



TeX Transfers MI SLA Adherence Reporting

Date	Author	Version	Comments
Aug-14	TeX MI Focus Group	v1.0	Agreed by the TeX SLA & Operations Advisory Council
Mar-15	TeX MI Focus Group	v1.1	Minor clarifications agreed by solution providers
Feb-16	TeX SLA & Ops AC	v1.2	Insertion of pension provider easement in key principles
Jan-24	Nigel/TeX SLA & Ops AC	v1.3 & v1.4	Insertion of new metric (SMI07) on SLA adherence to report on messaging service (CR04) due in November as part of MP24

WARNING Users of the information contained in this document are reminded that the MI provided to TeX is collated to a particular specification. Use of the MI to describe or analyse the performance of business processes beyond those contemplated in this specification, whether within TeX member organisations, across the TeX community or in the wider industry, is at best unsound practice, and may ultimately be harmful to the credibility of the TeX endeavour. It may also be contrary to the confidentiality provisions and principles of the TeX Membership Agreement.

Key Principles

- Foundations of these requirements have been driven out of the TeX SLA working groups.
- MI Reporting requirements are based on UKFMPG version as documented within the TeX Service Level Agreement.
- TeX members minimum MI reporting requirements are at identity BIC Level. (TeX members may choose to report at marketing group or legal entity level).
- All reporting from TeX to be anonymised data.
- Pension Providers are given an easement period of 6 months from the date the first electronic message is sent where no MI is required to be reported. After this date monthly MI reporting is required.

SLA Start/Stop the clock will be based on SWIFT transmission

- Sent is the timestamp on an SWIFT acknowledgement or appropriate equivalent when not available or when using an alternative network.
- Received is the delivery timestamp of the SWIFT message or appropriate equivalent when not available or when using an alternative network.
- Due is the date the case is due (due in relation to cases outside of SLA refers to any actions that are late or not taken)
- If the initiating event at the point the clock is started for an SLA is manual then it is out of scope for SLA reporting
- An SLA is deemed to have been met if a delay, rejection or positive response is sent before the SLA is due- MI reporting is based on the 'Due Date' of the case unless specified otherwise in the reporting requirements - Only records that were due within the month are extracted for SLA MI reporting for SMI01-SMI05 and SMI07
- Only records that were sent within the month are extracted for SLA MI reporting for SMI06.

Data aggregation

- Members will need to record line-level activity
(line-level activity is defined as each individual message transmitted or received as applicable by the reporting party)
- But aggregated volumes, across all counterparties, to be reported to TeX

Out of Scope

- All Interactions with manual counter parties.
- All Interactions with non-TeX members.
- MI requirements for assets & wrappers other than defined in UKFMPG version as documented within the TeX Service Level Agreement.

SLA Phase / Related SLA ID	MI ID	SLA Obligation	Reporting Party	Reporting requirement (per reporting period)	Notes
Discovery – Information Response	SMI01	Ceding Party	Ceding Party	(SMI01.1) Total number of responses due (SMI01.2) Number of responses due in respect of General Investment Accounts (GIA) (SMI01.3) Number of GIA responses outside the SLA (SMI01.4) Number of responses due in respect of ISAs (SMI01.5) Number of ISA responses outside the SLA (SMI01.6) Number of responses due in respect of Pensions (SMI01.7) Number of Pension responses outside the SLA	1. No obligations to correlate with Transfer instructions 2. SMI01.1 = SMI01.2+ SMI01.4+ SMI01.6
Portfolio Transfer – Portfolio Transfer Confirmation	SMI02	Ceding Party	Ceding Party	(SMI02.1) Total number of responses due (SMI02.2) Number of responses due in respect of General Investment Accounts (GIA) (SMI02.3) Number of GIA responses outside the SLA (SMI02.4) Number of responses due in respect of ISAs (SMI02.5) Number of ISA responses outside the SLA (SMI02.6) Number of responses due in respect of Pensions (SMI02.7) Number of Pension responses outside the SLA	1. No obligations to correlate with Discovery Requests 2. SMI02.1 = SMI02.2+ SMI02.4+ SMI02.6

SLA Phase / Related SLA ID	MI ID	SLA Obligation	Reporting Party	Reporting requirement (per reporting period)	Notes
Asset Transfer – Transfer Out Instruction	SMI03	Ceding Party	Ceding Party	(SMI03.1) Number of instructions not issued within SLA	<ol style="list-style-type: none"> 1. Some solution providers may create a transfer out instruction when processing a Fund Manager to Nominee transfer scenario. This is just created for operational processing purposes behind the scenes. Where this occurs this transfer instruction should not be counted. 2. For solutions that cannot identify automatically, to identify manually those that should have been sent within the SLA and were not. 3. The SLA is tracked only when the acquiring and ceding party are both Tex members and the portfolio transfer was initiated electronically. Whether the fund manager is a TeX member or electronically enabled is not relevant. 4. The SLA is reportable even when instructing a custodian

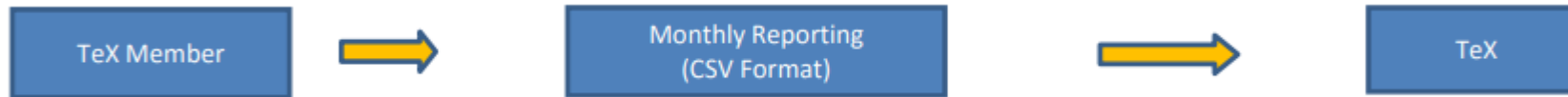
SLA Phase / Related SLA ID	MI ID	SLA Obligation	Reporting Party	Reporting requirement (per reporting period)	Notes
Asset Transfer - Transfer Out Instruction		Receiving Party (Customer to Nominee)	[None]	1. No BAU reporting of Transfer Instruction 2. TeX may ask members for MI by exception, to support dispute resolution	
Asset Transfer – Transfer In Confirmation	SMI04	Fund Manager	Fund Manager	(SMI04.1) Total number of responses due (SMI04.2) Number of responses outside of SLA	Customer to Nominee Transfers only
Asset Transfer – All Fund Manager Confirmations (excluding assets processed under Customer to Nominee transfers)	SMI05	Fund Manager	Fund Manager	(SMI05.1) Total number of responses due (SMI05.2) Number of responses outside the SLA	1. Exclude C2N assets 2. Count transfer in confirmation messages in Fund Manager to Nominee Scenario 3. Count transfer out confirmation messages in remaining scenarios. 4. For Fund Manager to Nominee transfers, the Transfer In Confirmation is expected within 2 Business Days after the issuance of the Portfolio Transfer Confirmation
Redemption		Ceding Party	[None]	No BAU reporting of Redemption Activity TeX may ask members for MI by exception, to support dispute resolution	
Payment Advice		Ceding Party	[None]	No BAU reporting of Payment Activity TeX may ask members for MI by exception, to support dispute resolution	

SLA Phase / Related SLA ID	MI ID	SLA Obligation	Reporting Party	Reporting requirement (per reporting period)	Notes
Completion – Transfer Status = Complete	SMI06	Ceding Party	Ceding Party	(SMI06.1) Total number of completion messages sent (SMI06.2) Number of completion messages sent in respect of General Investment Accounts (GIA) (SMI06.3) Number of GIA completion messages sent outside the SLA (SMI06.4) Number of completion messages sent in respect of ISAs (SMI06.5) Number of ISA completion messages sent outside the SLA (SMI06.6) Number of completion messages sent in respect of Pensions (SMI06.7) Number of Pension completion messages sent outside the SLA	1. SMI06.1 = SMI06.2+ SMI06.4+ SMI06.6
Messaging Service	SMI07	Ceding or Receiving Party (depending on who received the message)	Ceding and Receiving Party (counting only those messages received)	(SMI07.1) Total number of two-way free-text messages received (SMI07.2) Number of two-way free-text messages answered outside SLA	

Reporting Period

Reporting will be completed at two defined levels as illustrated below

Monthly Reporting



Quarterly Reporting



Reporting Submission to TeX

- Monthly reporting submission should be defined to ensure standardised format from all TeX members, enabling TeX administration to filter and collate the data effectively.
- All reporting to TeX will need to be completed by the 10th working day of the month following the reporting period, e.g. report for 1st Jan–31st Jan to be submitted by 10th working day of February.
- All reporting to TeX must be submitted no later than the COB on the last working day of the submission period.
- One submission required as agreed with TeX whether this be Legal Entity or Marketing Group.
- Timely reporting to TeX is mandatory for all members, including those with nil activity through each reporting period.

Email Subject format

Subject: SMI/Month Year/TeX Member Name/TeX Number(s)

Example:-

Subject: SMI/April 2013/SHSA/HS277HS1S01,HS277HS1S02,HS277HG1F01

Technical Requirements

- Provision of MI data to TeX will be in CSV (comma delimited) format.
- All numerical value figures to be reported as whole figures (no decimal places)
- CSV reports will start with a header row
- CSV reports will show data on separate rows and should be ordered in ascending numeric SMI ID (per the example below) - No spacing between values and/or commas
- Where MI is not reported (e.g. SMI04/SMI05 applicable to fund managers only) a blank value should be returned (per SMI04 example)
- Where MI is reported (or should be reported) with nil value, 0 should be reported (per SMI05 example)
- Where MI is reported but not relevant (e.g. a firm transferring ISAs/GIAs but not Pensions) 0 should be reported (per SMI02 example)
- CSV File name *SMI(version)YYYYMMTeXID(s).csv* (e.g. SMIV1.0201304HS277HS1S01HS277HS1S02HS277HG1F01.csv)

CSV Format

SMI, Version, Reporting Month (MM/YYYY), TeX Member Id Number(s) Reported
SMI01, Total, No. GIA, No. GIA Outside SLA, No. ISA, No. ISA Outside SLA, No. Pension, No. Pension Outside SLA
SMI02, Total, No. GIA, No. GIA Outside SLA, No. ISA, No. ISA Outside SLA, No. Pension, No. Pension Outside SLA
SMI03, Total Outside SLA
SMI04, Total, Total Outside SLA
SMI05, Total, No. Outside SLA
SMI06, Total Sent, No. GIA, No. GIA Outside SLA, No. ISA, No. ISA Outside SLA, No. Pension, No. Pension Outside SLA
SMI07, Total Received, No. Outside SLA

Example extraction of data rows

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SMI,1.0,04/2013,HS627HS1S01,HS627HS1S02,HS627HG1F01
SMI01,304,50,5,75,35,20,2
SMI02,500,70,7,430,10,0,0
SMI03,70
SMI04,
SMI05,0,0
SMI06,175,40,2,100,28,35,0
SMI07,97,12
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