



Switched On

FinSwitch Monthly Newsletter



January 2014



Nick's Corner



Who ever said life was boring.

Hardly has 2013 been put behind us and wow what a year that was and 2014 is already galloping ahead, its back to school, back to work and January is done.

We are already being primed and in some instances we are seeing what 2014 has in store for us. It's all about **Big Data, Wearable Technology, Quantified Self** (managing your health - no I did not know this), **Connected Home, Connected Car, Curved TV and**

Phones, 3D printing etc. It's no wonder our kids look at us blankly when we remember our first Nokia or Motorola brick of a cell phone or the first TV test pattern and our first black and white TV.

FinSwitch is not looking at your fitness or launching a curved screen however we do also have some interesting functionality that we will be rolling out this year. Hopefully the new functionality will allow you to leverage information from your data for decision making, allow you to process and distribute more information, more efficiently to a wider audience of choice as well as allow you access via a simpler and cleaner application. This won't happen overnight, but has been planned and budgeted for in various releases during the course of the year. I really believe that as we roll out this functionality, it will generate more and more ideas from yourselves as to how we can improve our offering to you.

What we also know is that the New Year generally brings increased costs and annual adjustments. Some good news - not FinSwitch! This year the shareholders have decided to keep fees at the 2013 levels despite the considerable increase in investment in the platform.

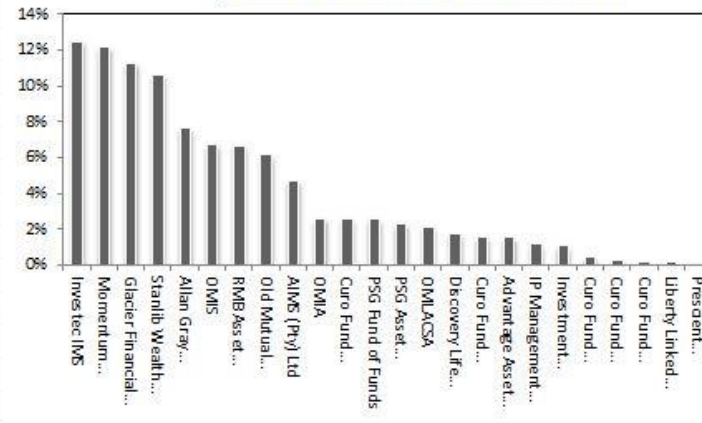
2014 also brings about some staffing changes at FinSwitch. Tasneem Gydien, who previously managed our Client Services desk, is our new Client Relationship Manager. Zayd Mohamed joins us in the Client Services position. I am sure you will join me in wishing them well in their new roles.

All the best for 2014 from the FinSwitch Team.

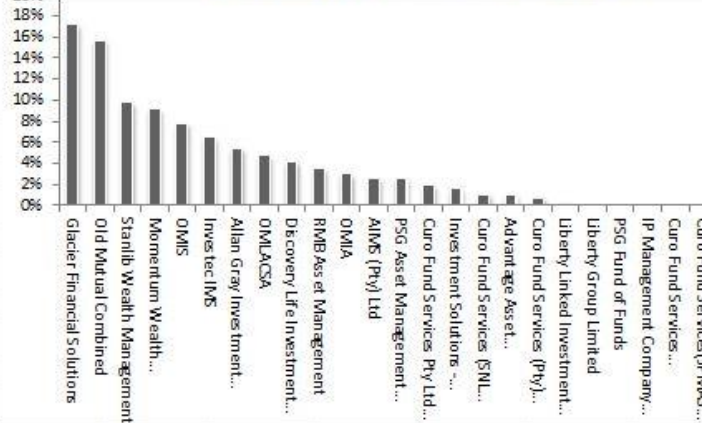
Best wishes!
Nick
Managing Director

Lisp Flows

Lisp flows by % total value (Jan-Dec13)



Lisp flows by % total volume (Jan-Dec13)



Client Services

FinSwitch is very happy to welcome Zayd Mohamed in the position of Client Services Representative. Zayd started on the 06 January 2014 and we have no doubt that his experience and enthusiasm will make him an asset to FinSwitch as well as to all of you.

News from the IT Desk

2013 has come and gone and the anticipation of a better and brighter 2014 we usher in. This year we hope to make significant inroads to the business plan we laid out last year. Our goal is to accomplish challenging industry reporting and streamline your operational processes through regular engagement via collaborative platforms.

Some old and some new that we have on the prospective list are...

Latest Browser Version

Internet Explorer 10

Once again we would like to bring your attention to update your browser to the latest version. We have identified that there is an incompatibility with the way the new browser processes web page content for Internet Explorer 11. We have previously communicated on how to overcome this obstacle, however please feel free to contact us should you not have received this communication. The cut-off date to upgrade or to replace your browser version is 1st March 2014.

New Release: March 2014

We have included some minimal wish list items this time around. However, the 5 most important industry needs we identified are sure to excite our users this quarter.

- Facility to upload Reg 28 Compliant Fund Certificates
- Online take-on registration of a new entity (company)
- Single login for 3rd Party Administrators
- Introduction of Dashboard items
- Facility to accommodate Reg. 28 reporting

Wish List Items

- Launch date for funds will be made a mandatory field
- Sorting facility for online documentation
- ISIN numbers will be added as an option to the customised price download
- Online facility to add and vote for Wish List requests.
- Drill-down automated price file delivery to fund level and fund type

Best wishes!

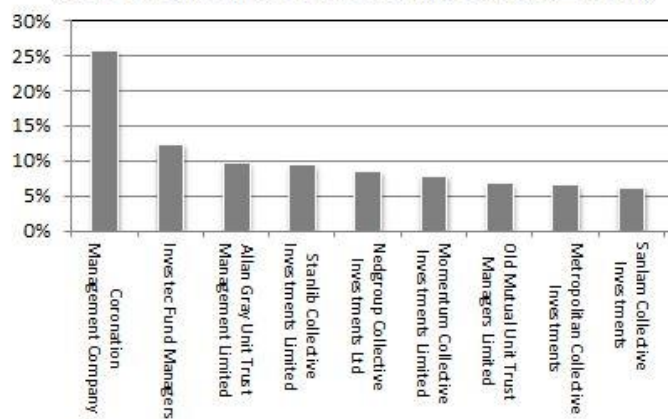
Ismail

Head of Development and Training

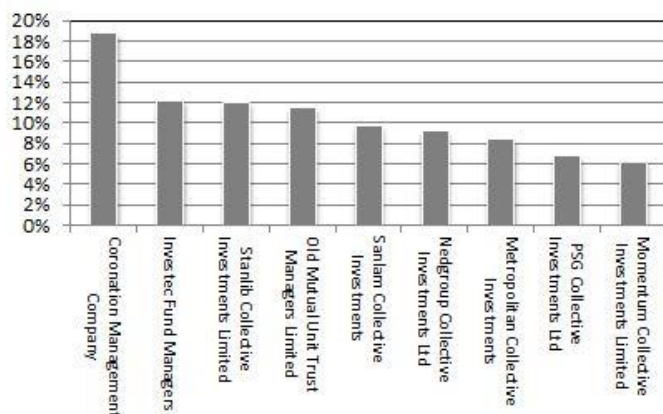


Upload Volumes

Top 10 ManCo flows as % of total R value (Jan - Dec 13)



Top 10 ManCo flows as a % total volume (Jan - Dec 13)



finswitch

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