



## Worldwide Corporate Actions

[www.exchange-data.com](http://www.exchange-data.com)

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## Introduction to WCA

The **Worldwide Corporate Actions** service is a cost-effective solution that helps customers manage corporate action information. Since its launch in April 2002, EDI has constantly developed this service to meet clients ever changing needs. In the first half of 2008, Exchange Data International concentrated on strengthening its corporate actions service by widening their security coverage to structured products and covered warrants.

This service covers over 100 countries. Announcements are directly sourced from exchanges and other sources globally, making a total of 400 sources on a daily basis. Our database is updated three times a day to ensure that customers receive timely information in respect of each geographic region. Asia/Pacific, Europe/Middle East and Americas are uploaded according to the different time zones.

The **Worldwide Corporate Actions** service is programmed in the ISO 15022 message standard. And as a result, announcements are available in MT564 and 568 formats, and firms can easily populate mainframe systems and in-house security portfolios.

This Service is available either via a web-interface or a FTP connection.

The web-based application offers:

- Key search facilities
- Key data calendar
- Event announcements
- Portfolio import facility
- Download capabilities.

Subscribers of the web service also receive daily emails of new announcements for stocks in their portfolio and their selection of events.

## Event Coverage

The current WCA 620 feed comprehensively covers all corporate actions events affecting global securities but can easily be customized to client's requirements in terms of geographical coverage or event types.

Our service focuses on crucial events which can be divided into four main categories:

- Static data change events
- Capital change events
- Securities Exchange events
- General events

Each event covered by this service includes the following fields enabling an easy identification of the security affected by the event and the type of the event:

- |                            |                             |
|----------------------------|-----------------------------|
| - Event type               | - Currency                  |
| - Creation Date            | - ISIN, US Code, Local Code |
| - Change Date              | - Primary Exchange          |
| - Issuer Name              | - Exchange & Country        |
| - Country of Incorporation | -Country of Registration    |
| - Instrument Type          | - Listing Status            |
| - Security Description     | - Listing Date              |
| - Par Value                |                             |

As mentioned before the WCA services provided detailed information on crucial corporate actions events affecting securities worldwide.

Below is the list of the events currently covered by category and their specific fields.

### **General Events**

- **Announcement:** Notification Date; Related Event ; Related Event ID; Notes

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- **Arrangement:** Record Date; Ex Date; Pay Date; Record Date ID & Notes; Registration Date; Priority; Notes
- **Call:** Record Date; Call Number; Currency; Due Date; Amount apportioned to Face Value; Amount Apportioned to Share Premium Account; Record Date ID & Notes; Registration Date; Priority; Notes
- **Company Meeting:** AGM Date; AGM Time; Meeting Type; Financial Year End Date; Address
- **Lawsuits/Class Actions:** Effective Date; Notes
- **Listing Status Change:** Notification Date; Effective Date; Related Event; Related Event ID; Reason

### **Static Data Change Events**

- **Financial Year Change:** Previous & New Financial Year Start Date; Previous & New Financial Year End Date
- **Incorporation Change:** Effective Incorporation Change Date; Previous & New Country Code; Related Event; Related Event ID
- **International Code Change:** Effective Date; Previous & New Code (ISIN, US...); Related Event; Related Event ID
- **Issuer Name Change:** Effective Name Change Date; Previous & New Name; Related Event; Related Event ID; Legal Name; Notes
- **Local Code Change:** Effective Date; Previous & New Code; Related Event; Related Event ID
- **Lot Change:** Effective Date; Previous & New Lot Size; Previous & New Lot Minimum Trading Quantity
- **Security Description:** Date of Change; Related Event; Related Event ID; Previous & New Description; Notes
- **SEDOL Change:** Effective Date; Previous & New SEDOL; Related Event; Related Event ID; Previous & New Country; Previous & New Regulation Country; Notes

### **Capital Change Events**

- **Assimilation:** Assimilation Date; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL
- **Bankruptcy:** Notification Date; Filing Date; Notes

- **Bonus / Capitalisation:** Record Date; Ex Date; Pay Date; Previous & New Ratio; Fractions; Offered Security Type; Resultant Security ID; Resultant ISIN, SEDOL ; Lapsed Premium; Record Date ID & Notes; Registration Date; Priority; Notes
- **Bonus Rights:** Record Date; Ex Date; Pay Date; Previous & New Ratio; Fractions; Currency; Issue Price; Subscription Starting & Ending Date; Split Date; Trade Starting & Ending Date; Offered Security Type; Resultant Security ID; Resultant ISIN, SEDOL...; Trading Security ID; Trading Security ISIN, SEDOL; Over Subscription; Record Date ID & Notes; Registration Date; Priority; Notes
- **Buy Back / Repurchase Offer:** Record Date; Option ID; Serial ID; Type of Payment; Currency; Price Range; Qualifying Quantity Range; Buy Back Pay Date; Quantity Range; Tender Strike Price ; Tender Strike Step; Buy Back Starting & Ending Date; Acceptance Quantity Range; Total Percentage of Shares Outstanding range; Record Date ID & Notes; Registration Date; Priority; Notes
- **Capital Reduction:** Record Date; Fractions; Effective Date; Previous & New Par Value; Previous & New Ratio; Pay Date; New Code (ISN, US...); New Code Effective Date; Record Date ID & Notes; Registration Date; Priority; Notes
- **Consolidation / Reverse Stock Split:** Record Date; Ex Date; Pay Date; Currency; Previous & New Par Value; Previous & New Ratio; Fractions; New Code (ISN, US...); New Code Effective Date; Record Date ID & Notes; Registration Date; Priority; Notes
- **Conversion Terms:** Currency; Conversion Price; From/To Date; Previous & New Ratio; Mandatory & Optional Flag; Part or Final Flag; Fractions; Foreign Exchange Rate; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL ; Notes
- **Conversion Terms Change:** Effective Date; Previous & New Resultant Ratio; Previous & New Security Ratio; Previous & New Currency; Previous & New Conversion Price; Previous & New From/To Date; Previous & New Foreign Exchange Rate; Previous & New Resultant Security Type; Previous & New Resultant Security ID; Previous & New Resultant ISIN, SEDOL; Related Event ; Related Event ID; Conversion ID; Notes
- **Currency Redenomination:** Effective Date; Previous & New Currency; Previous & New Par Value; Related Event ; Related Event ID; Notes
- **Distribution / Distribution in Specie:** Record Date; Ex Date; Pay Date; Option ID; Serial ID; Type of Payment; Previous & New Ratio; Fractions; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL ; Record Date ID & Notes; Registration Date; Priority; Notes
- **Divestment:** Record Date; Ex Date; Pay Date; Previous & New Ratio; Fractions; Currency; Subscription Starting & Ending Date; Price Range; Tender Strike Price; Tender Strike Step; Qualifying Quantity Range; Acceptance Quantity Range; Resultant

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Security Type; Resultant Security ID; Resultant ISIN, SEDOL ; Trading Security ID; Trading Security ISIN; Record Date ID & Notes; Registration Date; Priority; Notes

▪ **Dividend:** Record Date; Ex Date; Pay Dates; Financial Year End Date; Period End Date; Frequency; Marker; Nil Dividend; Option ID; Dividend Type; Currency; Percentage; Gross & Net Dividend; Cancelled Flag; Tax Rate; Previous & New Ratio; Fractions; Depository Fees; Coupon; Rate; Election Date Flag; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL...; Record Date ID & Notes; Registration Date; Priority; Notes

▪ **Dividend Reinvestment Plan:** Record Date; Ex Date; Pay Dates; Period; Country of DRIP; DRIP Last Date; DRIP Price; Crest Date; Record Date ID & Notes; Registration Date; Priority; Notes

▪ **Franking:** Record Date; Ex Date; Pay Dates; Period; Country (Franking Rules); Franking Type; Franked & Unfranked Amount; Record Date ID & Notes; Registration Date; Priority; Notes

▪ **Entitlement / Open Offer:** Record Date; Ex Date; Pay Date; Previous & New Ratio; Currency; Entitlement Issue Price; Subscription Starting & Ending Date; Over Subscription; Offered Security Type; Resultant Security ID; Resultant ISIN, SEDOL...; Record Date ID & Notes; Registration Date; Priority; Notes

▪ **Liquidation:** Option ID; Serial ID; Type of Payment; Liquidation Date; Currency; Liquidation Price; Record Date; Liquidator; Address; Telephone; Fax; Email; Liquidation Terms

▪ **Par Value Redenomination:** Effective Date; Currency; Previous & New Par Value; Related Event ; Related Event ID; Notes

▪ **Redemption Terms:** Currency; Redemption Price; Redemption Date; Mandatory & Optional Flag; Part or Final Flag; Redeemed Amount; Redemption Type; Redemption Increment; Redemption Value; Redemption Premium; Redemption Percentage; Redemption Default; Pool Factor; Notes

▪ **Return of Capital:** Record Date; Effective Date; Currency; Cash Back per Share; Pay Date; Record Date ID & Notes; Registration Date; Priority; Notes

▪ **Rights:** Record Date; Effective Date; Pay Date; Previous & New Ratio; Fractions; Currency; Issue Price; Subscription Starting & Ending Date; Split Date; Trade Starting & Ending Date; Offered Security Type; Resultant Security ID; Resultant ISIN, SEDOL...; Trading Security ID; Trading Security ISIN; Lapsed Premium; Over Subscription; Record Date ID & Notes; Registration Date; Priority; Notes

▪ **Sub Division / Stock Split:** Record Date; Ex Date; Pay Date; Previous & New Currency; Previous & New Par Value; Previous & New Ratio; New Code (ISN, US...);

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New Code Effective Date; Fractions; Record Date ID & Notes; Registration Date; Priority; Notes

### **Securities Exchange Events**

- **Certificate Exchange:** Starting Date; Ending Date; Related Event; Related Event ID; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL...
- **Demerger / Spin Off:** Record Date; Ex Date; Pay Date; Option ID; Serial ID; Previous & New Ratio; Fractions; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL ; Effective Date; Record Date ID & Notes; Registration Date; Priority; Notes
- **Merger:** Record Date; Ex Date; Pay Date; Option ID; Serial ID; Previous & New Ratio; Fractions; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL; Currency; Minimum Price; Effective Date; Appointed Date; Merger Status; Record Date ID & Notes; Registration Date; Priority; Companies; Approval Status; Merger Terms
- **New Listing:** Includes all the reference fields common to all events (see above)
- **Preferential Offer:** Record Date; Ex Date; Pay Date; Currency; Price Range; Offeree Name; Previous & New Ratio; Fractions; Subscription Starting & Ending Date; Tender Strike Price; Tender Strike Step; Quantity range; Qualifying Quantity Range; Acceptance Quantity Range; Offered Security Type; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL; Record Date ID & Notes; Registration Date; Priority; Notes
- **Purchase Offer:** Record Date; Ex Date; Pay Date; Currency; Negotiated Price; Offer Opening & Closing Date; Quantity range; Tender Strike Price; Tender Strike Step; Total Percentage of Shares Outstanding range; Price Range; Qualifying Quantity Range; Acceptance Quantity Range; Sealed Bid Flag; Record Date ID & Notes; Registration Date; Priority; Notes
- **Security Reclassification:** Effective Date; Related Event; Related Event ID; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL ; Previous & New Ratio; Notes
- **Security Swap:** Record Date; Ex Date; Pay Date; Previous & New Ratio; Fractions; Resultant Security Type; Resultant Security ID; Resultant ISIN, SEDOL; Record Date ID & Notes; Registration Date; Priority; Notes
- **Takeover / Amalgamation:** Record Date; Option ID; Serial ID; Payment Type; Fractions; Previous & New Ratio; Quantity range; Qualifying Quantity Range; Takeover Pay Date; Currency; Price Range; Tender Strike Price; Tender Strike Step; Resultant Security ID; Resultant Security Type; Resultant Identifier Code; Hostile Flag; Takeover Status; Offeror Name; Open & Close Dates; Offeror's Pre-offer Quantity & Percentage; Target Quantity & Percentage; Unconditional Date; Compulsory Acquire Balance Date; Acceptance Quantity Range; Mini Takeover Flag; Record Date ID & Notes; Registration Date; Priority; Notes

## Exchange Coverage

Included below is the Exchange coverage by country as per April 2010.

### Europe

Country	Code	Exchange	MIC
Austria	AT	Wienerboerse A.G	XWBO
Belgium	BE	NYSE Euronext Brussels	XBRU
Bulgaria	BG	Bulgarian Stock Exchange	XBUL
Croatia	HR	Zagreb Stock Exchange	XZAG
Cyprus	CY	Cyprus Stock Exchange	XCYS
Czech Republic	CZ	Prague Stock Exchange	XPRA
Denmark	DK	OMX Nordic Exchange Copenhagen	XCSE
Estonia	EE	Tallinn Stock Exchange	XTAL
Finland	FI	OMX Nordic Exchange Helsinki	XHEL
France	FR	NYSE Euronext Paris	XPAR
Germany	DE	Boerse Berlin	XBER
Germany	DE	Boerse Duesseldorf	XDUS
Germany	DE	Boerse Muenchen	XMUN
Germany	DE	Boerse Stuttgart	XSTU
Germany	DE	Deutsche Boerse A.G	XFRA
Germany	DE	Hanseatische Wertpapierboerse Hamburg	XHAM
Germany	DE	Niedersaechsische Boerse Zu Hannover	XHAN
Germany	DE	XETRA - Regulierter Market	XETA
Greece	GR	Athens Stock Exchange	XATH
Guernsey, C.I	GG	Channel Islands Stock Exchange	XCIE
Hungary	HU	Budapest Stock Exchange	XBUD
Iceland	IS	Nasdaq OMXIceland	XICE
Ireland	IE	Irish Stock Exchange - Main Securities Market	XDUB
Italy	IT	Borsa Italiana SPA	XMIL
Latvia	LV	NASDAQ OMX Riga	XRIS
Lithuania	LT	NASDAQ OMX Vilnius	XLIT
Luxembourg	LU	Luxembourg Stock Exchange	XLUX
Macedonia	MK	Macedonian Stock Exchange	XMAE
Malta	MT	Malta Stock Exchange	XMAL
Moldova	MD	Moldova Stock Exchange	XMOL
Norway	NO	Oslo Bors	XOSL
Poland	PL	Bondspot S.A.	CETO
Poland	PL	Warsaw Stock Exchange	XWAR
Portugal	PT	NYSE Euronext Lisbon	XLIS
Romania	RO	Spot Regulated Market - BVB	XBSE
Russia	RU	Moscow Interbank Currency Exchange	XMIC
Russia	RU	Moscow Stock Exchange	XMOS
Russia	RU	Russian Trading System Stock Exchange	RTSX
Russia	RU	Saint Petersburg Exchange	XPET
Serbia	RS	Belgrade Stock Exchange	XBEL
Slovakia	SK	Bratislava Stock Exchange	XBRA
Slovenia	SI	Ljubljana Stock Exchange	XLJU

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Country	Code	Exchange	MIC
Spain	ES	Barcelona Stock Exchange	XBAR
Spain	ES	Bolsa de Madrid	XMAD
Spain	ES	Bolsa de Valencia	XVAL
Spain	ES	Bolsa de Valores de Bilbao	XBIL
Spain	ES	Mercado Continuo Espagnol	XMCE
Sweden	SE	Nordic Growth Market	XNGM
Sweden	SE	OMX Nordic Exchange Stockholm	XSTO
Switzerland	CH	Swiss Exchange	XSWX
The Netherlands	NL	NYSE Euronext Amsterdam	XAMS
Turkey	TR	Istanbul Stock Exchange	XIST
Ukraine	UA	First Securities Trading System - Ukrainian OTC	PFTS
Ukraine	UA	Ukrainian Stock Exchange	XUAX
United Kingdom	GB	Alternative Investment Market (AIM)	AIMX*
United Kingdom	GB	London Stock Exchange	XLON
United Kingdom	GB	Plus Market	XPLU

## Africa

Country	Code	Exchange	MIC
Algeria	DZ	Algiers Stock Exchange	XALG
Botswana	BW	Botswana Stock Exchange	XBOT
Cameroun	CM	Douala Stock Exchange	XDSX
Cape Verde	CV	Cape Verde Stock Exchange	XBVC
Egypt	EG	Egyptian Exchange	XCAI
Ghana	GH	Ghana Stock Exchange	XGHA
Ivory Coast	CI	Bourse Regionale des Valeurs Mobilieres	XBRV
Kenya	KE	Nairobi Stock Exchange	XNAI
Libya	LY	Libyan Stock Market	XLSM
Malawi	MW	Malawi Stock Exchange	XMSW
Mauritius	MU	Stock Exchange of Mauritius	XMAU
Morocco	MA	Casablanca Stock Exchange	XCAS
Namibia	NA	Namibian Stock Exchange	XNAM
Nigeria	NG	Nigerian Stock Exchange	XNSA
South Africa	ZA	JSE Securities Exchange	XJSE
Swaziland	SZ	Swaziland Stock Exchange	XSWA
Tanzania	TZ	Dar es Salaam Stock Exchange	XDAR
Tunisia	TN	Bourse de Tunis	XTUN
Uganda	UG	Uganda Securities Exchange	XUGA
Zambia	ZM	Lusaka Stock Exchange	XLUS
Zimbabwe	ZW	Zimbabwe Stock Exchange	XZIM

## Oceania

Country	Code	Exchange	MIC
Australia	AU	Australian Securities Exchange	XASX
New Zealand	NZ	New Zealand Exchange	XNZE

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### Middle East

Country	Code	Exchange	MIC
Bahrain	BH	Bahrain Stock Exchange	XBAH
Iran	IR	Tehran Stock Exchange	XTEH
Israel	IL	Tel Aviv Stock Exchange	XTAE
Jordan	JO	Amman Stock Exchange	XAMM
Kuwait	KW	Kuwait Stock Exchange	XKUW
Lebanon	LB	Beirut Stock Exchange	XBEY
Oman	OM	Muscat Securities Market	XMUS
Palestine	PS	Palestine Securities Exchange	XPAE
Qatar	QA	Qatar Exchange	DSMD
Saudi Arabia	SA	Saudi Stock Exchange	XSAU
Syria	SY	Damascus Securities Exchange	XDSE
United Arab Emirates	AE	Abu Dhabi Securities Market	XADS
United Arab Emirates	AE	Dubai Financial Market	XDFM
United Arab Emirates	AE	Nasdaq Dubai	DIFX

### Asia

Country	Code	Exchange	MIC
Bangladesh	BD	Chittagong Stock Exchange Ltd	XCHG
Bangladesh	BD	Dhaka Stock Exchange	XDHA
China	CN	Shanghai Stock Exchange	XSHG
China	CN	Shenzhen Stock Exchange	XSHE
Hong Kong	HK	Stock Exchange of Hong Kong	XHKG
India	IN	Mumbai Stock Exchange	XBOM
India	IN	National Stock Exchange of India	XNSE
Indonesia	ID	Indonesia Stock Exchange	XIDX
Japan	JP	JASDAQ Securities Exchange	XJAS
Japan	JP	Nagoya Stock Exchange	XNGO
Japan	JP	Osaka Securities Exchange	XOSE
Japan	JP	Tokyo Stock Exchange	XTKS
Kazakhstan	KZ	Kazakhstan Stock Exchange	XKAZ
Korea (South)	KR	Korea Exchange (KOSDAQ)	XKOS
Korea (South)	KR	Korea Exchange (Stock Market)	XKRX
Kyrgyzstan	KG	Kyrgyz Stock Exchange	XKSE
Malaysia	MY	Bursa Malaysia	XKLS
Mongolia	MN	Mongolian Stock Exchange	XULA
Nepal	NP	Nepal Stock Exchange	XNEP
Pakistan	PK	Karachi Stock Exchange	XKAR
Pakistan	PK	Lahore Stock Exchange	XLAH
Philippines	PH	Philippines Stock Exchange	XPHS
Singapore	SG	Singapore Exchange	XSES
Sri Lanka	LK	Colombo Stock Exchange	XCOL
Taiwan	TW	GreTai Securities Market (OTC)	ROCO
Taiwan	TW	Taiwan Stock Exchange	XTAI
Thailand	TH	Stock Exchange of Thailand	XBKK
Vietnam	VN	Hanoi Stock Exchange	HSTC
Vietnam	VN	Vietnam Stock Exchange	XSTC

## Worldwide Corporate Actions

### North America

Country	Code	Exchange	MIC
Canada	CA	Canadian National Stock Exchange	XCNQ
Canada	CA	The Montreal Stock Exchange	XMOD
Canada	CA	Toronto Stock Exchange	XTSE
Canada	CA	TSX Venture Exchange	XTSX
Mexico	MX	Bolsa Mexicana de Valores (Mexican Stock Exchange)	XMEX
United States of America	US	Chicago Stock Exchange	XCHI
United States of America	US	NASDAQ	XNAS
United States of America	US	Nasdaq OMX BX	XBOS
United States of America	US	NASDAQ/NMS (Global Market)	XNMS
United States of America	US	National Stock Exchange	XCIS
United States of America	US	New York Stock Exchange	XNYS
United States of America	US	NYSE Alternext	XASE
United States of America	US	NYSE ARCA	ARCX
United States of America	US	OTC Bulletin Board	XOTC
United States of America	US	Other OTC	NULL
United States of America	US	Portal	XPOR

### Central America & the Caribbean

Country	Code	Exchange	MIC
Bahamas	BS	Bahamas International Securities Exchange	XBAA
Barbados	BB	Barbados Stock Exchange	XBAB
Bermuda	BM	Bermuda Stock Exchange	XBDA
Cayman Islands	KY	Cayman Islands Stock Exchange	XCAY
Costa Rica	CR	Bolsa Nacional de Valores	XBNV
El Salvador	SV	El Salvador Stock Exchange	XSVA
Guatemala	GT	Bolsa de Valores Nacional S.A	XGTG
Jamaica	JM	Jamaica Stock Exchange	XJAM
Panama	PA	Bolsa de Valores de Panama	XPTY
Trinidad & Tobago	TT	Trinidad & Tobago Stock Exchange	XTRN

### South America

Country	Code	Exchange	MIC
Argentina	AR	Buenos Aires Stock Exchange	XBUE
Bolivia	BO	Bolsa Boliviana de Valores S.A	XBOL
Brazil	BR	BM&FBOVESPA S.A. - Bolsa De Valores, Mercadorias e F	BVMF
Chile	CL	La Bolsa Electronica de Chile	XBCL
Chile	CL	Santiago Stock Exchange	XSGO
Colombia	CO	Bolsa de Valores de Colombia	XBOG
Ecuador	EC	Guayaquil Stock Exchange	XGUA
Ecuador	EC	Quito Stock Exchange	XQUI
Paraguay	PY	Bolsa de Valores y Productos de Asuncion S.A	XVPA
Peru	PE	Bolse de Valores de Lima	XLIM
Uruguay	UY	Bolsa de Valores de Montevideo	XMNT
Venezuela	VE	Bolsa de Valores de Caracas	XCAR

# Support

## 1. Timeliness

### **What are your customer support hours? What if we need extra support out of these hours?**

Our regular hours are 0800-2230 Monday to Friday, and 1400-2230 on all UK bank holidays except Christmas and New Years Day. We will add additional staff if assistance is required outside these hours.

### **How long does it take you to resolve customer queries?**

We aim to acknowledge all queries within an hour of receipt, and answer the queries within 24 hours where possible. We will send a progress report if the query is not resolved within that timeframe.

### **What are the resolution rates for customers?**

We resolve around 95 percent of customer queries within 24 hours. We will continue contacting data providers and the issuer until we have a satisfactory answer.

### **Do you provide support for both content and technical issues?**

Yes we do. All queries are sent via the support department, which filters them to the appropriate team. An IT staff member is engaged in the communication process to resolve complicated technical issues.

### **How do you monitor/track customer queries? Do you have a query handling system?**

Yes, we have a system in place to monitor queries – i.e. when they were received, what the problem was and the date they were resolved.

## 2. Internal Methods

### **Do you have written procedures for staff to follow? How often are these reviewed?**

The research department and processing team follow written procedures for collecting and inputting data and guidelines for dealing with client queries. Since information changes daily, procedure manuals are reviewed continuously. We supplement the manuals with external consultants' information on company legislation, listing rules etc.

### **What procedures and training do you have in place for new staff members to ensure they understand the data and your system?**

The data manuals play a critical role in training new staff to perform routine tasks. A consultant who has many years experience dealing with corporate actions provides training on corporate actions.

### 3. Training

#### **What training do staff go through?**

We bring external consultants in-house to train research department staff. We choose the trainers based on their experience working for other data vendors or investment banks.

#### **Do you have any external certificated training programs in place? If so what are they and what do they do?**

Our requirements are so specialised that we do not believe third parties can go into the detail that we require. We use external consultants to provide very detailed training in-house.

#### **Do you train your staff to understand changes in local and market practice?**

Yes.

### 4. Quality

#### **What measures do you have in place to measure the quality of your data?**

Typically, we have at least two providers for each country a local exchange and another local data vendor. We also undertake monthly surveys of error rates.

Our objective is to keep errors to a minimum. We have introduced a system at our processing plant to:

- Identify and solve systemic errors
- Provide more focus on sourcing issues
- Add another layer of transparency to our activities
- Build client confidence

We classify errors based on the client queries the research department sends to the processing team. We also analyse events entered or changed in our database.

#### **How do you measure quality?**

Quality is measured in terms of accuracy, completeness and timeliness. We monitor the results regularly.

#### **How often do you do these checks, and what do they entail?**

We cross check our sources for each event and raise queries where there are inconsistencies. We compare our sources against the **Security Reference File**. In addition, we examine client queries to see if there are any systemic queries. This is all done daily. Our processing team produces a weekly report of systemic queries, which are resolved by the research team.

#### **Can you provide evidence of the quality checks undertaken?**

Yes.



## Contact Information

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