



IAM partner webinar - status update

29 November 2023



Welcome and Introduction

René Kirkels

Managing Director of Saxo Institutional
Mid Europe

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Expectations for 2024 – Onboarding, ODD and renewal

Danny Møller

Global Head of Onboarding and ODD
AML Responsible

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A woman with long dark hair is shown in profile, facing left. She is holding a white smartphone in her right hand, which is raised towards her face. She is wearing a blue denim jacket and a watch on her left wrist. The background is a bright, hazy cityscape with buildings and water, suggesting a waterfront location. The sun is low in the sky, creating a strong lens flare and a warm, golden light that silhouettes the woman's hair and the buildings in the distance. A semi-transparent white rectangular box is overlaid on the left side of the image, containing the text "Since last time".

Since last time

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Since last time

- Completion of ODD remediation
- Remediation of transactions and alert triggers
- Deciding on geographical footprint – “red countries”
- Pilot for CBO transfers

Thanks for all your efforts – we know 2023 hasn't been smooth!

A woman with long dark hair is shown in profile, looking down at a smartphone held in her right hand. She is wearing a blue denim jacket. The background is a bright, sunlit outdoor scene, possibly a rooftop or balcony, with a city skyline visible in the distance. The sun is low in the sky, creating a strong lens flare and illuminating the woman's hair and the scene. The overall mood is serene and modern.

From remediation to Business-as-usual

- Setting the expectations for 2024

Business as usual

- Onboarding
- Renewals – time triggers, low, medium and high-risk clients
- Transaction and AML alerts + other triggers – short deadlines
- Terminations, restricted more than 90 days
- Partner ODD renewals – focus on licenses

Current focus

- Reduce onboarding time, especially for corporates
- Improve communication and competencies – clear and relevant requirements to prevent feedback loops
- Continuously working on solution for joint account – deceased trigger. Currently expected delivered December vs. expectations End-October
- Termination of clients in red countries

A woman with long dark hair is shown in profile, looking down at a smartphone held in her right hand. She is wearing a denim jacket and a watch. The background is a bright, sunlit cityscape with buildings and water, creating a warm, golden-hour atmosphere. A semi-transparent white box is overlaid on the left side of the image, containing the title and subtitle.

CBO Transfers

- Pilot and next steps

CBO Transfers

- Pilot
- Collecting data and experience
- When we have enough insight decide on future offering



Status update on SaxoPartnerConnect

Anders Jensen

Director, B2B journey

SaxoPartnerConnect

Agenda

- Updated roadmap (Q4-Q1)
- Demo – LIVE
- Demo – upcoming changes

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Roadmap – as presented in June

Q1 & Q2

- **Bulk reporting**
- **Security transfer status**
- **Interest conditions**
- **Close case button**
- **Automated status changes**
- **Hide/show AUM on dashboard**
- **Welcome screen**
- Corporate actions on dashboard
- Dealer chat
- PDF report preview
- Trade corrections

Q3

- User administration tool
- Exposure tab
- Read/not read indicator
- Update account properties
- Trading conditions overview
- Client tree uplift

Q4

- Security transfers overview
- Upcoming margin and collateral changes
- Reduced accounts
- Multiple sessions support
- Client renewal uplift

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Roadmap – as presented in September

Q1 & Q2

- Bulk reporting
- Security transfer status
- Interest conditions
- Close case button
- Automated status changes
- Hide/show AUM on dashboard
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- User administration tool
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Q4

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- Client renewal uplift

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Readmap of new items

Q1, Q2, Q3

- Bulk reporting
- Security transfer status
- Interest conditions
- Close case button
- Automated status changes
- Bulk transactions report fix
- Hide/show AUM on dashboard
- Welcome screen
- Corporate actions on dashboard
- Dealer chat
- PDF report preview
- Trade corrections
- Security transfers overview
- Stop closing open cases
- User administration tool

Q4

- Multiple sessions support
- Trading conditions overview
- Exposure tab
- Improved position list (single clients)
- Recurring withdrawals overview
- Case management: Read/not read indicator
- Client renewal: improved version
- Reporting improvements
- Reduced accounts
- Upcoming margin and collateral changes

Q1

- Update account properties
- Exposure grouped by CCY
- Case management:
 - Image support & rich text
 - Extended file type support
 - Email notifications
 - Microsurveys
 - Large(r) files support
- Further reporting improvements
- Help center in SaxoPartnerConnect

Demo – in the platform

Demo – slides

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Reduced accounts

Create block order

×

Selected owner

Selected allocation group

Block account

12536391 (Echelon Asset Management)

LEO SG Test 1

425439/TRADING

Instrument to allocate

Find instrument

Allocation settings

Order handling ?

Reduce

Cancel

Buy/Sell

Buy

Sell

Quantity ?

3

Allocation

Client ID	Client name	Account ID	Account value	>	Quantity ?	Result	Cash after transa...	Costs
16796917	Caspar Netscher	69900/47963...	0 EUR		1	-	-	-
17170335	Echelon Nordic	69900/47991...	0 DKK		1	-	-	-
17190595	Henrick Bruggen	69900/47992...	0 EUR		1	-	-	-

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Reduced accounts

Block tradingTrade BlotterTrade BlotterScreener

🔔 1234567 (12346) ▾

Allocation groupsBlock orders

Order

Allocated working orders: test steve Duplicate

EQ Apple Inc.
AAPL:xnas USD 🇺🇸

2 order(s) selected

Client ID	Client name	Account ID	Direction	Amount	Type	Price	Filled	Status
<input checked="" type="checkbox"/> 6656	Client name	45646456	Buy	5	Limit	146	0	Reduced
<input checked="" type="checkbox"/> 6656	Client name	45646456	Buy	5	Limit	146	0	Reduced
<input type="checkbox"/> 6656	Client name	45646456	Buy	5	Limit	146	0	Working
<input type="checkbox"/> 6656	Client name	45646456	Buy	5	Limit	146	0	Working

currentHistorical⚙️

Cancel⋮

Cancel⋮

Cancel⋮

Cancel⋮

Cancel⋮

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Reporting improvements – repetition of city

Before

BinckBank N.V. / Barbara Strozilaan 310 / 1083HN Amsterdam, Amsterdam
/ Netherlands / Telnr.: +31202255900 /

Portfolio Report

Reporting period: 01-Jan-2022 - 27-Oct-2022
Generated at: 28-Oct-2022 02:49:56 (UTC)

Anders Stengaard Jensen
Antwerpengade 15
2150 Nordhavn, Nordhavn
Denmark

After

BinckBank N.V. / Barbara Strozilaan 310 / 1083HN Amsterdam / Netherlands

Portfolio Report

Reporting period: 01-Jan-2023 - 28-Nov-2023
Generated at: 29-Nov-2023 11:38:56 (W. Europe Standard Time)

Anders Stengaard Jensen
Antwerpengade 15
2150 Nordhavn
Denmark

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Reporting improvements – long names in footers

This field can now handle very long client names (joint accounts)

Saxo Bank / 15 Philip Heymans Alles / 2900 Hellerup / Denmark
/ Phone No.: +4739774000

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Anders Stengaard Jensen
Currency: EUR
Account(s): All accounts

Reporting period
01-Jan-2023 - 28-Nov-2023
Generated at: 29-Nov-2023

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Reporting improvements – costs missing for intra-month end-dates

Cost summary

Reporting period
01-Oct-2023 to 31-Oct-2023

Investment service costs

Ongoing costs	-141.81 EUR
Client Service Fee Not VAT Liable	-141.81 EUR

Transaction costs	-45.43 EUR
CurrencyConversion	-45.43 EUR

Incidental costs	0.00 EUR
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Ancillary costs	0.00 EUR
-----------------	----------

One-off costs	0.00 EUR
---------------	----------

Total	-187.24 EUR
Total %	-0.01%

Financial instrument costs

Ongoing costs	-16.75 EUR
*External product costs	-16.75 EUR

Transaction costs	-1,544.75 EUR
Commission	-354.17 EUR
Corporate Actions - Withholding Tax	-1,190.28 EUR
Exchange Fee	-0.30 EUR

Incidental costs	0.00 EUR
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One-off costs	0.00 EUR
---------------	----------

Total	-1,561.50 EUR
Total %	-0.06%

Third-party payments

Total	0.00 EUR
Total %	0.00%

Total costs

Total costs in period	-1,748.74 EUR
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Average portfolio exposure in period	2,680,940.03 EUR
Cost as a percentage	-0.07%

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Reporting improvements – ISIN code partially hidden

Before

Trade Details Report

Stock	
Instrument	Woolworths Group Ltd (ISIN: AUJ000000WOW2)
B/S	Bought

After

Trade Details Report

StockOption	
Instrument	Unilever PLC Dec2024 48 C (ISIN: NLEN00979281)
B/S	Sold
Exchange Description	Euronext Equity & Index Derivatives - AMS

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Reporting improvements – IBAN & IBAN owner name in transactions

PositionsOrdersPerformanceTransactionsCorporate actionsSecurity transfers

1W1M1YYTDAll time

01-Jan-2023Today

2023

All (184)Trades (18)Corporate actions (131)Cash transfers (4)FilterExport

Posting date	Value date	Event	Booked amount (EUR)
Total			-134,940.00
17-Oct-2023	18-Oct-2023	Withdrawal	-70,000.00
13-Jul-2023	14-Jul-2023	Withdrawal	-5,500.00
IBAN NL75ABNA04 *****		IBAN owner name Ru *****	Currency conversion rate 1.00
			Cash Amount -5,500.00 EUR
27-Jun-2023	27-Jun-2023	Withdrawal	-61,000.00
26-Jan-2023	-	Deposit	1,560.00

Report generated on 29-Nov-2023 11:19:31

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Reporting improvements – upcoming improvements

Q4

- Alignment of service fee between transactions and cost summary

Q1

- Incorrect exposure value for option exposure
- Portfolio report: Missing display of descriptions for cash amount trx
- Cost report single client bulk download
- Transaction report: Support cash transfers event type filter in bulk download
- Export all positions (from client screener)
- Missing management fees

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Upcoming margin & collateral changes

- ≡

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PartnerConnect
- Menu

Client tree
- Dashboard
- Clients
- Trading
- Markets
- Models
- Marketing portal
- Subscriptions
- Download centre
- Log out

Instrument Search

Client screener Exposure Case management Client onboarding Client renewal

Upcoming changes Filter List Upcoming changes = True

Clients Accounts Orders Positions

Clients (7)

0 client(s) selected Actions Get reports All clients reports

<input type="checkbox"/>	Client ID	Client name	Owner ID	Cash	Value of positions	Account value	Margin utilisation %	Simulated margin utilisation %	City of residence	
<input type="checkbox"/>	16439289	Client name	12526291	14.05 EUR	8.74 EUR	22.79 EUR	126%	142%	Amsterdam	...
<input type="checkbox"/>	16439289	Client name	12526291	14.05 EUR	8.74 EUR	22.79 EUR	108%	123%	Amsterdam	...
<input type="checkbox"/>	16439289	Client name	12526291	14.05 EUR	8.74 EUR	22.79 EUR	74%	81%	Amsterdam	...
<input type="checkbox"/>	16439289	Client name	12526291	14.05 EUR	8.74 EUR	22.79 EUR	40%	45%	Amsterdam	...
<input type="checkbox"/>	16439289	Client name	12526291	14.05 EUR	8.74 EUR	22.79 EUR	21%			
<input type="checkbox"/>	16439289	Client name	12526291	14.05 EUR	8.74 EUR	22.79 EUR	0%			
<input type="checkbox"/>	16439289	Client name	12526291	14.05 EUR	8.74 EUR	22.79 EUR	0%	0%	Amsterdam	...

Margin & collateral changes

Total clients 200

Clients with simulated margin > 90% 50

Clients with simulated margin < 90% 150

Go to client view

Launch margin monitor



Day-to-day service

Natalia Dyer

Global Head of Saxo Institutional Service

Khalid Al-Gharawi

Team lead Institutional Service
Mid Europe

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Where we are today

Dedicated institutional service account manager

- 1** Institutional Service currently operates in **Business-as-usual mode**
- 2** **Account managers** are focusing more on **proactive work and monitoring**.
- 3** Account Managers continue to **work closely with dedicated Operational team** (payments, Corporate Action and Stock Transfers). This includes proactive **monitoring** and **quality control**. We see an overall **decrease in cases** that are not handled as per set expectations, including the use of statuses.
- 4** We see significant **reduction in number of incoming** as well as **abandoned calls**
- 5** **Service calls** continue to be an essential part of our proactive work. We have conducted around 400 online meetings YTD. If you would like to schedule a **regular service call** with your account manager, please **let him/her or myself know**.
- 6** We continue to **grow the team** to optimise the working processes **further**.

Project plan - day to day service (AM)

TASK	OWNER	DEADLINE	STATUS
Fix phone lines	Natalia Dyer	1 March	Completed
Assign Account manager to every partner	Khalid Al-Gharawi	1 April	Completed
Impose new SLAs	Khalid Al-Gharawi	1 April	Completed
Fix the views in CRM	Natalia Dyer	1 April	Completed
Initiate Service Calls	Khalid Al-Gharawi	1 April	Completed (ran regularly)
Hire additional staff	Natalia Dyer/Khalid Al-Gharawi	Q1	1 new AM is hired. 1 more to be hired
Assign direct phone lines	Khalid Al-Gharawi/Jatin Kalia	1 August	Completed
Create ops dashboards for monitoring	Natalia Dyer/Deepak Gupta	Q3	Completed

Where we are today

Dedicated Operational Team (Payments, Stock Transfers and Corporate Actions)

- 1 We've updated an internal system to assign automatic correct SLAs** on incoming cases for dedicated Operational Team who can now prioritise their workload more effectively.
- 2 This also enables us to build an internal reports** to reflect those SLAs which will help Account Managers to **attend to problematic cases quicker**.
- 3 To strengthen our service offering further, Micro surveys** will be introduced to case management module in Q1. This will help us **addressing systematic gaps** within day-to-day service.

Project plan - day to day service (Ops)

TASK	OWNER	DEADLINE	STATUS
Ops training in IAM business Model	Karen Lundgren, Rene Kirkels	24 May 2023	Completed
Share Work Instructions with Ops team	Julie Taylor/Natalia Dyer	May 2023	Completed
Ops training in CRM Queues	Deepak Gupta/Natalia Dyer/Neelu Kapoor	9 June 2023	Completed
Ops Training in Case processing	Deepak Gupta/Natalia Dyer/ Neelu Kapoor	14 June 2023	Completed
Review all relevant Templates	Deepak Gupta	Q3	Completed
Templates format	Deepak Gupta	Q1	In progress
Ops workshop with local process owners	Deepak Gupta/Kristof de Wree	June 2023	Completed
SLA Review	Deepak Gupta/Khalid Al-Gharawi	Q3	Completed
SLA reports internal reports created	Deepak Gupta/Khalid Al-Gharawi	Q1	In progress

Thank you!

**Do you have any questions on
day-to-day service?**

Thank you

Please **scan the QR** below to answer our one-question survey or click on the **link in the chat**

