



# Fund Connect<sup>®</sup>

Global online portal for ETFs

## Fund Connect ETF – at a glance

### Market positioning

- **Fund Connect ETF** is GlobalLink's market-leading portal for primary market order management for ETFs
- **GlobalLink** is State Street's award winning<sup>1</sup> suite of electronic trading platforms which provide ETF primary market flow, cash management, foreign exchange (FX) order execution, post-trading matching and settlement, and transaction cost analysis (TCA) technology. GlobalLink has existing connectivity to 500 buy-side institutions, 200 sell-side institutions, and 300 custodians

### Proven track record

- Fund Connect ETF has been servicing clients globally since 2008
- Approximately ~100 Authorized Participants (APs), ~55 issuers, ~1200 funds including spot crypto and futures based products, and more than 50 end-to-end integrations
- Over 93,000 orders in 2023, US \$3.0T in notional volume<sup>2</sup>

### Our mission:



#### Eliminate manual processes & risk

Provide robust technology solution for creation and redemption order management in the digital economy.

- Elimination of manual order forms, email, phone, fax
- Standardization across product types with the ability to support unique workflows
- Global operating model



#### Drive increased order flow

Scale processes for order placement and acceptance to drive increased flow into issuers' funds.

- Electronic connectivity options for APIs order entry
- Electronic feeds for order approval
- Comprehensive reporting suite



#### Achieve efficiencies of scale

Adopt and implement industry leading technology and best practices.

- Team of subject matter experts with decades of ETF industry experience
- Nearly 55 issuer clients from which to learn
- All major APs, more than 100 total, actively using the portal



#### Simplify client experience

Maintain highest level of client service through onboarding, fund launches, and product enhancements.

- Dedicated team of onboarding and operational specialists
- Industry driven approach to product management

<sup>1</sup>Source – Euromoney FX Survey 2023

<sup>2</sup>Source – Fund Connect as of December 31, 2023

## State Street Global Markets – Fund Connect ETF

### Our solution

- Our solution is a full-service offering for ETFs, facilitating primary market ETF creations and redemptions, with the ability to white label
- The agnostic platform delivers seamless electronic connectivity to State Street and third party systems, from basket creation to confirm delivery and settlement
- This is an end to end solution with real-time operational and technological support, outsourced fund setup, user access, and AP onboarding



### Streamlined workflows

#### Scalable industry solutions

#### Electronic order flow automation

- Secured web based portal for online order entry
- APIs for straight through order processing
- Real-time order notifications for issuer & distributor approvals

#### Flexible models

- Order flow models allow for various workflow states (submitted, completed, voided)
- Customizable fund structure allows portal ability to support multiple fund structures including active and digital products



### Integration

#### Adaptable integrations

#### Proprietary solutions

- Business integration specialists supporting custom integration solutions using industry standard APIs

#### Reporting

- Direct downstream system integrations
- Reporting functionality adaptable to local regulatory reporting
- Complete audit trail of order activities



### Full service

#### Operational & technical support

#### Operational support model

- Local operations staff in regional hubs across the US, Europe, and APAC
- Facilitate fund setup, user access, AP onboarding, and field functionality inquiries

#### Technical support

- Technical help desk staffed 24/6 reachable via phone or email
- Assists with technical issues inclusive of login difficulty password reset
- Provides level one support of functional inquiries

## Why is it important?

- Reduce the number of platforms an AP needs to utilize to place creation and redemption orders
- Our technology enables issuers to manage orders more efficiently - ultimately driving more flow into funds
- Global & platform wide enhancements benefit the entire ETF ecosystem
- Exchange traded products continue to get more complex and require a robust technology solution to adapt to changing market dynamics including T+1 and T+0 settlement
- Allow APs to send order flow without needing to login allowing them to handle higher volumes



### Trusted partner

- Issuer and service provider agnostic
- 20+ years of multi-asset class electronic trading experience
- Well capitalized with continued technology investment
- Proactive, high touch service model allows customers to focus on their core competencies
- Customer-driven approach to product development and strategy



### Foundation for innovation

- Empower our clients, and those they serve, to transition and thrive in the digital economy. Enables the portal to adapt to the changing needs of clients
- Market pioneers, in-house technologists, decades of industry experience
- Supportive of complex product suites including active, semi-transparent, futures based, spot crypto, tokenized, etc.
- Platform-wide enhancements



### End-to-end solution

- Open, interoperable platform facilitates seamless integration
- Enable digital asset infrastructure as a trusted provider of front to back solutions in an open fully transparent and highly secure environment
- Expansive industry connectivity and unbiased OMS/EMS integrations-FIX, MQ, SFTP
- Standardization across product types with the flexibility to support unique workflows

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