

MIDDLE OFFICE SERVICES

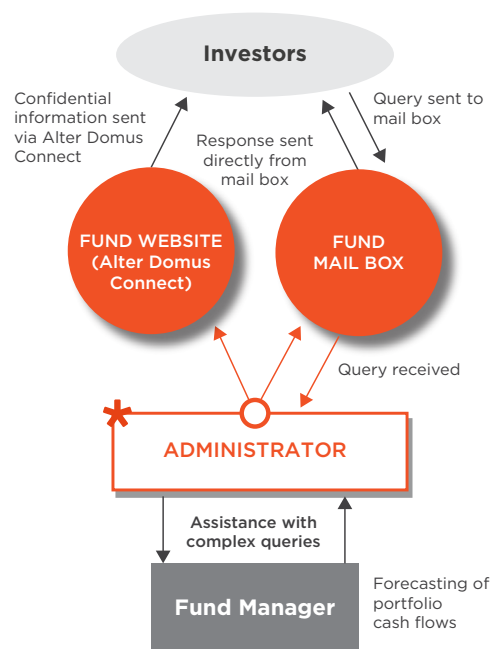
INVESTOR RELATIONS

We provide a comprehensive suite of Investor Services which are tailored to different asset classes

Alter Domus always applies a proactive and professional approach to managing the relationship with external Investors, ensuring expectations are met and investors feel valued.

Our tailored approach enables us to appoint dedicated client teams, who develop in depth knowledge of the client and investors' needs.

We therefore act as an interface between Investors and the Manager, directing queries to the appropriate client or administration team members to allow the Manager to focus on the investment transactions



SCOPE OF SERVICES

DISSEMINATION OF INVESTOR REPORTING AND COMMUNICATIONS

- Flexible approach to investor reporting and communications depending on requirements:
 - Automated upload of documents to Alter Domus Connect (the dedicated client portal) with email notification to investor contacts
 - Via tailored email with investor specific attachments
- System enabled controls ensure a four-eye review of all external communications with a final authorisation by a senior team member (manager or above)

INVESTOR QUERIES

- Monitoring and proactive management of a dedicated investor mailbox
- Client specific email addresses
- Queries allocated to appropriate

team to ensure a swift and accurate response (administration, accounts, client and external contacts)

- Management of investors expectations via regular updates for complex and ongoing queries
- System enabled controls ensure a four-eye review of all external communications with a final authorisation by a senior team member (manager or above)

INVESTOR STATIC DATA MANAGEMENT

- Investor static data maintained in our core system eFront, ensuring records are always accurate and up to date
- Standard/ bespoke reporting and monitoring of investor static data can be provided as and when required
- Investor data management controls based on appropriate anti fraud and anti money laundering policies
- Processing transfer of interests including liaising with advisors and transferring parties

PRODUCTION OF SPECIFIC REPORTING

- Customised standard reports to fit clients requirements
- Reports can be produced to ILPA standards
- Reporting for the investor for the calculation of ratios: return, IRR, DPI
- Specific client reporting can be built and generated through eFront reporting module - FrontReport
- Alternatively information can be pulled from eFront into FrontExcel for further formatting if required

CASH MANAGEMENT

- Monitoring of receipts and preparation of payments in relation to capital calls and distributions
 - Liaising with banks and investors to resolve any issues
 - Following up with investors for any over due capital calls
- Provision of regular capital call/ distribution reconciliations to client

WHY CHOOSE ALTER DOMUS ?

OUR DEDICATED TEAM

- Highly qualified professionals with strong expertise in providing Middle Office Services.
- Alter Domus' resource of 2,000 professional employees across multiple jurisdictions

Remain focused on your core business : You can rely on us

FLEXIBILITY AND CLIENT FOCUS

- Open, fast and easy communication through a single contact person
- Local services are performed in accordance with local working practices where the client's activity is carried out
- All tax, accounting and legal matters are managed by the same team

VERTICALLY INTEGRATED SOLUTIONS

- Global network of 40 offices and desks, on 5 continents
- End to end solutions: from outsourced fund administration to the management of local structures

Work with a provider who can support your business growth and global expansion

INDEPENDENCE

- Majority management owned
- As an independent service provider, our partners are selected based on their competency and added value to our clients

Avoid conflicts of interest : We only serve yours

ALTER DOMUS CONNECT

- Online publication of all corporate documents managed by Alter Domus
- Highly secure web access
- User-friendly interface, available 24/7
- Qualified scanning and indexing teams
- Dedicated IT team for system maintenance and software update

YOUR MIDDLE OFFICE CONTACT



EMMANUEL RAFFNER
Head of Private Equity & Infrastructure
Emmanuel.Raffner@alterDomus.com

Alter Domus is a fully integrated Fund and Corporate services provider, dedicated to international private equity & infrastructure houses, real estate firms, private debt managers, multinationals, capital markets issuers and private clients. Our vertically integrated approach offers tailor-made administration solutions across the entire value chain of investment structures, from fund level down to local Special Purpose Vehicles.

Founded in Luxembourg in 2003, Alter Domus has continually expanded its global service offer and today counts 40 offices and desks across five continents. This international network enables clients to benefit globally from the expertise of more than 2,000 experienced professionals active in fund administration, corporate secretarial, accounting, consolidation, tax and legal compliance, depositary services and debt administration services.

We are proud to serve 17 of the 20 largest private equity houses, 15 of the 20 largest real estate firms and 17 of the 20 largest private debt managers in the world.

www.alterDomus.com

*YOU FOCUS, WE ENABLE.

alterDomus*