



BOSTON FINANCIAL[®]
SETTLEMENT ADMINISTRATION
SOLUTIONS

Settlement Administration Solutions

Uncompromising Service, Superior Results

UNMATCHED EXPERIENCE AND INDUSTRY INSIGHT

At Boston Financial, we believe clients merit high-quality, cost effective solutions and strong results. When it comes to the class action settlement process, we offer dedicated expertise matched by a deep commitment to quality and client satisfaction.

Founded in 1973 as a joint venture between State Street Corporation and DST Systems, Boston Financial ranks as a top financial services firm. With expansive resources and expertise, customers benefit from both the institutional support and worldwide global reach of State Street and the industry-leading software and technology of DST.

What sets Boston Financial apart from other administrators is that we are a financial services firm with a decades-long history of providing superior customer service and secure data management. Our understanding of key objectives and processes, coupled with our technology and customer service background, results in an administration offering that surpasses clients' expectations.

COMMITMENT TO THE INDUSTRY

Our Settlement Administration Solutions group has been in the administration business for over 17 years. We are committed to continually innovating and improving by developing and adopting new technologies, standards, and tools to better serve clients' needs.

Annually, Boston Financial handles over 2 million calls, 3.5 million pieces of mail, 21 million images, and 11 million transactions, as well as managing the flow of billions of dollars. Our operating structure allows us to expand or contract as needed. This scalability provides consistency, reliability, and cost savings to our clients.

COMPLETE SUITE OF SERVICES

We offer a flexible component service model that can be customized to accommodate any settlement need, from the early planning stages through the final communication with all concerned parties. Our capabilities and services include:

- Pre-settlement Consultation
- Notice and Class Member Communication
- Administration Systems and Data Management
- Claims Processing
- Customer Care Center
- Web-based Solutions
- Distributions
- Tax Reporting

SUPERIOR RESULTS THROUGH EXPERIENCE

With our settlement administration and financial services background, we'll manage your claims process efficiently. Our methods span from traditional mail and voice channels, to sophisticated web-based and telephony solutions. This allows us to assist potential injured parties quickly and cost-effectively.

Broker-dealer/intermediaries are confident in our approach to data security and information processing — key components resulting in a strong working partnership. This comfort level supports greater data sharing, allowing Boston Financial to reach more potential class members.



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HIGH STANDARDS AND STRONG EXECUTION

Boston Financial matches industry best-practices with high standards of confidentiality, cost-efficiency, and execution. Since we also function as a mutual fund transfer agent, we're a regulated entity. Our daily operating environment is characterized by stringent controls and safeguards.

- **Best-Practices:** Bringing together our enterprise knowledge and industry-wide expertise, we collaborate with key constituents to develop and enhance our capabilities. From our associates, to our technology and design teams, to our internal legal and regulatory experts, to our clients, we gather a wide range of input on needs and deliverables.
- **Cost-efficiency:** As a market-leader, we continually invest in our technology, resulting in leading-edge solutions that challenge the status quo. We understand technology and automation are significant drivers of scalability, and we regularly enhance all of our platforms and monitoring tools to ensure we are at the forefront of settlement administration capabilities.
- **Confidentiality:** Across Boston Financial and DST (our co-parent and the largest provider of shareholder recordkeeping systems in the U.S.), we handle more than 70 percent of the shareholder data in the U.S. mutual fund industry. We have achieved this milestone by regularly ensuring the safeguarding of customer data and operating with the highest standards of care. Our systems and processing centers are state-of-the-art with fully redundant back-up and retention facilities.
- **Execution:** We believe in treating each settlement as if it is the only settlement. A dedicated project manager serving as a single point of contact works with all involved parties to establish a timeline, identify deliverables, review methodologies, and document the communication plan. As facilitators, we have a reputation for fostering a productive, neutral environment for all concerned parties. Critical benchmarks are identified and agreed upon at the outset, mitigating the time required to address concerns during the administration.

WHY BOSTON FINANCIAL?

Boston Financial is a settlement administrator with a proven record for providing complete third-party settlement administration services. By choosing Boston Financial, you can be assured you will receive uncompromising service, cutting-edge technology, and innovative solutions to best complement your settlement's unique needs.

To learn more about Boston Financial's Settlement Administration Solutions, please contact:

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