



Online Services and Outsourced Administration Service Standards Overview Report 6 months ending December, 2019

Introduction

The purpose of this document is to provide current and potential users of the James Brearley Online and Outsourced Administration services with confirmation of how successful it has been in meeting its service level aspirations be these of a contractual or general nature.

Contractual:-

Online Services Support Desk- operators have been in position to field client enquiries and execute trades, from 8am to 5pm on each business day over the period. The team at the reporting point consisted of 7 operators under the management of Paul Swallow, boasting aggregate experience in their roles of 60 years.

Outsourced Administration Team- administrators were available to process documentation between 8.45am to 5:00pm on each business day over the period. The team at the reporting point consisted of 4 administrative staff under the management of Paul Swallow. The team has over 20 years' experience.

Account Opening- we commit to open an account or process an application form by no later than the second business day following the receipt of the appropriate account opening instruction and supporting documentation. The account number along with unique access details to the online valuation service are provided to the intermediary or underlying client where appropriate at this time. Over the period we opened a total of 1,655 accounts equating to a monthly average of 275 accounts, ranging from 136-344 and for all but 4, where they were opened on the third business day, we met this service objective.

Account Closures- we commit to closing an account by no later than the third business day following the receipt of the appropriate account closing instruction and supporting documentation. Over the period we have closed 153 accounts equating to a monthly average of 26 accounts, ranging from 13-36, in each instance satisfying this service objective.

Cash Transfers- we commit to crediting all receipts of electronic payments to the client's account when a supporting account number is provided by the first business day following receipt by our bankers. Over the period we received 3,834 payments equating to a monthly average of 639. The objective of crediting the payment on the first business day following receipt was satisfied in every instance. There was however, one instance where a receipt of £1,900 was credited to a wrong account due to an administrative error and not identified until business day 11.



Corporate Actions- our objective is to issue a notification of a corporate action requiring a client instruction within 7 business days of our stated deadline to receive such responses. From time to time this is not possible due to the details of the corporate action being received within this period of time from the company. Over the reporting period we processed a total of 389 corporate actions, of which 13 notifications were issued less than 7 business days from our stated deadline. In all such instances this was as a result of the late receipt of the notification from the company.

Maturing investments- our objective is to process the capital outcome of any maturing investment within 5 business days of receiving the relevant funds. Over the period 11 maturity payments were all processed within 3 days of receipt satisfying this objective.

Payments- our objective is to allocate all dividend and interest entitlements to clients within a maximum of 5 business days of their receipt. Over the period we processed a total of 2,970 income entitlements of 2,815 (94.7%) were credited to clients' accounts within 2 business days of their receipt, 151 (5.1%) within 2-5 days and 2 over day 5 (0.1%). The 2 instances over 5 days were on one occasion due to a payment being received without the corresponding voucher and for the other a receipt of money without any reference to what it related to.

Dealing Orders- the timely and best execution of transactions is monitored by a member of the firm's Market Conduct & Dealing Advisory Group who is responsible for reviewing each day's transactions against the firm's Order Execution Policy. From a timely execution point of view, we commit to execute all listed-security transactions within 30 minutes of the order being received. In the case of funds, we commit to placing the instruction with the fund group for their next valuation point, as long as the transaction is received more than an hour before this point in time. In such scenarios it is then processed on a "best endeavours" basis. Over the period, we executed a total of 74,722 transactions (this compared to 67,911 to the 6-month period ending June 2019), of which 176 (0.23%) were subject to a pricing review, where other than on 4 occasions we were satisfied that the trade was executed at an appropriate price. On challenging the market makers in respect of these trades, they amended their price in 3 instances however, on the fourth did not, as the trade had already settled and the consideration difference amounted to just 59p. Via other daily monitoring, 7 trades were identified as being untimely in nature and led to an analysis as to whether our actions had led to the client being disadvantaged or not. Where appropriate we compensated the clients. We also commit to issue a confirmation notice of the transaction within 24 hours of receipt. Over the period there were no instances where a confirmation notice was issued outside of this parameter.

Complaints Handling- we have defined structures for handling all complaints received across the business in a professional, open and independent manner. There were 3 complaints over the period of which 2 were upheld and compensation payments of £25 each were made as a gesture of goodwill.



Customer Fees- these were automatically remitted to each firm client, within 24 hours of being processed.

General:-

Web portal uptime- a critical element in the successful delivery of our online services is providing clients with continued access to our online valuation and where appropriate dealing facilities. The Service Level Agreement with our website host and system provider, JHC Systems, reflects a minimum target uptime of 99.95%. Over the reporting period the website was available 99.99% of the time meeting this target. The system was unavailable for 39 minutes and 31 seconds outside of scheduled maintenance work. A successful test of switching across to the Disaster Recovery site took place on Saturday 26th October, 2019.

Prompt Settlement- we strive to achieve the settlement of all transactions by no later than the indicative settlement date. Although this can be quite a challenge with fund groups, given the different settlement methods used by their respective administration teams, in contrast the settlement of most listed security transactions via the Crest system is far more consistent. There were no known Crest Settlement issues over the period with all other delays outside of our control.

Quarterly Nominee & Valuation Report- we aim to provide clients with their reports no later than the 15th of the month following each quarter, ending March, June, September and December. In each of the last two quarters reports have been delivered before the 15th of the month satisfying this objective.

Timely handling of enquiries- we aim to provide a response to each email enquiry within one business of its receipt. Over the last six months we received 30,128 emails equating to a monthly average of 5,021 emails, having a monthly range of 3,941 to 5,714. In every instance we satisfied this internal target. Over the reporting period, we received 7,909 calls equating to a monthly average of 1,318 calls, having a monthly range of 939 to 1,460. All calls were answered during the reporting period in a timely manner.

24th January 2020