

SUNGARD STREAM SECURITIES TRANSFER

Recordkeeping and accounting solutions for the corporate trust, stock transfer and equity compensation industries

HELPING REITS IMPROVE HOW THEY PROCESS SHAREHOLDER RECORDKEEPING ACTIVITIES

Real Estate Investment Trusts (REITs) around the world use SunGard's Stream Fastock solution to help reduce manual processes, improve efficiency and comply with government regulations. Two Stream Fastock customers outline the benefits that they have experienced.



INREIT, a Real Estate Investment Trust (REIT) that manages about 700 shareholder accounts and about 400 UPREIT accounts, has been using Stream Fastock since September 2008.

Following the implementation, the firm has been able to significantly reduce manual processes. "This is extremely important for dividend and check processing, as well as for reporting," says Dara Iverson,

corporate secretary and the person responsible for investor relations and shareholder accounting.

"We're very pleased with Stream Fastock's calculation of state withholdings, which also saves time by eliminating manual work. Using Stream Fastock, we simply input the appropriate codes, and the system calculates and deducts the appropriate amounts from checks and prints them, which we were not able to do before."

The proxy functionality has also eliminated manual steps.

"SunGard is consistently engaged and willing to help us continually improve efficiencies."

—Dara Iverson, INREIT

Iverson says SunGard helped customize the solution for INREIT's specific requirements. "We wanted to be able to provide clients with statements that consolidate information from our firm with other brokers," she says. "SunGard was able to provide an interface designed to electronically send this information to brokers on a specific schedule."

Iverson says SunGard also helped increase the efficiency of the check writing process. "SunGard set up functionality to enable investors to sign up for ACH electronic payments to help reduce and eventually eliminate the check writing process."

"SunGard has been able to accommodate our needs as unique situations arise by modifying a report or customizing code to meet our specific needs."

—Michelle Saari, IRET

She adds, "Should INREIT go public in the future, Stream Fastock ensures that we're prepared for stock transfers, certificate issues and higher volumes of shareholders, as well as reporting and turnaround to comply with different regulations."

IRET is a publicly traded company on Nasdaq with about 4,000 shareholders and 500 limited partners and has been using Stream Fastock since 1998.



"As a publicly traded company, we need to be able to comply with SEC requirements by generating a variety of shareholder reports and statements," says Michelle Saari, vice president of investor relations at IRET. "SunGard's Stream Fastock makes this process automated and painless and accommodates us by making the necessary changes to help us keep pace with technology."

Stream Fastock provides broker compensation and duplicate broker statements that help eliminate manual work and streamline the entire process. "Stream Fastock ensures that brokers are kept up to date on the shareholders registered with us through their firms, and enables us to track commissions and issue checks when we have a new offering," Saari says.

Saari says, "This was especially helpful with our limited partnerships, when we needed to be able to do state withholding for cash purposes, for example.

"Our partnership with SunGard's Stream Fastock has been very beneficial and reliable. We can't say enough about the high level of service we receive."

ABOUT STREAM FASTOCK

Many Real Estate Investment Trusts (REITs) manually process shareholder recordkeeping activities on Microsoft Excel® and Microsoft Access®. However, as the economy slows and the global economic crisis continues, REITs are under increasing pressure to reduce administrative costs, manage complex real estate risk through more accurate recordkeeping, and increase their flexibility to handle new financings as they come to market.

With an automated platform that handles a range of functionality, SunGard's Stream Fastock solution can help REITs reduce the operational risks associated with manual intervention.

Its REIT-specific functionality includes proxy processing and Internet proxy voting, dividends, tax reporting, stock splits, escheatment, dividend reinvestments, broker compensation checks, and state withholding tax. In addition, customers can use Stream Fastock to prepare duplicate plan statements for brokers and financial advisors with dividends, cash allocation and statements on demand. They can also post shares from dividends that are being reinvested from one issue (i.e. UPREIT) into another issue (i.e. COMMON) and process dividend/interest payments using a pro-rated calculation provided by the REIT.

Reports are flexible and user-defined. Customers can create broker account lists, investor reports sorted by firm and then by broker, and reinvestment statements sorted by firm, broker and – if desired – zip code or account ID. Other reporting features include management control and statistical reports, the ability to search the full text of reports online, user-defined data exporting, and the ability to create statements, labels and acknowledgements.

REITs can also benefit from other Stream Fastock features, such as real-time updates, online transaction history and online edits, multiple account look-up methods, comprehensive security and data archiving.

Stream Fastock is compliant with interfaces for direct deposit of dividends, bank account reconciliation, IRS filing, and direct draft for purchase, mail merge, DTC and co-agent.

Tax reporting functionality includes:

- 1099-DIV, INT and 1099-B, in hard copy and over the Internet
- 1042S non-resident alien forms, in hard copy and over the Internet
- W-9 TIN solicitation
- B notices
- Back-up withholding
- IRS hard copy, magnetic and electronic filing

The Securities InterLink for Stream Fastock tool allows shareholders to access their own account information directly from a company's Web site on a 24/7 basis. They can also vote their proxies and view or print information such as dividend reinvestment history, 1099s, and proxy statements.

By providing investors with up-to-date information online, REITs can enhance shareholder communications while helping to reduce direct mail costs and increase employee productivity.

KEY BENEFITS OF STREAM FASTOCK FOR REITS:

- Helps reduce administrative costs through automation
- Provides shareholders with easy access to up-to-date account information at their convenience
- Reduces direct mail costs by making account information and proxy voting available online
- Helps firms stay abreast of regulations and remain compliant
- Offers a range of functionality and includes numerous features that are specific to the needs of REITs
- Provides flexible, user-defined reports

NEED MORE INFORMATION?

Contact your sales representative at +1-800-825-2518 or visit us at www.sungard.com/streamsecuritiestransfer.