



SUNGARD

**SOLUTIONS FOR WEALTH
MANAGEMENT**

**NEW CLASS ACTION
CLAIMS SERVICE**
Chicago Clearing Corporation
FAQs

1. What is the nature of the relationship between Chicago Clearing Corporation and SunGard?

SunGard and Chicago Clearing Corporation (CCC) have entered in to a non-exclusive, referral agreement, whereby SunGard will actively refer qualified customers to CCC for consideration of CCC's class action administration services. SunGard will support customers who agree to use CCC's services by creating a streamlined process to send your client data to CCC to file securities claims on your clients' behalf.

2. What services does CCC provide that we are offering to our customer's clients?

CCC offers a high quality, comprehensive suite of class action administration services that includes, claims identification, data acquisition, claims qualification, filing, claims management, reporting, administrator communication, customer support and distribution management.

3. What is the market for these services?

Class action litigation is cyclical, but pervasive. Over the last ten years (1997-2008), approximately 200 class actions were filed each year, with approximately \$32B in settlement payments distributed to eligible claimants in the last five years. With the recent financial industry meltdown, industry experts predict the number of settlements to increase significantly over the next few years. Some have speculated that there could be as much as \$100B in settlement payments in the next ten years.

4. Do custodians have a duty to file claims?

Custodians are responsible for accurately identifying, qualifying and filing claims on securities they hold for customers that are subject to a class action. In many cases, these custodians do not have the expertise, focus or adequate staffing to perform this role and may decide to outsource this function to CCC.

5. How does CCC find the class actions?

CCC monitors all of the administrators', case specific and plaintiff attorneys' Web sites and receives new case distributions from the administrators. CCC subscribes to numerous news services, where securities notices are disclosed. CCC combines notices from these various data sources into one comprehensive list, which is updated on a weekly basis. CCC's monitoring service is available to all class action administration services clients at no additional charge.

6. What happens to accounts that transfer from one custodian to another?

As a general rule, custodians only file securities claims for accounts from the day the custodian opens the account. For example, if a client moves their account to a new custodian in July of 2009, the new custodian will only file claims using the client data from July 2009 moving forward. As a result, the custodian will not file a claim at all or file an incomplete claim for class periods prior to the move. In turn, the clients will miss out on many potential claims. As long as CCC has access to as much historical trade data as possible, CCC will file for any or all claims, regardless of when and which custodian the client may have used.

7. Why should I consider using CCC if our firm already provides these services directly for our clients?

Filing securities claims in-house is a tedious and burdensome task, which saps valuable time and resources from understaffed trust departments. Outsourcing the securities claim filing process frees up your staff to focus on their core competencies. CCC mitigates the fiduciary risks of the claim filing process, including missing an eligible claim, misfiling a claim, etc.

8. If I am interested in using the Class Action Claims Administration Services how do I proceed?

Contact either your SunGard Account Manager or CCC directly. Once contacted, CCC will send you a services agreement and a SunGard data disclaimer, if applicable. The data disclaimer provides approval for SunGard to send specific client data to CCC if SunGard hosts your client data on its systems. If you host your data locally, you need only to execute CCC's Services Agreement. Once all documents are executed, CCC will conduct a client intake meeting to review the status of your historical claims filing activity and the location and state of your client data.

9. How will SunGard provide the client data to CCC for claims filing?

On a monthly basis CCC sends SunGard's Charlotte a file containing current claims for processing. SunGard's Charlotte software extracts all available transaction and position data from mainframe data files for the case list provided. This data is provided to CCC for filing. All data transmitted between the Charlotte system and CCC is performed using secure FTP with AES-256 bit encryption, an industry standard methodology.

Specifications for extracts from SunGard's AddVantage and Global Plus systems have been developed. Please contact CCC for more details.

For systems where clients host their own data, SunGard will offer clients a version of the in-house extract software with instructions to extract their data and forward to CCC.

10. How much data is available on SunGard systems?

SunGard will provide CCC with mainframe historical client data since January 2000. For AddVantage users, the amount of data history is client dependant. SunGard and CCC will work with these customers to evaluate the ability to use client-archived data if necessary for claims filing. Historical data for Global Plus users is from maintained entitlement records beginning with acquisition of the asset.

11. When filing the data, what name do you file under if client names are kept confidential?

We use the tax id number for the bank.

12. Do we send data for deleted accounts?

We send data for only accounts that are still open or accounts that are closed and saved.

13. Can CCC take data from legacy databases or sources?

If the data is not from a SunGard source, then it is part of the intake process and will be evaluated by CCC on a case-by-case basis. CCC can normalize data from other electronic and possibly paper sources, but cannot support data from MicroFiche.

14. Can I track the status of a settlement?

CCC has designed a Web portal for clients whereby they can go online and check the status of the claim from submission through payment.

15. Occasionally we will have investment managers that file their own claims and we just custody the assets. Is there a way around this?

If you can identify those accounts where the investment manager is filing the claims, CCC can disregard those accounts when it is time to submit a claim.

16. How will the proceeds be sent to us?

Proceeds can be sent by check or wire, as the customer or client prefers. A spreadsheet with allocation breakdown by account is provided along with the payment.

17. Can you do sub accounting for common or select fund participants? For example, mutual fund participants.

If CCC has the correct data, they can attempt to account for select fund participants on a case-by-case basis.

18. How do you handle the transfer of assets into new accounts?

CCC will use the original transaction date, whenever possible. However, in the event that CCC cannot retrieve that information, CCC will follow the guidelines of the administrators and treat the transfer date as the date of the transaction.

19. What does CCC charge for its services? How does SunGard get paid for its services?

CCC will charge on either a contingent basis or flat fee basis, depending on how the bank trust wishes to structure. For customers who wish to work under a contingent fee structure, CCC will charge 20% of the amount of a client recovery. For customers who prefer a flat fee arrangement, CCC will work with you to determine what best fits our customers' and their clients' needs. Flat fee arrangements may be based on assets under management or your current costs devoted to filing claims internally. Regardless of fee structure, SunGard receives a share of CCC's fee.

20. Will CCC have the entire compliance document to support OCC examinations?

CCC will work with each bank trust department to address all OCC compliance questions.

21. Can CCC provide a list of SunGard references?

Yes.

22. Where do I go for more information on the Claims Administration Services and our partnership with CCC?

Information and collateral material will be published on www.sungard.com/wm/classactionclaims or you can contact your SunGard Account Manager.

23. Who do I contact if I have questions about this program?

Please contact your SunGard Account Manager or CCC directly at (312-204-6970).
CCC contacts:

- a. James Tharin, jtharin@chicagoclearing.com
- b. Brian Blockovich, bblockovich@chicagoclearing.com
- c. Matt Murray, mmurray@chicagoclearing.com