Commander Commission Management System

Commission and RPA payment
management for brokers

Castine's *Commander* system is a full-service (and MiFID II-ready) commission management solution designed for US and EU brokers to fulfill their client's needs around CSA and RPA payments and trade reconcilement.

Brokers can now provide their clients with a simple and intuitive way to manage their trading activity and associated research credits using Castine's modern and robust technology. The *Commander* provides brokers the ability to offer their clients an easy way to direct payment requests based on their available CSA/RPA balances.

Castine's *Commander* is the solution brokers have been waiting for.

Brokers can manage a highly efficient Commission Management business for both in-house CSA clients and clients who have elected to use outside CSA aggregators. Brokers may also leverage the *Commander* to offer CSA aggregation services as well. Our state-of-the-art self-help technology empowers your clients to get answers to many fundamental inquiries right away without the potential delays associated with having to go through CSA customer service. Brokers can show EU and US clients their best face while saving time and resources in handling a growing client base.

The *Commander* system does all this with three main portals:

- Client Portal
- Administrator Portal
- Customer Service Portal

Client Portal. Having a secure site that clients can use for balance inquiries, payment management, monthly statement generation and trade reconcilement is a must today when competing for CSA business. *Commander*'s Client Portal, coupled with self-service tools that your clients can use, lets your relationship managers focus on strategic issues to ensure your client's specialized questions can be attended to properly. Clients can download trade files, run reports, enter and/or approve payments to brokers and IRPs, and track where they stand against their budgets.

Administrator Portal. The *Commander*'s Administrator Portal is where you set up new clients, new vendors, manage trade unbundling rules for each client (e.g. split rules), manage relationships between the asset manager and their research providers, and set access permissions. This is separate from the customer service portal so that each team on the broker side can focus on what is pertinent to them without compromise.

Customer Service Portal. This portal is used by the broker's customer relationship team to provide unparalleled support to their clients. They are instantly notified of payment requests from clients, can see balances that are available for payments, and can track all of the payment instructions for each broker and IRP. Payment approval workflow helps insure that proper approvals are documented before payments are made. When adjustments are needed during trade reconciliation, *Commander* has a complete audit trail in place to see exactly what was changed by whom and for what reason.

Instant Setup. As a cloud-based product, *Commander* allows for easy and quick setup for new clients as it can be accessed from any secure browser or tablet.

Ring-Fenced Balances. *Commander* gives brokers with clients who are required to adopt Europe's MiFID II rules, same-day reporting for ring-fencing of all Research Payment Account (RPA) monies used to pay for eligible research services. *Commander* also makes it easy to perform periodic sweeps to an RPA bank account. Should an EU regulator place an inquiry with any client around research funding, the *Commander* provides up to the minute summary level information of balances, and providers paid from the RPA account with all associated payment details. Clients can simply connect to the client portal to access all this valuable information at their convenience.

Self Service. Investment managers and brokers are under tremendous pressure to manage their businesses as efficiently as possible. Castine fully understands this and has outfitted the *Commander* system with self-service screens to set up and manage their CSA and RPA accounts, all without the need for a developer's assistance. Rather than waiting a day or a week for a new report, *Commander* users can design and run their own reports whenever they choose. Most functionality on our solution is completely intuitive and manageable with little or no need to seek assistance.

Host How You Like. The *Commander* can be hosted in-house on your own servers or can be cloud-based. Either way, the system operates on a 24/7/360° basis, meaning your team and your clients can use the system any time and any place.

Local Support. Castine has implementation and support teams in the USA and Europe to provide local, on premise support during implementation and beyond.

About Castine

Since 1982, Castine LLC has provided Cloud-based and in-house solutions to the financial industry. The Castine C3 platform addresses Commission management, Compliance, and Compensation and are in use by firms worldwide.

Offices in New Jersey, London, and Buenos Aires