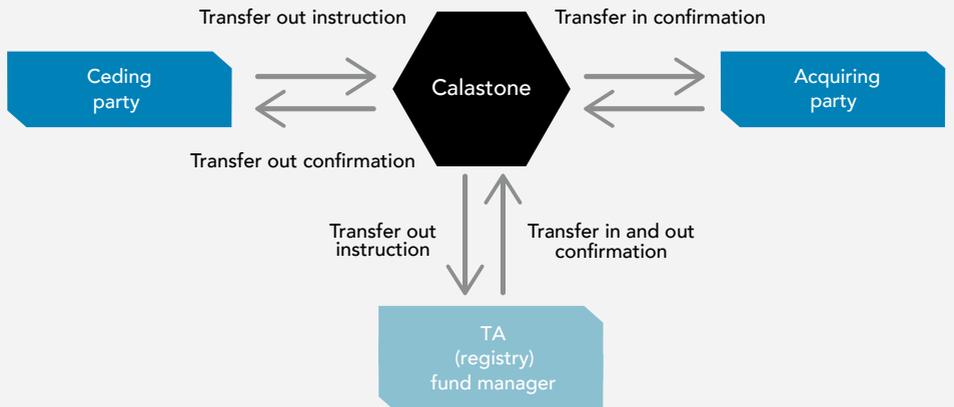
The Calastone process is automated and connects all counterparties seamlessly either via a direct or matched transfer, or by using a blend of both approaches depending on our clients' requirements.

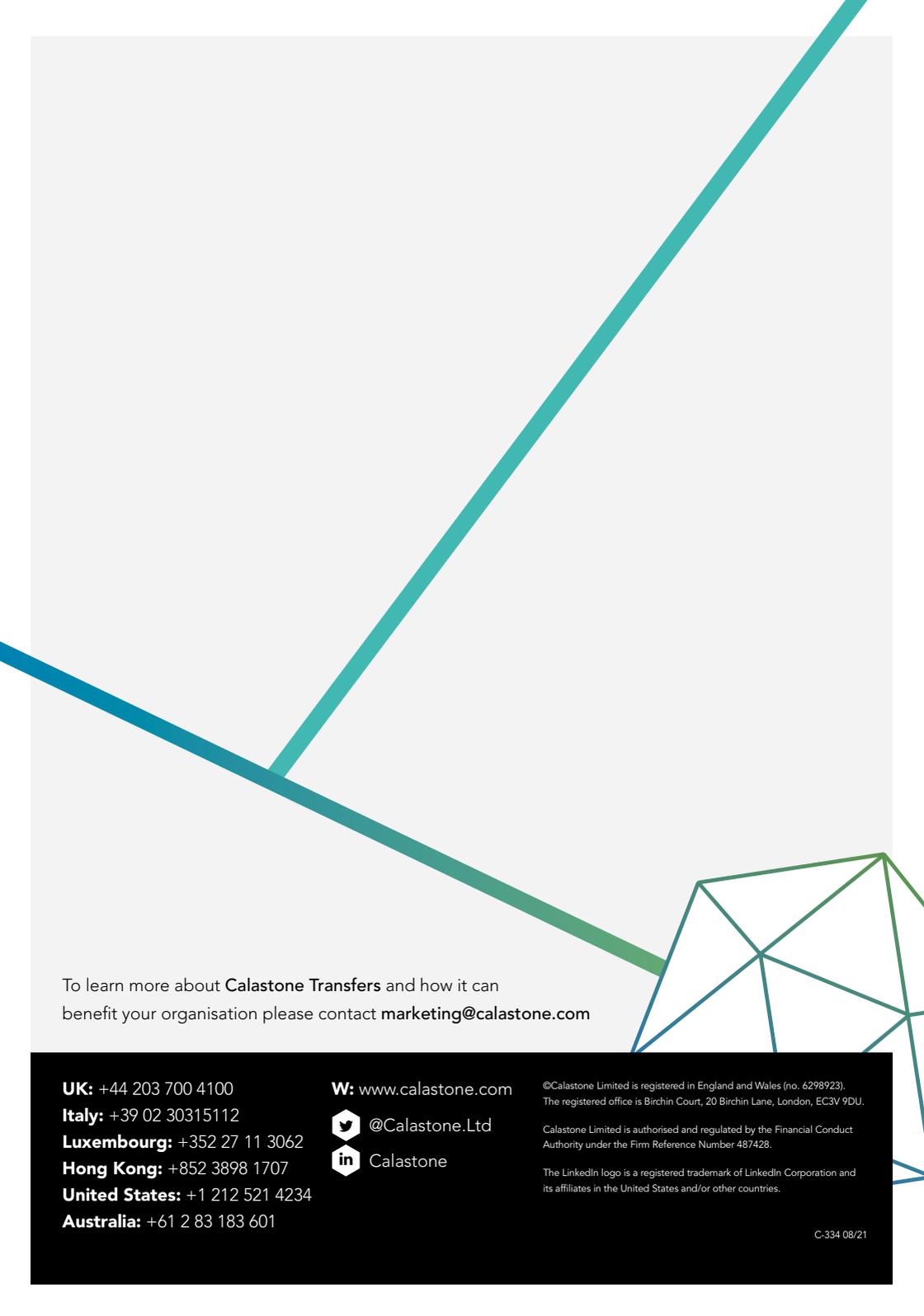
We also support the portfolio phase of the transfer process where individual customer accounts are transferred. This covers the following asset classes: cash, funds, securities (equities, ETFs, bonds, investment trusts etc.) and some other assets (e.g. property).

### Matched transfer process



### Single leg transfer process





To learn more about **Calastone Transfers** and how it can benefit your organisation please contact [marketing@calastone.com](mailto:marketing@calastone.com)

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