

Transfer Agency

Don't you deserve worry-free recordkeeping and transaction processing?

What are you looking for in a transfer agent? Naturally, a comprehensive control structure, third-party audit review and rigorous service and quality controls are what you need. For more than 15 years, Citigroup has provided superior transfer agency services to retail and institutional clients with diversified needs. Perhaps that's why we process an ever-growing asset and account base throughout the U.S.

Benefits at-a-glance

- > Superior shareholder recordkeeping/servicing and intermediary support
- > Accurate and timely transaction processing
- > Meticulous internal and external independent audit review
- > Stringent quality standards and control

Accurate and timely servicing

Citigroup's premier transfer agency is noted for accurate, flexible and timely servicing of mutual funds, closed-end funds, collective/insurance trusts and other pooled investment vehicles. We work with you to determine the best fit of our services to your needs and we continually monitor the factors that may require adjustments to changing conditions.

We are proud of our meticulous approach to serving you. It encompasses:

- > A dedicated staff committed to surpassing strict service standards
- > Seamless integration with client shareholder servicing staff and intermediaries
- > Thorough quality assurance and control environment
- > Customizable technology to support new products.

Rigorous standards and quality control are the backbone of our transfer agency. Combine them with our experienced staff and a wealth of service options and your recordkeeping and transaction processing are worry-free.

Citigroup's transfer agency comprises three primary categories: shareholder recordkeeping, shareholder servicing and intermediary support.

Shareholder recordkeeping

We provide the complete range of services to support your shareholder recordkeeping, transaction processing and reporting. We will:

- > Review for privacy policy compliance, using both fund offering documents and internal procedures
- > Perform account setup and maintenance
- > Post and confirm transactions
- > Prepare shareholder income, capital gains and other distributions
- > Prove all cash receipts and fund shares daily
- > Reconcile all bank account balances daily
- > Deliver confirmations and periodic statements
- > Maintain bank accounts and oversee cash movement
- > Conduct Blue Sky reporting
- > Process shareholder checks
- > Withhold and report shareholder taxes
- > Systematically and automatically process investments and withdrawals

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Shareholder servicing

Your account manager ensures that our shareholder servicing is timely and tailored to the needs of your customer base. Your account manager serves as a single point of contact and monitors a staff responsible for:

- > Providing account information
- > Receiving and processing shareholder trades
- > Responding to research and service inquiries
- > Responding to prospective shareholder inquiries
- > Executing fulfillment requests
- > Telephone, voice response unit and correspondence servicing
- > Managing Internet inquiries, trading and account openings
- > Processing and servicing IRA and Keogh accounts
- > Soliciting proxies and tabulating votes

Intermediary support

We provide complete intermediary transaction processing and servicing for all of your distribution channels. Among the advantages we offer are:

- > Dealer and intermediary support and service
- > Strong operational relationships with all major supermarkets
- > Support for clearing firms
- > Registered hedge fund processing through various intermediaries and the NSCC
- > Commission calculation and payment
- > Front-end, back-end and level-load processing
- > 12b-1 and other trail payment processing
- > NSCC Fund/SERV®, networking, commission settlement, fund profile and DCC&S

The strengths of Citigroup

When you choose Citigroup® Global Transaction Services as your transfer agency, you gain:

- > Proven service quality
- > Advanced technology allowing us to customize our services to your needs
- > The professional staff needed to meet and exceed your service standards
- > NASD-certified, extensively trained and tested staff
- > Comprehensive investor recordkeeping and transaction processing
- > Internet inquiry, trading and account opening modules

In entrusting your transfer agency needs to us, one of your primary advantages is the power of Citigroup. We bring advanced technology, collateral product-knowledge resources (in fund administration, compliance, custody and related product areas), and a global footprint. This enables us to deliver uniformly integrated services to clients whose needs span multiple markets.

For more information about our transfer agency, contact your Citigroup representative or visit our Web site at www.transactionservices.citigroup.com.

Citigroup® Global Transaction Services

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