IAM partner webinar - status update

29 November 2023

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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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Since last time

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!

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From remediation to Business-as-usual

- Setting the expectations for 2024

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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

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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

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CBO Transfers

- Pilot and next steps

CBO Transfers

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

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Status update on SaxoPartnerConnect

Anders Jensen
Director, B2B journey

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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**
- **Welcome screen**
- **Corporate actions on dashboard**
- **Dealer chat**
- **PDF report preview**
- **Trade corrections**

Q3

- **User administration tool**
- **Exposure tab**
- **Security transfers overview**
- Read/not read indicator
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- Multiple sessions support

Q4

- Upcoming margin and collateral changes
- Reduced accounts
- Client renewal uplift

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Roadmap – current items

Demo – selected 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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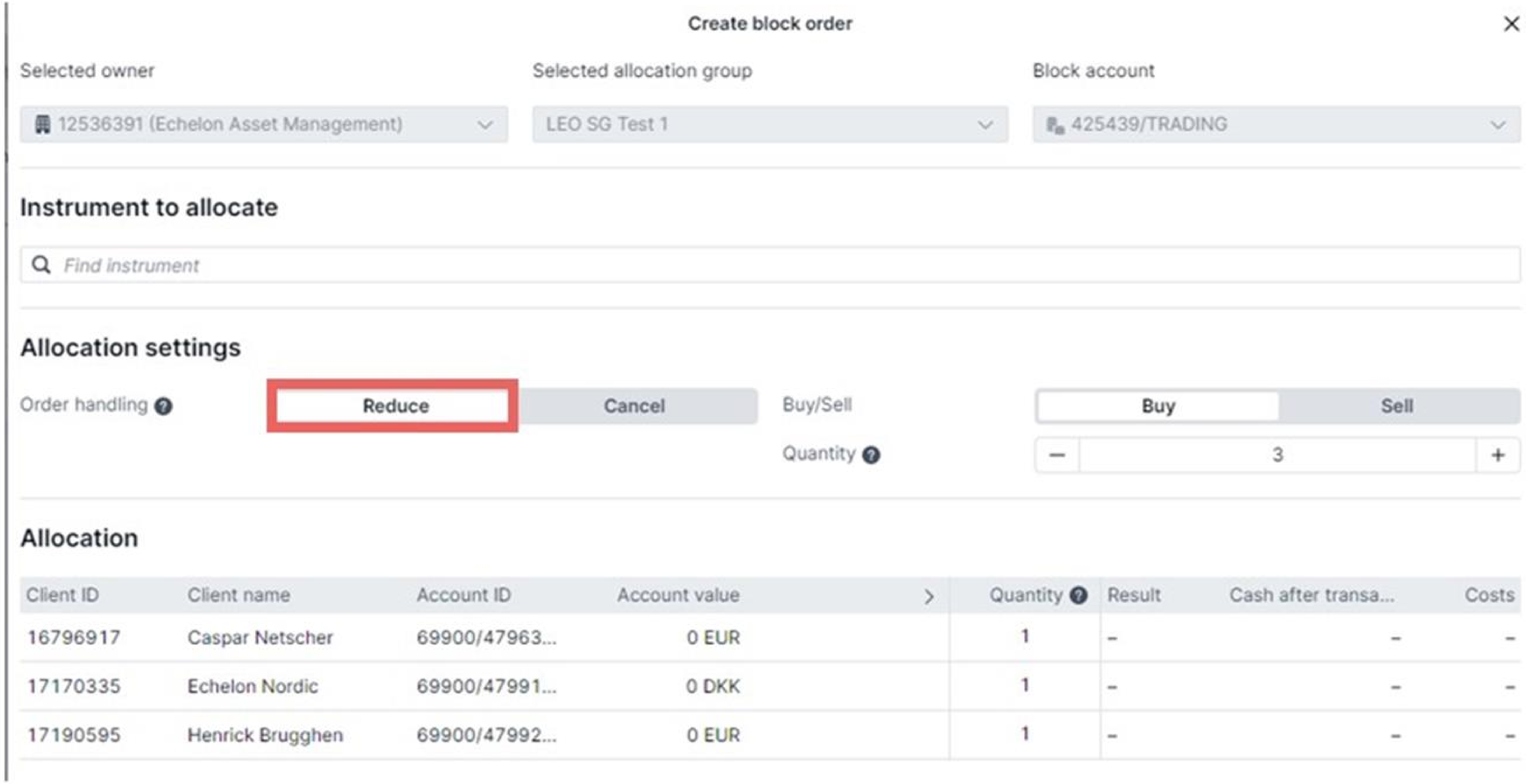
Reduced accounts



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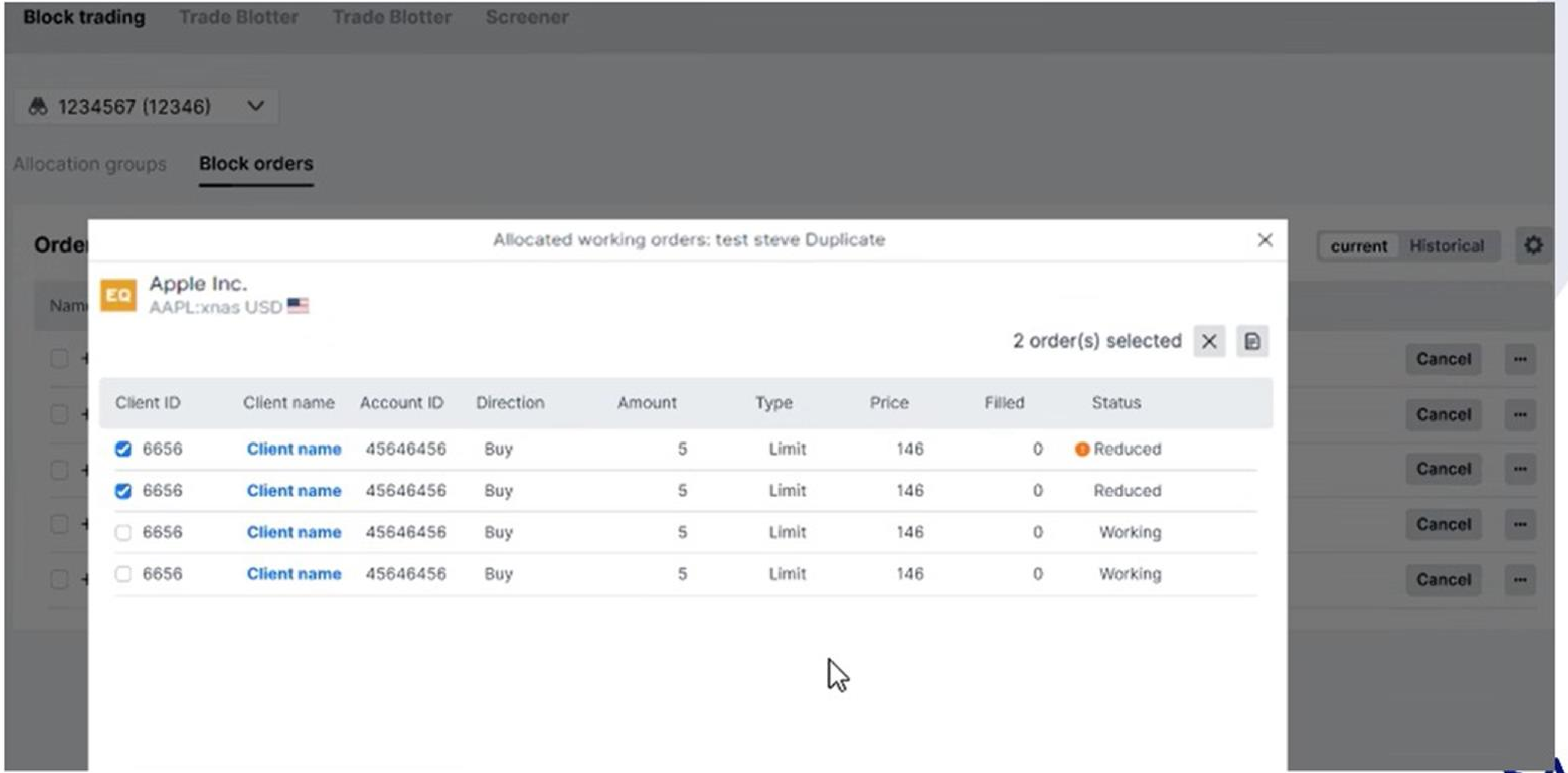
Reduced accounts



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Reporting improvements – repetition of city

Before

BinckBank N.V. / Barbara Strozzilaan 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 Strozzilaan 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**
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**
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**
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

After

Trade Details Report

Stock	
Instrument	Woolworths Group Ltd (ISIN: AU000000WOW2)
B/S	Bought

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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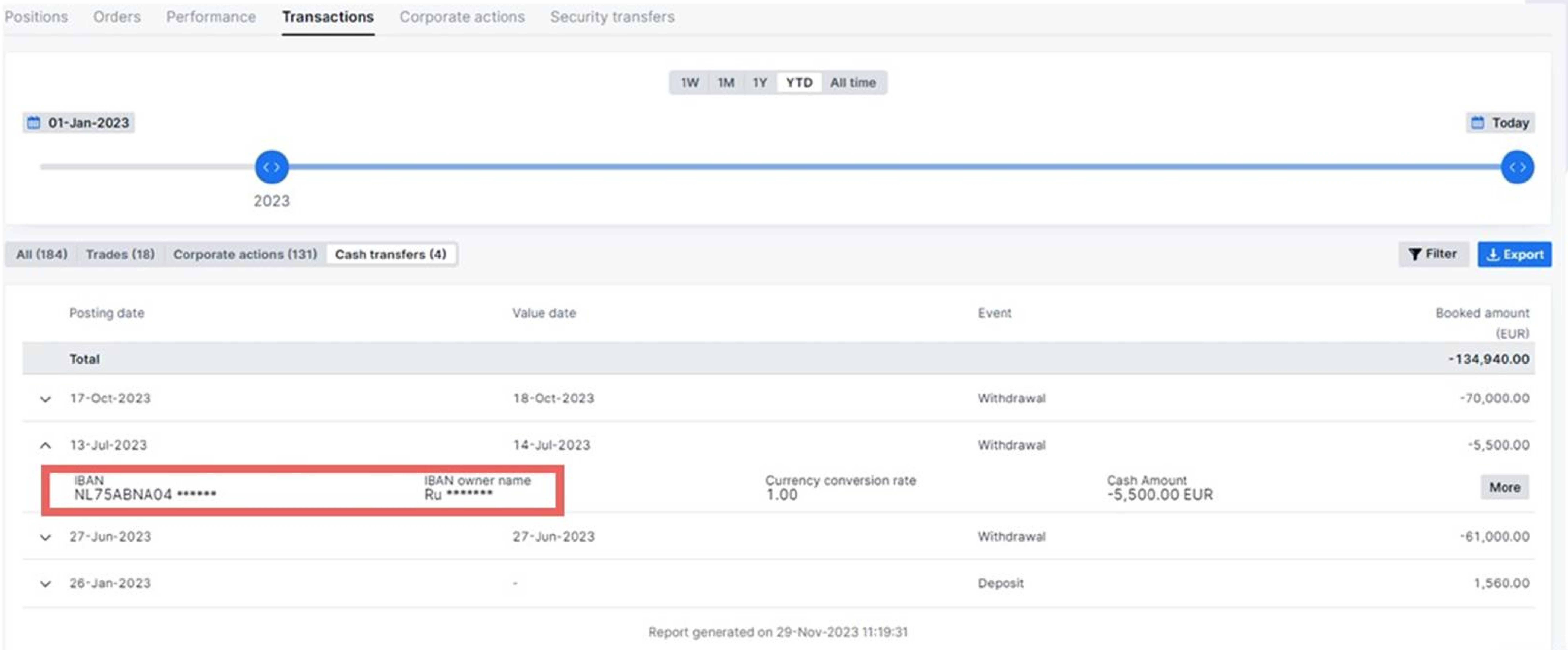
Reporting improvements – IBAN & IBAN owner name in transactions



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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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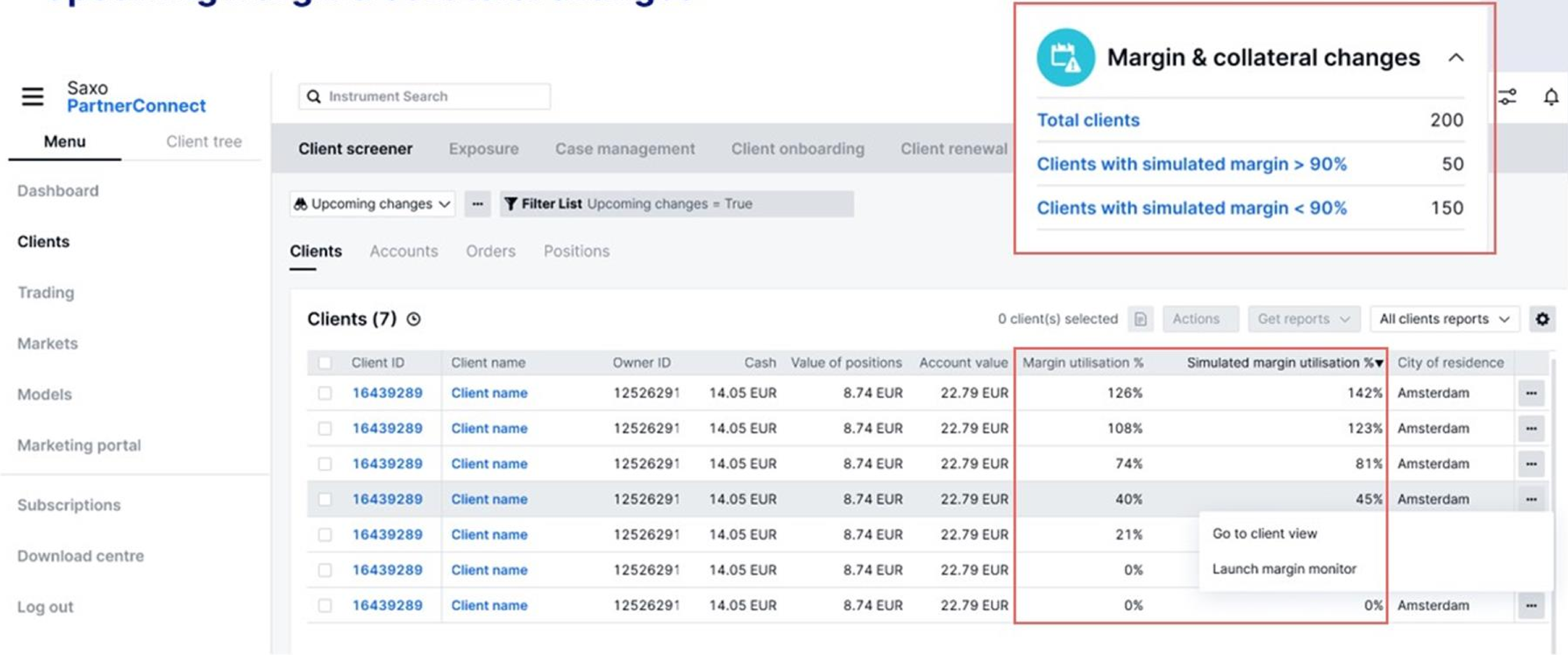
Upcoming margin & collateral changes



Client ID	Client name	Owner ID	Cash	Value of positions	Account value	Margin utilisation %	Simulated margin utilisation %	City of residence
16439289	Client name	12526291	14.05 EUR	8.74 EUR	22.79 EUR	126%	142%	Amsterdam
16439289	Client name	12526291	14.05 EUR	8.74 EUR	22.79 EUR	108%	123%	Amsterdam
16439289	Client name	12526291	14.05 EUR	8.74 EUR	22.79 EUR	74%	81%	Amsterdam
16439289	Client name	12526291	14.05 EUR	8.74 EUR	22.79 EUR	40%	45%	Amsterdam
16439289	Client name	12526291	14.05 EUR	8.74 EUR	22.79 EUR	21%		
16439289	Client name	12526291	14.05 EUR	8.74 EUR	22.79 EUR	0%		
16439289	Client name	12526291	14.05 EUR	8.74 EUR	22.79 EUR	0%	0%	Amsterdam

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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**.

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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

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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**

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