**Task 4 – Model Answer**

Jessica,

It is Aman calling from J.P. Morgan.

Thanks for the call last week. It was a pleasure to catch up with you.

You raised a number of key concerns that you face with your incumbent provider today – particularly around accounting service delivery, changes in investment strategy which may require administrative support and finally, managing and accessing data and analytics.

I think it would be prudent to walk you through where J.P. Morgan is placed to best support you in these areas of Global Custody, Fund Services and Data Management. While I appreciate this is a voicemail, I want to give you a flavour of how we can reach your target operating model. I would be keen to explore further with you at a later date in person.

At a high level, we offer a number of core products across custody and fund services that feed our integrated data platform. This is a single data hub which carries all underlying transactional data and reference data for the services that we provide to you. Our custody platform services over $25.7 trillion of assets today globally, $7.3 trillion of which is in EMEA where you are located. We offer a hybrid custody model of having a direct presence in markets where we best believe we can add value, and utilising the best in class sub-custodians in other markets. We look after over $150 billion of cash deposits on our balance sheet for clients. This is supported by our fortress balance sheet. In our accounting platform we currently administer over $12.5 trillion of assets across traditional public assets, private assets and derivatives where we have capabilities to provide independent valuations. Importantly for you, we offer a data and analytics platform that supports over 500 clients today. This offers performance measurement of your fund managers against benchmarks, look through and exposure reporting on underlying assets, ESG reporting, risk analytics and compliance reporting. Through this platform we are also able to offer a consolidated view of public and private market data which may be useful for you as you continue to grow.

From a service perspective, clients sit at the forefront of everything we do. We recognise that you are facing challenges today in this area and we want to reassure you that at J.P. Morgan you will have access to product specialists and a dedicated client service account manager to ensure strong governance and service delivery.

Overall we do believe we are best placed to help solution the challenges you face today. While I have briefly summarised where I think we can help, I think a more detailed conversation will be of value.

Hope to connect soon and thanks very much for the time.