

Category: Business - Accounting Question: When is my.statestreet.com updated? Real time or based off of batch processing? Answer: Information in the Accounting report folders in Report Center is updated in an overnight batch cycle that is scheduled to complete by 7am EST, representing data as of the close of the prior business day. The NAVigator reports are updated in a process that is triggered by the completion of the NAVigator pricing process, which is typically complete between 6pm EST and 8pm EST. Information within the Interactive Viewer for Custody views is updated near real time throughout the day. The Securities Lending application is based on an overnight report cycle that makes data and reports available on a next-day basis.

Category: Business - Accounting Question: Is data reflected on a T or T+1? Answer: All Accounting data at State Street is processed on a T+1 basis.

Category: Business - Accounting Question: Is my.statestreet.com considered the actual books and records of the funds? How can the user tell if the fund has been closed for the month-end or quarterly period? Answer: The official Accounting books and records of the funds are held on Multi Currency Horizon Data from MCH and other State Street applications flows to a central data repository, for access by the my.statestreet.com reporting engine. A user can tell if books are opened or closed by referencing the footer on reports run in the Report Center, which indicates books open or books closed. The month end status report available in Report Center shows when each fund was closed or if it is still open. The Alert Center also provides a "Books Open " or "Books Reopened" Alert. The alert allows users to receive an email when a fund closes or is reopened.

Category: Business - Accounting Question: What is the record retention policy on my.statestreet.com? How long are records kept on the system? What type of data is archived on the system (month-end only)? Answer: For activity based subject areas (Purchase & Sales, Dividend Income, Corporate Actions, Income Received, and FX Activity), daily activity is available from Jan 1, 2008 at a minimum. Most point in time subject areas (Trial Balance, Positions, Receivables/Payables, Open Trades, Pending FX and Earned Income) retain the last 90 days of activity. Daily Lot Level Holdings activity is available for 120 days and a fund's NAV History is available for 540 days. Month-end information is available in the Report Center since fund conversion.

Category: Business - Accounting Question: If an adjustment is posted to my.statestreet.com, how is it posted? Is the adjustment linked to the date the posting is made? Can an adjustment be made in the past? Answer: my.statestreet.com is strictly a reporting tool that allows access to data available on State Street's MCH Custody and Accounting system. Any adjustments made to the funds are made on MCH and flow down to my.statestreet.com in the overnight data loads. If a prior period adjustment is posted on MCH, there is the option of running reports by post date in order to filter out prior period adjustments.

Category: Business - Accounting Question: What is the difference between Report Date and Post Date? Answer: The Report Date option presents all transaction including any prior period adjustments made since the close of the reporting period. The Post Date option provides only the transactions posted during the specific reporting period. The following data categories allow the user to select whether to pull data on either a Report Date or Post Date basis: Cash Statements, Foreign Exchange, Income Received, Purchase and Sales

Category: Application - General Question: Where can I find materials about my.statestreet.com? Answer: There is a help link on every page of my.statestreet.com and help links and reference guides are available from the Site Support in the banner.

Category: Application - General Question: When I get access to my.statestreet.com? Can I still use my current applications? Answer: Yes! You can still continue to use any desktop application.

Category: Application - General Question: What is the availability of my.statestreet.com? Answer: my.statestreet.com is available 24 hours a day, 7 days a week.

Category: Application - General Question: Why am I automatically logged out of my.statestreet.com? Answer: Since my.statestreet.com is a secure site with access to sensitive information, we require reauthentication after a 30 minute period of inactivity. Your session will be automatically timed out and returned to the login screen if this happens. You will then need to re-enter your user id and password.

Category: Business - Custody Question: Why are IFTB, IFTS, (asset Trans) etc. failed not included in Failed Trades? Answer: Market BUY and SELL transaction groups are the default types in this view/query because they are the most requested. You can customize your Failed Trades view/query by using Manage Filters under the Content tab to include other Trade Types.

Category: Business - Custody Question: Does Custody Views/Queries provide information for all Corporate Actions - Mandatory as well as Voluntary? Answer: Yes, if they are booked to the State Street Custody system Custody.

Category: Business - Custody Question: How position buckets are calculated in Custody Views/Queries Position views? Answer: The following buckets are calculated in Custody Views/Queries to arrive at the share position shown on Custody Views/Queries views: Available Share Position: Non-US: No calculation needed as Available bucket exists on non-US transactions US: The available bucket is calculated based on settle location a) FED settle location: Available = Safekeeping - Pending Delivery - Restricted - Memo Pledged b) DTC settle location: Available = Safekeeping - Pending Delivery - Repo Collateral c) For settle location other than FED / DTC: Available = Safekeeping - Pending Delivery Where Pending Delivery = Pending Sale + Pending Borrow Return + Pending Transfer + Pending Collection + Pending Withdrawal + Pending Loan

Category: Business - Custody Question: What are the purge criteria for Custody Views/Queries Transactions? Answer: A transaction is purged after 18 months once it reaches its final status. You can view the full history of the statuses on a single transaction for 35 days after it reaches final status but final status is available for 18 months. Transactions, which have not reached their final status, can be viewed until they reach their final status.

Category: Business - Custody Question: What is the source system for Custody Views/Queries Transactions? Answer: Custody Views/Queries is a near real time system and receives its feed from the State Street Custody systems. This includes trades, corporate actions, income, cash, tax, and security positions.

Category: Business - Custody Question: Prior Day Cash: "EOD balance does not match opening balance" what is the nature of this error message? Answer: The end of day balance is a calculated figure. The opening balances are sourced directly from our core cash systems. The application does a 'balance comparison' check between the prior day calculated 'end of day' balance and the next day's 'opening balance'. The 'alert' informs the user that there is a difference between the balances. Application users are encouraged to contact their Client Service Officer to report the issue. The balance comparison 'alert' will be displayed on these currency report views.

Category: Business - Custody Question: Intra-Day Cash: Pending past due income items appearing incorrectly? Answer: Any Past Due Income, Foreign Exchange, Clean Cash transactions that are older than three days will no longer be included in the Intraday Cash View unless settlement occurs on the current day.

Category: Business - Custody Question: What is the difference between Custody Full Service versus Custody Only Roles/Views? Answer: The Custody Only role has three additional non-cash core views:

Daily Priced Positions, Monthly Priced Positions and As of Positions. These views are available to funds that are serviced on the GCS Custody Only platform. The GCS Custody Only platform is a custody service model that excludes MCH accounting interfaces.

Category: Business - Custody Question: How are the following Priced Holdings buckets calculated?
Answer: SMAC: Settled = Safekeeping + On Loan + Repo Out - Borrowed - Repo In - Repo Collateral
GSMAC: Settled = Safekeeping + On Loan + On Loan 3rd Party + Collateral Delivered - Borrowed - Borrowed 3rd Party - Collateral Received Original Face = Safekeeping + On Loan + Repo Out + Borrowed - Repo In - Repo Collateral

Category: Business - Custody Question: Which types of cash transactions are not reported on the Custody Cash Forecast report? Answer: At present, the following types of cash transactions are not reported on the Custody Cash Forecast report: Corporate actions related cash activity not posted to GSMAC, GSL and 3rd party loan transactions, US corporate actions not pended on SMAC, and Tax reclaims are not forecasted. Only settled activity is reported on the Intraday Cash and Prior Settled Cash Reports.

Category: Business - Custody Question: How long is the history available on Custody Views/Queries? Answer: Intraday, Forecast, and Daily Priced Holdings reports: The reports are current and no history is available for them. All Transaction and Prior Period Activity reports: You can view the full history of the statuses on a single transaction for thirty-five calendar days after the transaction reaches its final status. Beyond that time frame, you can view a history of the final statuses only for a given transaction for duration of eighteen months. Transactions that have not reached their final status can be viewed until they reach their final status Monthly Priced Holdings Report: You can view the history for eighteen month-ends. This is stored online and the retention begins with the first month's priced holdings upon the conversion to State Street Corporation.

Category: Business - Custody Question: What does the time and date stamp on the report represent? Answer: The time and date stamp generated on the report is based on the user's time zone.

Category: Business - Custody Question: Are Free trades receipt/delivery included in the reports? Answer: Free trade receipts/delivery are not reported on the Intraday and Forecast reports. However, they are included in the Prior Day Activity and All Transactions reports.

Category: Business - Custody Question: How do I know if there is a partial payment or an adjustment to a transaction? Answer: There is flag and a corresponding link available to indicate that the transaction is partially paid or has an adjustment.

Category: Business - Custody Question: Why do some receivables have a 0.001 rate and zero net amount? Answer: State Street defaults to rate 0.001 for a receivable when there is no rate available to project the receivable. Therefore the net amount is zero as the rate 0.001 is not a valid rate.

Category: Business - Custody Question: Why do some receivables have a pay date 01/01/2050? Answer: CustodyNet defaults to pay date 01/01/2050 if there is no pay dates available for a receivable. These receivables are included in the 21+ day category of the Cash Forecast Report until they have the actual pay date.

Category: Business - Custody Question: How are the Principal and Interest payments for MBS securities displayed? Answer: Both the Principal and Interest payment for DTC payments display under MBS P&I as two separate records. For FED payments, they display as one record.

Category: Business - Custody Question: What is the Custody Cash Forecast Report time frame based on? Answer: The forecast time frame is determined by the user's time zone.

Category: Business - Custody Question: What are the pricing sources for securities reported on the Priced Holdings reports? Answer: US Equities - Reuters Non-US equities - IDC Fixed Income - Bear Sterns

Category: Business - Custody Question: How is the market value calculated for a security reported on The Priced Holdings reports? Answer: The local market value is calculated as follows: Equity security - $\text{Settled shares} * \text{Price} = \text{Market Value}$ MBS Security - $(\text{Current Face} * \text{Price})/100 = \text{Market Value}$ Non-MBS Security - $(\text{Settled Shares} * \text{Price})/100 = \text{Market Value}$

Category: Business - Custody Question: How is the short-term security priced? Answer: Currently, the short term security is priced at par.

Category: Business - Custody Question: What is the source of the Current Factor and Prior Factor for securities reported on CustodyNet Custody Only reports? Answer: The source of the Current Factor and Prior Factor is MBS Pay Downs transactions.

Category: Business - Custody Question: What are the source systems for CustodyNet reporting? Answer: There are various sources from which CustodyNet receives its near real time feed for reporting: SMAC & GSMAC for Trades, Corporate Actions, Security Holdings BID (SDV) DTC Trade Confirms for the DTC Pre-Settlement Status Reporting GIC (Global Income Control) for non-U.S. income SMAC (SDV) for U.S. income Hogan for USD Clean Cash, FX settlements and balances IBS for NON USD Clean Cash, FX settlements and balances ETD for FX and Clean Cash pending and cancelled transactions MCH (CCTX) for Clean Cash pending transactions CSI (CLS Settlement Interface) for CLS status updates on FX transactions Price feed for security pricing NRA feed for NRA tax withholding data ICASH feed for off book clean cash, income and miscellaneous transactions, as well as balances. Miscellaneous on book transactions are also sourced from ICASH. TRS for pending tax reclaims

Category: Business - Custody Question: Why is the same Actual Settle Date/Actual Pay Date displayed more than once in Trade/Income History? Answer: A new row is shown for each update for a transaction that occurred on Custody Source System. This does not mean that payment is made more than once.

Category: Business - Custody Question: Why is the Current Factor shown as one (1) even though there is no factor available? Answer: The Current Factor defaults to 1 in Priced Holdings reports when there is no factor information available for the Investment Type Securities 10, 15, 20, 30, or 32.

Category: Business - Custody Question: Is Street Cusip reported for Physical Private Placement Securities? Answer: Yes. The Street Cusip (PPN) is reported in various Custody views/queries

Category: Business - Custody Question: What data sources provide new activity for the Pending and FX Activity view and query? Answer: ETD, our Electronic Trade Delivery platform, is the data source for the pending FX transactions. ETD receives FX confirms from three primary sources including MT304 FX sent from clients and investment managers, from State Street Global Markets for all deals executed for custody funds, and from ICASH. The ICASH messages are sourced from specific transaction types (XREC, XDEL) further indicated to be a subcustodian executed FX. Cancel messages from these three sources are also reported.

Category: Business - Custody Question: What data sources are used to update the status for the Pending and FX Activity view and query? Answer: ETD feeds statuses of Pend and Cancel. State Street transaction account systems - IBS, Hogan and ICASH - provide the Settled status.

Category: Business - Custody Question: What criteria are used to determine what FX appear on the Pending FX view and query? Answer: Any FX that has a value date of today or less than today and is not yet settled will not be reported in Pending FX. It will be reported in FX Activity view and query.

Category: Business - Custody Question: Why are some FX transactions missing from the Pending and FX Activity view and query results? Answer: ETD, our Electronic Trade Delivery platform, is the data source for the pending FX transactions. ETD receives FX confirms from ICASH when recorded a XREC or XDEL transactions indicated to be a subcustodian FX. However, these are a subset of transactions not sent to ETD from ICASH. The following subcustodian FX market activity is not available in ETD: Korea – KRW buys and KRW sales India – while most activity is executed by State Street Global Markets, clients who continue to transact via the subcustodian or for Mauritius based funds, INR buys and INR sales China (A Share market) – CNY buys Taiwan – TWD buys Vietnam – VND buys. However, offbook and onbook legs are reported separately with partial details. The Trade Date, Value Date, Buy or Sell Net Amount, associated Currency code and FX Rate are available on offbook leg but only Value Date, Buy or Sell Net Amount and associated currency code are available on onbook leg. Also, users can view these transactions via the All Transactions view or query. Third Party FX instructions not processed by ETD are not reported as pending activity. Most third party FX is processed via ETD. Subcustodian executed FX instructions that are not recorded as XREC/XDEL will not result in activity posting to ETD. This is not a common situation.

Category: Business - Custody Question: Why are some FX details reported on separate lines? Answer: Common Reference number problems. FX settlement updates happen at the currency leg level and each leg may be received from sources - IBS/Hogan, IBS/ICASH, ICASH/Hogan. The settlement process is designed to support a common reference number passing with all related processing. When settlement updates are received and the common reference number does not match the pending item, secondary match criteria are used for the fund, amount, currency and value date. If the common reference number or secondary match logic is successful, that leg is reflected as settled. If multiple settlements for a single leg are received or if the common reference number is not available on the settlement, the view/query will report each unlinked leg as a separate FX activity with partial details.

Category: Business - Custody Question: Are there execution details available for all State Street Global Markets and subcustodian executed deals on the Pending and FX Activity view and query? Answer: The fields below are only populated for State Street Global Markets activity processed via WSS, their trading primary application. The values in these fields are populated by the end of the day. • FX Deal Entry Date • Execution Method Area • Ticket Area Location Code

Category: Business - Custody Question: Why are some FX transaction missing from the Cash Forecast view and query results? Answer: Any subcustodian executed FX not recorded via the ICASH XREC/XDEL transaction type will not be included in the Cash Forecast but will be reported once settled via the Intraday and Prior Period views and queries.

Category: Business - Custody Question: Why would I use the Standard Settlement Instructions Interactive View or Query? Answer: The Security Settlement Instructions (SSI) view and query allow access to account specific trade settlement information that clients and asset managers provide to their trading counterparties.

Category: Business - Custody Question: How are the rows on the Standard Settlement Instructions Interactive View or Query generated? Answer: A row will be created for any active and open Settlement Location for the individual fund the report is generated for. If a Settlement Location is not set up, or not active for the fund, then it will not appear on the report. Within each Settlement Location are available Security Types for that market (Equity, Government Debt, Corporate Debt, and Short Term). If a security type is eligible to be traded for that market, then a subsequent row for that market will be created. If the security type is not eligible for the market, then a row is not created for that type. Eligible

security types for each market can be found in the Investment Manager Guide.

Category: Business - Custody Question: Why aren't the Kenya and Uganda markets appearing on the Standard Settlement Instructions Interactive View or Query when they are open and active for the fund?

Answer: These markets have additional criteria of what security types are eligible for a fund. Even if the market supports a security type per the IM Guide, a specific account has to be opened in order to trade for that type. The account number could be contained within one of four CLAC fields. The ability to find this number is not yet supported by the report. In order to prevent claims associated with trading in security types that are not eligible for the fund; these markets have been removed until future initiatives can address this gap.

Category: Business - Custody Question: How are the columns on the Standard Settlement Instructions Interactive View or Query generated? Answer: The report is designed to follow the Standard ISITC SSI Template that has been established for use in distributing SSI's. Each column heading is the same heading from the ISITC template.

Category: Business - Custody Question: Can I have the data changed on the Standard Settlement Instructions Interactive View or Query? Answer: No, as the data is sourced from State Street's Custody application, it must be changed at its source which will feed into the View & Query

Category: Business - Custody Question: Why do the Account Registration Name and Tax ID fields of the Standard Settlement Instructions Interactive View or Query contain partial or incomplete data? Answer: Character limitations of certain Custody application fields have led to non-standard population over the years. Some information is left out in order to fit the most pertinent information.

Category: Business - Custody Question: Is there an Interactive View or Query for Cash Standard Settlement Instructions? Answer: At this time, there is no report for Cash settlement instructions.

Category: Application - General Question: How do I find Report Center or Interactive Views? Answer: Report Center and Interactive Views are now separate options (as noted below) available through the MyData tab of the new landing page. Click the MyData tab to see tiles that will provide links to the last 10 reports or interactive views that you've run. If you want to navigate to Report Center or Interactive Views, just click the All Reports tile, and then select either Views, for Interactive Views, or Reports, for the Report Center.

Category: Application - General Question: Where is the Site Menu? Answer: The Site Menu has been removed in favor of the tile-based navigation available on the MyServices tab of the new landing page. By default, the MyServices tab will show you the last 9 things you've accessed. If you need to use something that doesn't show up as a tile, click the All Services tile to see a list of all of the other tools and applications that you are entitled to access and use.

Category: Application - General Question: How can I access CapTAIN, AlphaFrontier, etc.? Answer: Application names were changed to create a more intuitive experience; so our consumers can quickly understand the services provided. For example (contact your Client Services Representative for clarification on tile names): — CapTAIN => Manage Corporate Actions — AlphaFrontier => Manage Fund of Funds Users can always view legacy application names by hovering over the icon in the lower right corner of a tile to see a full service description.

Category: Application - General Question: How do I find the applications and links that used to be on the old landing page? Answer: The MyServices tab of the new landing page provides easy access to all of the applications and links that you are entitled to access and use. If you don't see a tile that represents what you are looking for, click the All Services tile to see a complete list of tools and applications.

Category: Application - General Question: How do I find reports that I've run recently? Answer: The last 10 reports or interactive views that you've accessed are displayed on the MyData tab. If you want to navigate to the Report Inbox tool, simply click on the tile labeled Inbox on the MyServices tab.

Category: Application - General Question: How can I check my Alerts and Notices? Answer: Simply click the Notices link in the upper right corner of the top navigation bar to see a list of your published Alerts and Notices.

Category: Application - General Question: How do I change my ID configuration and preferences? Answer: To access the Preferences tool, click your name in the top right corner of the landing page, and then select "My Information"

Category: Application - General Question: Where did the Search bar and myDataTools Gallery go? Answer: Global Search will be offered in a future release. Using click level data, the team assessed usage and activity data for each feature on my.statestreet.com. This data was used to determine which features should be enhanced and which should be retired and replaced. Items featured on the landing page now reflect the most frequent activities of users, minimizing the need for a global search at this time. Users can still search within reports and for specific applications.

Category: Application - General Question: How can I provide feedback on the new my.statestreet.com experience? Answer: We need your feedback! Please email us at MySS.Feedback@statestreet.com with any comments on the platform.

Category: Application - MFA Question: What is multi-factor authentication, and why is my.statestreet.com moving to use it? Answer: Multi-factor authentication is a method of computer access control by which a user is only granted access to a system after successfully presenting at least 2 separate pieces of evidence to an authentication mechanism – typically of the following categories: knowledge (something they know), possession (something they have), or inherence (something they are). My.statestreet.com will use RSA SecurID tokens (possession) and a PIN (knowledge).

Category: Application - MFA Question: Why is my.statestreet.com moving to use Multi-Factor Authentication? Answer: As part of a broader effort to implement additional security features to protect State Street systems and our client's data, and in response to evolving security risks and regulatory advice, we are upgrading our login security to use multi-factor authentication.

Category: Application - MFA Question: How will I get my RSA SecurID token? Answer: Beginning in March 2018, when you log in to my.statestreet.com, you will have an opportunity to register for a token through a simple process. Once you've entered your registration information and chosen a token delivery method (soft or hard token), you can continue to access my.statestreet.com until you receive your token and complete the registration process.

Category: Application - MFA Question: What is a "soft token"? Answer: A soft token leverages a mobile application to provide a 6 digit number (token) that changes approximately every 30 seconds. You will enter that token on the my.statestreet.com login screen, along with your PIN to authenticate yourself and gain access to my.statestreet.com.

Category: Application - MFA Question: What is a "hard token"? Answer: A hard token is a physical device, also called a "key fob", that displays a 6 digit number (token) that changes approximately every 30 seconds. You will enter that token on the my.statestreet.com login screen, along with your PIN to authenticate yourself and gain access to my.statestreet.com.

Category: Application - MFA Question: How will my login experience change with multi-factor authentication? Answer: You will first register for a soft or hard token as described above, and once you have received your token and completed the registration process, you will enter your token and PIN on the my.statestreet.com login page in place of the password you currently use now.

Category: Application - MFA Question: When is this change taking place? Answer: Users will start to register for their tokens in March 2018, and will be able to use them once they have received their tokens and completed the registration process.

Category: Application - MFA Question: Who is impacted by this change? Answer: All external users, EXCEPT those clients who have a Federated Authentication arrangement with State Street, will be required to move to multi-factor authentication

Category: Application - MFA Question: What is Federated Authentication, and how do I tell if my firm uses it? Answer: Federated Authentication, also called Delegated Authentication, is a model by which State Street enters into a trusted network relationship with a client, allowing users at that client to sign in to their local network and automatically become authenticated to my.statestreet.com. Users at Federated Authentication clients do not typically need to supply a user id or password to access my.statestreet.com when on their employer's network; they are automatically logged in to my.statestreet.com when they point their web browser to the my.statestreet.com URL.

Category: Application - MFA Question: What if I don't want to use my mobile device to authenticate with State Street? Answer: Users will have the option of choosing a physical or "key fob" token if they cannot or do not wish to use soft tokens delivered via a mobile device.

Category: Application - MFA Question: How will my Interactive Spreadsheets be impacted by this change? Answer: You will just need to enter your token and PIN at the time you Refresh the data in your Interactive Spreadsheet, in place of the ID and password that you currently enter. All other functionality will work as it currently does.

Category: Application - MFA Question: What if I already use a hard token to access my.statestreet.com? Can I convert to a soft token now? Answer: If you currently use a hard token, there's no need to take any action. We will offer existing hard token users the ability to convert to soft tokens, if they prefer