

Document Dissemination Platform User Guide for Fund Houses

How to use FE fundinfo's Document Dissemination Platform as a Fund House administrator

Version 1.0.10

Revision date: 15 March 2021

document_dissemination_platform_user_guide_for_fund_houses_cs-r-en-010005-1.0.9



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1. Summary

FE fundinfo's Document Dissemination Platform is an automated fund document dissemination system used by Fund Houses to electronically distribute links to selected documents (Prospectus, KIIDs, reports, etc.) to Fund Distributors via email. It is typically used to deliver fund documents to smaller distributors who resell a limited number of funds. This user guide describes how Fund House administrators can set up automated dissemination of fund documents to their smaller distribution partners or clients via email. This allows distribution partners to automatically receive emails with links to the latest KIIDs and other fund documents within 24 hours after they are updated by the Fund House.

As long as a subscription is active, additional emails are sent when any of the subscribed fund documents are updated. The documents can be provided as a Fund House branded email containing links to FE fundinfo's database.

The email service for Fund House administrators requires an agreement with FE fundinfo and once activated may be configured directly on the web-based platform.

Note: To deliver documents to larger Fund Distributors, FE fundinfo's Document Dissemination service is recommended; it provides a **direct gateway feed** into a distributor's platform or applications. Refer to section 4 "Document Dissemination service" for a brief description.

2. Who can use FE fundinfo's Document Dissemination Platform?

Only **Fund Houses** can use the platform to automatically disseminate their fund documents to distributors/clients via email. This service requires an agreement between the Fund House and FE fundinfo.

This user guide describes how a Fund House can set up a subscription for their distributors/clients to receive their fund documents automatically via the email service.

Current Fund Houses participating in the Document Dissemination Platform include many of the largest Asset Management companies in the world: BlackRock, UBS Global Asset Management, State Street Global Investors, Fidelity, Allianz Global Investors, J.P. Morgan AM, PIMCO, and many more. Participating Fund Houses logos are displayed on the Document Dissemination Platform homepage.

3. How should you use the Document Dissemination Platform?

The first step to opening a fund house administrator account is to sign an agreement with FE fundinfo defining the service level agreement and the corresponding annual fee. This is usually based on two main factors:

- 1) The number of funds and sub-funds for which documents will be disseminated.
- 2) The number of countries to which documents will be disseminated.



The Document Dissemination service includes dissemination of the following document types:

Marketing Documents:

Document Types	Document type code	Country specific/additional comment		
Monthly report	MR			
ESG Factsheet	EMR	1		
Manager commentary	MC	all countries (with optional Constraint)		
Fund profile	FP			
Quarterly report	QR			
Dividend Table	DIV			
Sales Aid	AID	H () () H () 10 () ()		
Marketing Brochure	BRO	all countries (with optional Constraint) optional DisseminationRecipient coding		
Due Diligence Questionnaire	DDQ			
Other Marketing Material	ОТН	These documents are 'non-public'; reserved for clients subscribing to our Document Dissemination service		
Sales Presentation	SP	aubscribing to our bocument bissemination service		

Figure 1: Marketing documents disseminated

Legal Documents:

Document Types	Document type code	Country specific/additional comme	ent		
Semi-Annual Report	SAR				
Annual Report	AR				
Prospectus	PR	all countries			
Supplement Prospectus	SUP	all countries			
ESG Disclosure Report	EDR				
Additional Information for Investors	INF				
Key Investor Information Document	KID	according to UCITS directive			
PRIIP Key Information Document	PRP	according to PRIIP regulation	European countries only		
Terms of Contract	CON				
Annual Report Short	ARS	not mandatony since O1/2019			
Interim Report Short	IRS	not mandatory since Q1/2018	Great Britain		
Supplementary Information Document	SID				
Simplified Prospectus	SPR	Spain, Switzerland			
Product Highlights Sheet	PHS	Singapore			
Key Facts Statement	KFS	Hong Kong, China, Switzerland			
Trimestrial Financial Report	TRM	Hong Kong, Spain, China			
Regulations, Fund Reglement	REG	Spain			
Dealing Forms	DEA	all countries except Italy			
Subscription Form	SUB	- Italy Austria			
Supplement Subscription Form	SUS				
§ 21 Abs.1 AIFMG - Angaben	Al1				
Audit Report	AU	only for OeKB; currently not processed by FE fundinfo			
Investor Information Part 1	IP1	Taiwan			
Investor Information Part 2	IP2				
Product Disclosure Statement	PDS	Australia			
Product Disclosure Statement – Additional	PDA				
Target Market Determination	TMD				

Figure 2: Legal documents disseminated

Legal Message:

Legal Message (LM)



3.1 Setting up an Administrator User Account

Once an agreement with FE fundinfo is in place, please go to the platform homepage https://dissemination.fundinfo.com to create your user account.

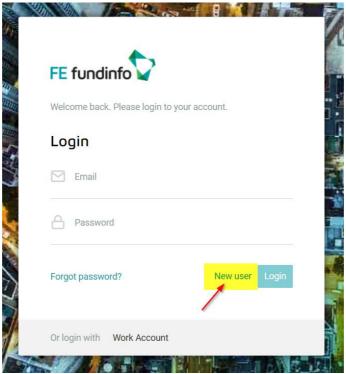


Figure 3:Document Dissemination Platform homepage

The first step is to register online through the "New User "option:

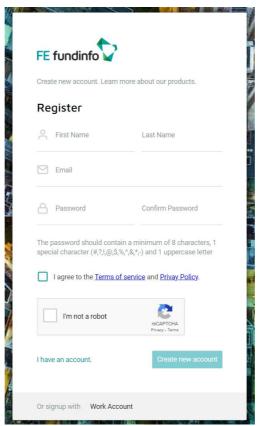


Figure 4: Account registration window



Fill in your account details according to the instructions, read and confirm that you agree with the Terms of Service and Privacy Policy, and click "Create new account". After a short processing period, you will see a confirmation screen:

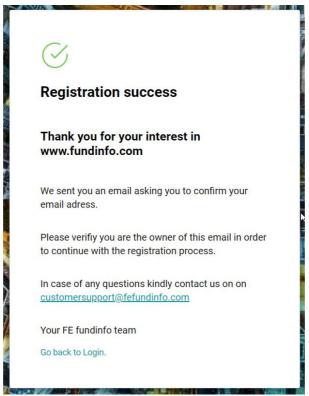


Figure 5: Account registration confirmation

An email address verification email will be sent to you from account@fefundinfo.com (check your spam folder if needed). Please click on "Confirm" to activate your access:

Dear Jennifer Lang

Thank you for your interest in the services.

Click on the link to verify the email address associated with your new user account.

If you did not register for any fundinfo service, please ignore this message.

Confirm

Your FE fundinfo team

Figure 6: Account registration email verification example



3.2 Asking for an environment (fund group) to be assigned

Once you click on "Confirm" in the email you received, please ensure you select "Document Dissemination" in the webpage which automatically opened, as below, and click on "Send access request".



Email Confirmed!

Thank you for confirming your email. You have now created your personal FE fundinfo account which forms the basis for access to a range of different services we offer. Please state the services you are interested in, and we will follow up with you shortly.

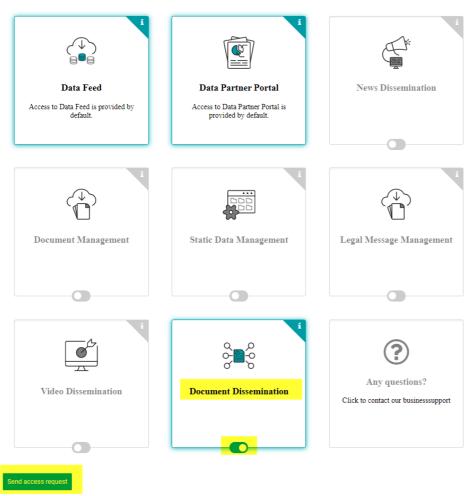


Figure 7: Example access rights request email

We will then receive the request internally to give you access to that product for your funds.



3.3 Administrator homepage

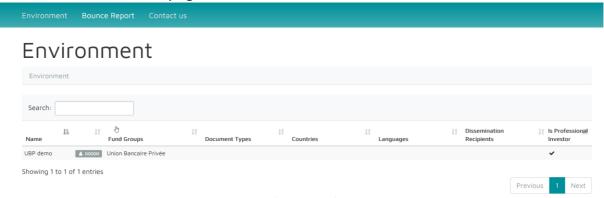


Figure 8: Administrator homepage

The administrator homepage user interface has two sections:

- 1) Environment: In the section you will find your fund group name to create subscriptions.
- 2) Bounce Report: If an email address does not exist anymore, it will be listed in this section.
- 3) **Contact us:** Email address and phone numbers of our different locations in case you need any assistance.

3.4 Overview: Configuring subscriptions for distributor partners

On https://dissemination.fundinfo.com, you can set up subscriptions for your distribution partners or clients via the "Environment" tab. They will then automatically receive emails with the latest selected fund documents (and thereafter only updated documents) within 24 hours.

Adding and managing subscriptions is performed in three steps:

- 1) Enter distribution partners or clients details.
- 2) Set up their subscriptions (select funds).
- 3) Manage distribution partners.

3.5 Adding distribution partners

To add a distribution partner, you need to have an environment assigned to your access. If you do not have one, please refer to section 3.2 "Asking for an environment (fund group) to be assigned".

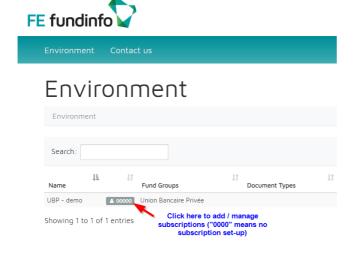
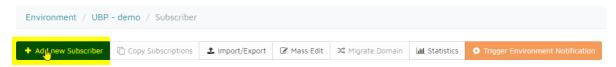


Figure 9: Add/manage distribution partners

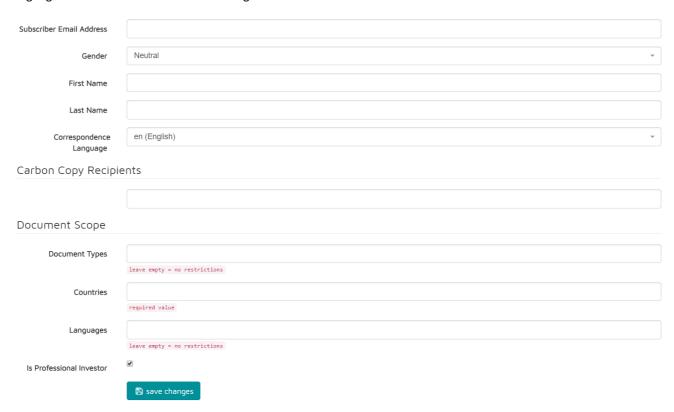


Manually:

Subscriber



Please enter the distributor or client's details, as well as the documents you want to send, for which country, language of the documents and "save changes".



(Carbon Copy Recipients -> email addresses which will be copied in the email sent to your contact. For instance, if you want to be copied in the emails sent once a document is added/updated, please include your email address under "Carbon Copy Recipients").

Importing a populated CSV template

Import/Export is the fastest way of adding multiple subscribers.

Please click on Import/Export:



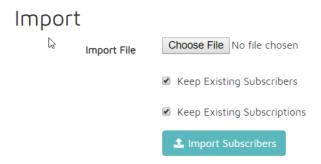
First, download the CSV template ("Export subscriber") and complete it with all your desired users and subscription information: The desired language(s), countries(s), document type(s) and desired Share Class (via ISIN number) subscriptions by entering in the values in the appropriate cell separated by commas. The ID cell should remain empty when you enter data on the document, as it will be populated automatically once the file is processed.



Export



Then, upload the template you have completed by clicking "Choose file" and "Import Subscribers":





3.6 Subscribing partners to funds

When setting up subscriptions manually, you can assign this to a specific fund/s, umbrella, or to select at the share class level.

Subscriber

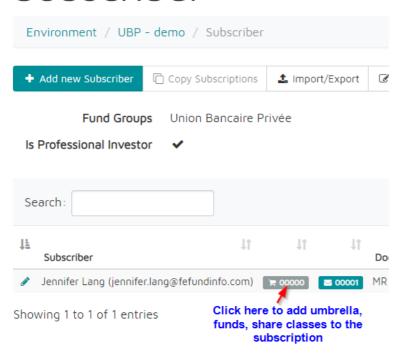


Figure 10: Subscribing partners to funds

Click on the "cart" symbol. If you see "0000", this means that no funds are currently linked to this subscription.

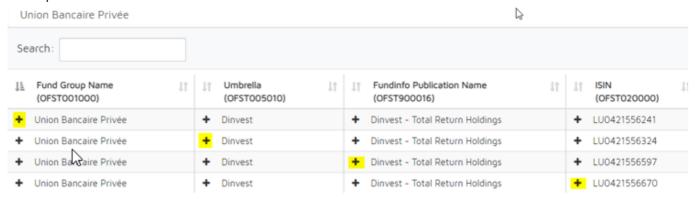


Figure 11: Select your fund group, umbrella, publication name or share class

Select your fund group, umbrella, FE fundinfo publication name, or share class by clicking on "+". You can also search for a specific ISIN code within the "Search" option and select the specific ISIN code.

Once you have completed your selection, it is automatically saved, and this is the reason why there is no "save" To go back we recommend that you to click on "Environment" or your fund group on the top of the page.

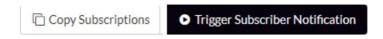
You can amend, anytime, the set-up of the subscription by clicking again on the "cart" symbol:





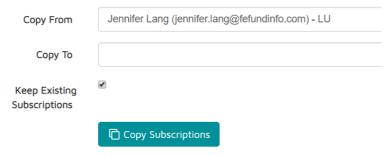
Figure 12: Amending a subscription

Options available on the Subscription page:



1/ Copy Subscriptions

In order to copy the same selection of funds to another distributor/client, please use the option "copy subscription":



2/ Trigger Subscriber Notification

If you click on this option, a new email will be sent to the subscriber within few minutes, with the new set-up (for instance, new funds added, new type of documents, ...)

3.7 Function "Mass Edit"

Through the function "Mass Edit" you can quickly amend the details of your subscriptions (document type, country, and language):



Once you have clicked on "Mass Edit", you will see three different tabs (DocumentType, Country and Language) through which you will be able to select or deselect your preferences:

Mass Edit



Figure 13: "Mass Edit" function



For your information, there is no "save" option as once you select or deselect a document type, country or language, your choice is automatically saved.

3.8 Amending a subscriber's domain

If one or more subscribers have an amendment on their domain's name, such as @fundinfo.com to @fundinfo.net, instead of manually changing all email addresses, you can select the "Migrate domain" tab and insert the new domain. The amendment will be made on all email addresses which were set-up with "@fundinfo.com":



Figure 14: Amending a subscriber's domain

3.9 General statistics about emails sent to subscribers

If you want to get access to statistics about the email sent to your subscribers, we recommend that select the "Statistics" option.



You will then be taken to the first page, which includes a graph with three different tabs:

- Notifications by Date: Number of emails sent per date.
- Documents by Date: Number of documents sent per date.
- Documents by Subscriber Email Address: Number of documents sent per subscriber.

3.10 Notification and detailed statistics per subscriber

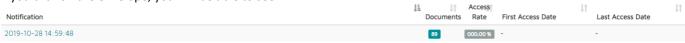
Through the Notification section you can be informed if the distributor/client is reviewing the email sent and if the documents have been opened or not.



The number next to the envelope is the number of emails sent. Here 1 email has been sent to the subscriber.



If you click on the envelope, you will be able to see:



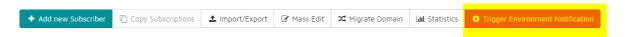
- Notification: The date and time of the email sent.
- Documents: The number of documents sent
 - o The first email will contain all the documents requested, after which only updated or new documents will be provided.
- Access Rate: How many documents have been opened through the link sent. If 100%, it means all docs have been opened.
- First access date: When the first click has been done on a document in the email sent.
- Last access date: When the last click has been done on a document in the email sent.

If you click on the notification date and time, you can see which funds and documents have been included in the email delivered to the subscriber., this will be useful in case there are any follow up queries.



3.11 Trigger Environment Notification

If you click on this option, a new email will be sent to all subscribers within a few minutes, with the new set-up (for instance new funds added, new type of documents, etc.)

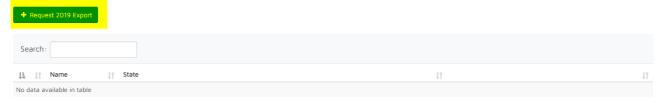


3.12 Compliance Tracking

FE fundinfo is pleased to announce you a new feature called Compliance Tracking, which replaces the one we could grant you on a CD.

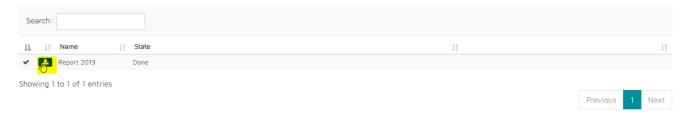


Now, you can run your own 2019 Compliance Tracking online through our Document Dissemination tool by clicking on "Request 2019 Export".





Once the file is processed, you can download it by clicking on the logo below (highlighted in yellow). You will get then the tracking of all the documents sent via this tool in 2019, in a csv file format.



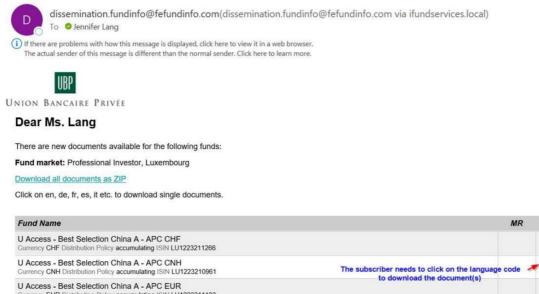


3.13 Emails sent to a distributor

An initial email with links to all subscribed documents will be sent within 24 hours. Individual documents (PDFs) can be downloaded by clicking on the corresponding language indicator (i.e. en, de, fr, es, it, etc.). Distributors will receive documents in the language(s) that has been specified in their subscription profile. All documents can be downloaded as a single ZIP file by clicking on the "Download all documents as ZIP" link near the top of the email.

After the initial email, following emails will be transmitted within 24 hours when any of the documents corresponding to any of the subscribed funds are added or changed.

Please find below an example of the email that will be generated (sent by dissemination@fefundinfo.com):



U Access - Best Selection China A - APC CHP
Currency CHP Distribution Policy accumulating ISIN LU1223211961

U Access - Best Selection China A - APC CHP
Currency CNH Distribution Policy accumulating ISIN LU1223210961

U Access - Best Selection China A - APC EUR
Currency EUR Distribution Policy accumulating ISIN LU1223211183

U Access - Best Selection China A - APC GBP
Currency GBP Distribution Policy accumulating ISIN LU1223211340

U Access - Best Selection China A - APC HKD
Currency HKD Distribution Policy accumulating ISIN LU1223211779

U Access - Best Selection China A - APC JPY
Currency JPY Distribution Policy accumulating ISIN LU1223211696

U Access - Best Selection China A - APC SGD
Currency JPY Distribution Policy accumulating ISIN LU1223211423

U Access - Best Selection China A - APC USD
Currency USD Distribution Policy accumulating ISIN LU1223211001

Figure 15: Example notification email

3.14 Email customisation

If desired, the emails can be customised with an introductory text, and/or a basic signature. Please contact CustomerSupport@fefundinfo.com if you would like to have this option implemented. Please also provide us with an email address to which we will redirect the "reply to" emails, to receive them directly.

3.15 Subsequent emails

As long as a subscription is active, the email recipients will continue to receive emails. Whenever any document belonging to any fund or share class that was subscribed to is updated or a new document is added, within 24 hours distributors will receive a similar email. It will display only the fund(s) where existing documents have been updated or new documents added.

KID PR



4. Document Dissemination service

For dissemination of documents to larger distributors, FE fundinfo's Document Dissemination service is recommended. With this service, Fund Houses can disseminate their Key Investor Information Documents (KIIDs), prospectuses, fact sheets and other fund documents quickly and efficiently via **direct interfaces** to their distribution partner's platforms and applications across Europe, Asia and globally. Compliance tracking monitors which distribution partners received which documents and when.

For more information about FE fundinfo's Document Feed service, please contact FE fundinfo.



5. Questions and Answers

1) How can I delete a subscriber?

Please click on the trash can on the very right and your subscriber will be deleted:



2) <u>During my absence, a colleague wants to amend a subscription, how can he/she handle it without my access?</u>

We recommend for a team to register with a group email address, so everyone within the team can get access to the subscribers list.

3) My contact is telling me that he did not receive the email for an updated specific document, how can I check?

Please refer to the section "3.10 Notification and detailed statistics per subscriber". You are able to see what has been sent to your contact, when, and if he clicked on the documents included in the email.

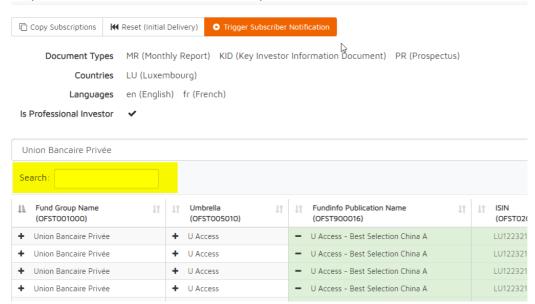
4) I want to add a specific ISIN code that I do not find in the list – why?

If you are missing an ISIN code in the list of ISINs, please ensure that:

- a) the ISIN is present/set-up well in FE fundinfo's database (we set-up ISINs ba7sed on the static data file, openfunds format)
- b) the ISIN has been registered for the country your subscriber is set-up for. For example, you want to send to your contact documents for Italy. In that case your ISIN should be set-up for Italy as well in your static data (Country Legal Registration-Italy "yes/res" + Country Marketing Distribution Italy "yes/res")

5) Can I find an ISIN via a search function instead of checking each page?

Yes, you can as the search function is on the top of the ISINs list:





6) How can I see if a subscriber I created decided to unsubscribe to the emails sent?

If you see your subscriber highlighted in blue and the name + email address strikethrough, it means that the subscriber asked to be unsubscribed, and is not receiving your documents by email anymore.

Se	arch:									
Į≟	Subscriber	Ţţ	ŢŢ	Ţţ	Document Types	Countries	↓↑ Languages	ls Professional Investor	Last Notified Date	↓ ↑
•	Jennifer Lang (jennifer.lang@fefundinfo.co	om)	₩ 00003	№ 00002	MR	СН		~	2021-03-15 16:59:53	â
	L	Subscriber	Subscriber 11	L Subscriber	Subscriber	<u> </u>	Subscriber Document Types Countries	Subscriber Document Types Countries Languages	Languages Investor	Languages Investor Last Notified Date

7) A subscriber unsubscribed, but would like now to receive the emails back

The user should click one more time on the "unsubscribe" option in one of the emails received and should unselect the mailing in question, and click on "Individual OptOut":

□ UBP demo - Jennifer Lang (jennifer.lang@fefundinfo.com) - CH

Signal OptOut



6. Contact

If you have any questions about using FE fundinfo's Document Dissemination Platform, please contact our support team.

<u>Customer Support Operation Hours</u>: The FE fundinfo Service Desk will be open Monday to Friday between the working hours of 01:30 – 17.00 GMT ("Support Service Hours"). Cases can be registered through customer portal, telephone, or email in accordance with the contact details set out under Support contacts.

Support Contacts:

Customer portal: www.fe-fundinfo.com/customerportal

Phone Support:

English Client Support (01:30 - 17:00 GMT) T: +44 1904211402
 French Client Support (08:00 - 17:00 GMT) T: +352 27863969
 German Client Support (08:00 - 17:00 GMT) T: +41 43 5087494

Email support: customersupport@fefundinfo.com



7. Revision History

Version	Date	Author	Description
1.00	04.03.2016	jan.giller@fefundinfo.com	Initial version
1.01	18.03.2016	carl.fenger@fefundinfo.com	Update
1.02	07.03.2017	carl.fenger@fefundinfo.com	Name change: paperboy ->
			Document Dissemination
			Platform
1.03	01.04.2019	Jennifer.lang@fefundinfo.com	Update corresponding to re-
			launch of fundinfo.com
1.04	22.08.2019	Jennifer.lang@fefundinfo.com	Updated features, Q&A section
1.05	28.10.2019	Robin.white@fefuninfo.com	Updated document branding
		Jennifer.lang@fefundinfo.com	
1.06	26.11.2019	Robin.white@fefundinfo.com	Amended email addresses and
			one screen image
1.07	22.02.2020	Jennifer.lang@fefundinfo.com	Added section for Compliance
			Tracking
1.08	07.07.2020	Robin.White@fefundinfo.com	Updated email address links
1.09	15.03.2021	Jennifer.lang@fefundinfo.com	Updated doc types, and other
			print screens
1.10	17.11.2021	Jennifer.lang@fefundinfo.com	Updated doc types, and contacts

8. Disclaimer

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