



## SYSTEM FUNCTIONALITY SENRO

### CRM CAPABILITIES

On-line access	✓
Full support and hosting	✓
Lead and referral management	✓
Prospect management	✓
CSV prospect upload	✓
Private client CRM	✓
Commercial client CRM	✓
Data capture mortgages and finance	✓
Data capture property and assets	✓
Data capture protection products	✓
Data capture financial planning	✓
Template and letter generator	✓
Pipeline management	✓
SMS and email communication tools	✓
Outlook integration	✓#
Internal messaging system	✓
Task management	✓
Diary management	✓

### POINT OF SALE SYSTEMS

Fact find / needs analysis	✓
Treating customers fairly audit trail	✓
Identification verification	✓
Audit trail / compliance	✓
Privacy and data protection consent	✓
Client Mtg product and pricing feeds	✓#
Mortgage loan comparison/sourcing	✓#
Mortgage loan selection / Key features generator	✓#
Mortgage loan qualifier / Borrowing capacity	✓#
Client financial product and pricing feeds	✓#
Integration to Trigold	✓

### MARKETING

Database filtering tools	✓
Mail merge	✓
Letter/label generator	✓
Standard text email marketing	✓
Email marketing with attachments	✓
HTML marketing tools	✓
SMS marketing	✓
Website integration for lead management	✓*

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### ACCESS CONTROLS

Network access level controls	✓
Adviser access level controls	✓
3rd party introducer access	✓
Client access	✓#

### COMMISSION SYSTEM

Performance analysis and reporting tools	✓
Business spread analysis and reporting tools	✓
Compliance reports	✓#
Commission calculators	✓
Full commission reconciliation	✓
Invoicing templates	✓#
Excel import and export tools	✓#
Adviser commission reconciliation	✓
Introducer commission reconciliation	✓
Clawback and commission risk management	✓
Trail and renewal fee tracking	✓#
Financing and transaction statements	✓

### POST SERVICING

Client statementing	✓
Arrears management	✓
Account maintenance	✓
Fund valuations and unit pricing fees	✓
Wealth management analytical reports	✓
Client summary report	✓

### DOCUMENT STORAGE

Office document library	✓
Client document library	✓
Private management library	✓
Document storage and hosting	✓°
Document preparation	✓

### INTEGRATION

Accounting Systems Integration	✓*
Aggregator POS Integration	✓*
Other 3rd Party Systems Integration	✓*

\*Additional customisation feature at extra cost

#Launch date to be confirmed later in 2009

°Additional charges may apply

