

SERVICE UPDATE – FREQUENTLY ASKED QUESTIONS

WILL YOU STILL NEED ORIGINAL HANDWRITTEN SIGNATURES, AND WILL YOU ACCEPT SCANNED DOCUMENTATION?

To alleviate the issues relating both to the current restriction of movement and potential delays to the mail, we're accepting scanned copies of all documents. Please note amended signature options below.

WILL YOU ACCEPT DIGITAL SIGNATURES ON APPLICATION FORMS?

We have made all of our application forms fillable PDFs, which means they can be completed in a browser or a PDF reader, or your client can print and scan as normal.

These fillable PDFs can be submitted to us by the following methods:

- a) With the whole document printed, filled out by hand and scanned.
- b) With the PDF completed electronically and just signature page printed and scanned.
- c) With the PDF completed and signed via Adobe digital signature (you and your client need to enrol with Adobe to sign, which is free).
- d) With the PDF completed and signed with DocuSign (note – If you are using DocuSign, you should attach signature blocks to both the Client and the Advisor signature sections).

[An updated library of Fillable PDF forms is available here.](#)

Should you need assistance with these document submission methods, please email: design@conexim.ie

HOW DO I SEND SCANNED DOCUMENTS/APPLICATION FORMS?

Scanned documents should be sent to clientservices@conexim.ie

WILL YOU ACCEPT AML DOCUMENTATION VERIFIED BY ID-PAL?

Yes, we already accept ID-PAL documentation.

Should you wish for your clients to self-certify with us, please see attached an FAQ on clients self-certifying their AML via our internal system – which is [knowyourcustomer.com](https://www.knowyourcustomer.com). Once we receive a completed application form, our onboarding team will send out a link from the client's entry on our systems for them to complete this last step in onboarding and self-certifying.

WHAT ARRANGEMENTS DO YOU HAVE IN PLACE TO MANAGE A SIGNIFICANT REDUCTION IN THE NUMBER OF STAFF AVAILABLE TO WORK ON A DAY-TO-DAY BASIS?

We have initiated remote working procedures since the 12th March to ensure the business remains open and the Platform fully operational. We have maintained service levels since we put these measures in place and we are confident that we will continue to maintain continuity of service.

ARE THERE ANY CHANGES TO YOUR OPENING HOURS?

No. There are no planned changes to our opening hours at this stage and our BCP planning seeks to minimise disruption to our opening hours. We will monitor staff resources as levels of illness increase and will seek to redeploy staff to retain normal opening hours wherever possible.

ARE ALL OF THE NORMAL TELEPHONE LINES STILL WORKING?

Yes. During this period, you should continue to use the direct dial numbers of your respective Conexim contacts which will remain in operation throughout this period. A list of these is provided below:

- **Bill Casey - 01 679 8089**
- **Luke Cassidy - 01 679 8086**
- **Colm Daly - 01 679 8081**
- **Gillian Ellis - 01 679 8085**
- **Ronan Gahan - 01 679 8087**
- **Eoin Gantly - 01 679 8082**
- **Karen Guzman - 01 679 8083**
- **David Worrell - 01 679 8091**
- **Elisa Redmond - 01 679 8084**
- **Justin Turner - 01 679 8088**

Should you not get through on your first attempt, it may be because the relevant person is on a call, in which case you may want to email the person instead.

Specifically, for dealing instructions, we would encourage you to use the email noted below as it will be routed to multiple dealers.

WILL ALL EMAILS STILL BE ANSWERED AS NORMAL?

Yes. we would also remind you that the main email addresses to use are:

- **Account Opening, Cash Movements, Withdrawals:** clientservices@conexim.ie
- **Dealing and Reporting:** dealers@conexim.ie
- **Asset Transfers:** transfers@conexim.ie
- **ARF Processing:** arf@conexim.ie
- **Advisor Fee Processing:** agency@conexim.ie

WILL THERE BE ANY IMPACT ON NEW MONIES BEING ACCEPTED AND DEPOSITED, INCLUDING CHEQUES BEING CASHED?

We do not anticipate any impact at this stage but would strongly recommend the use of bank transfer rather than cheque. We are continuing to accept cheques at this time, but this situation may change at short notice due to current and expected disruption to the postal service and the limited number of people with access to our office. If clients insist on using cheques, we cannot guarantee these will be processed in a timely manner.

WILL WITHDRAWALS AND ADVISER FEES CONTINUE TO BE MADE ON TIME?

Yes. There are no expected disruptions to these processes and these will happen on time.

WILL THERE BE ANY IMPACT ON TRADING ACTIVITY OR SETTLEMENT TIMESCALES?

We do not anticipate any impact at this stage. The majority of trades are electronically processed.

ARE THERE ANY CHANGES TO YOUR TRADING TIMES?

There are no changes at this stage.

WILL WITHDRAWALS AND ADVISER FEES CONTINUE TO BE MADE ON TIME?

Yes.

WHEN WILL YOU BE SENDING OUT THE ANNUAL EX-POST COSTS AND CHARGES DISCLOSURE STATEMENTS TO CLIENTS?

We will be starting to distribute these week beginning Monday 6th April and completed by the end of April.

HOW WILL YOU KEEP ME INFORMED OF THE LATEST DEVELOPMENTS?

We will continue to post updates via our [LinkedIn](#) and [Twitter](#) accounts, and by email. Should you have queries in relation to the above, please feel free to contact your primary relationship in Conexim, who can provide additional guidance.

I HAVE ANOTHER QUESTION ABOUT COMPLIANCE OR RISK

Should you have any questions relating to how Conexim or Pershing are mitigating and managing risks due to the COVID-19 pandemic, please contact your usual contact in Conexim who can answer these questions, or contact Ronan Gahan at rgahan@conexim.ie

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