CASE MANAGEMENT MANUAL

MFEX Mutual Funds Exchange AB
Client Relations
Clientrelationslux@mfex.com

Contents

1. User Activation

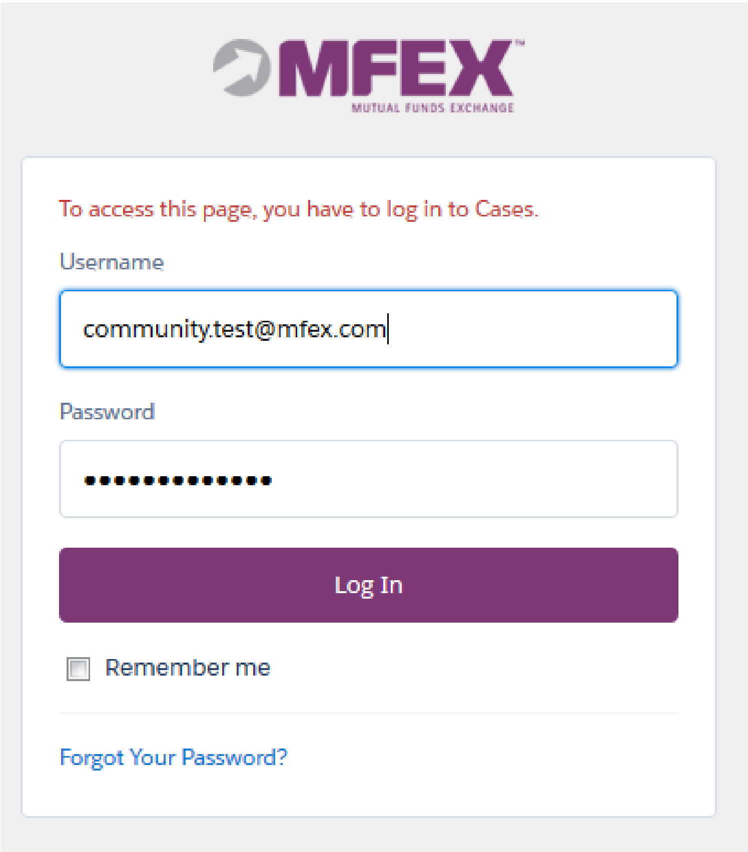
Contact your Client Relationship Manager to request activation of a new user. You will need to provide the user's email address.

When the user has been created, an email with the activation link will be sent to the address provided.

Click the link to activate user and set the password.

1.1 Login

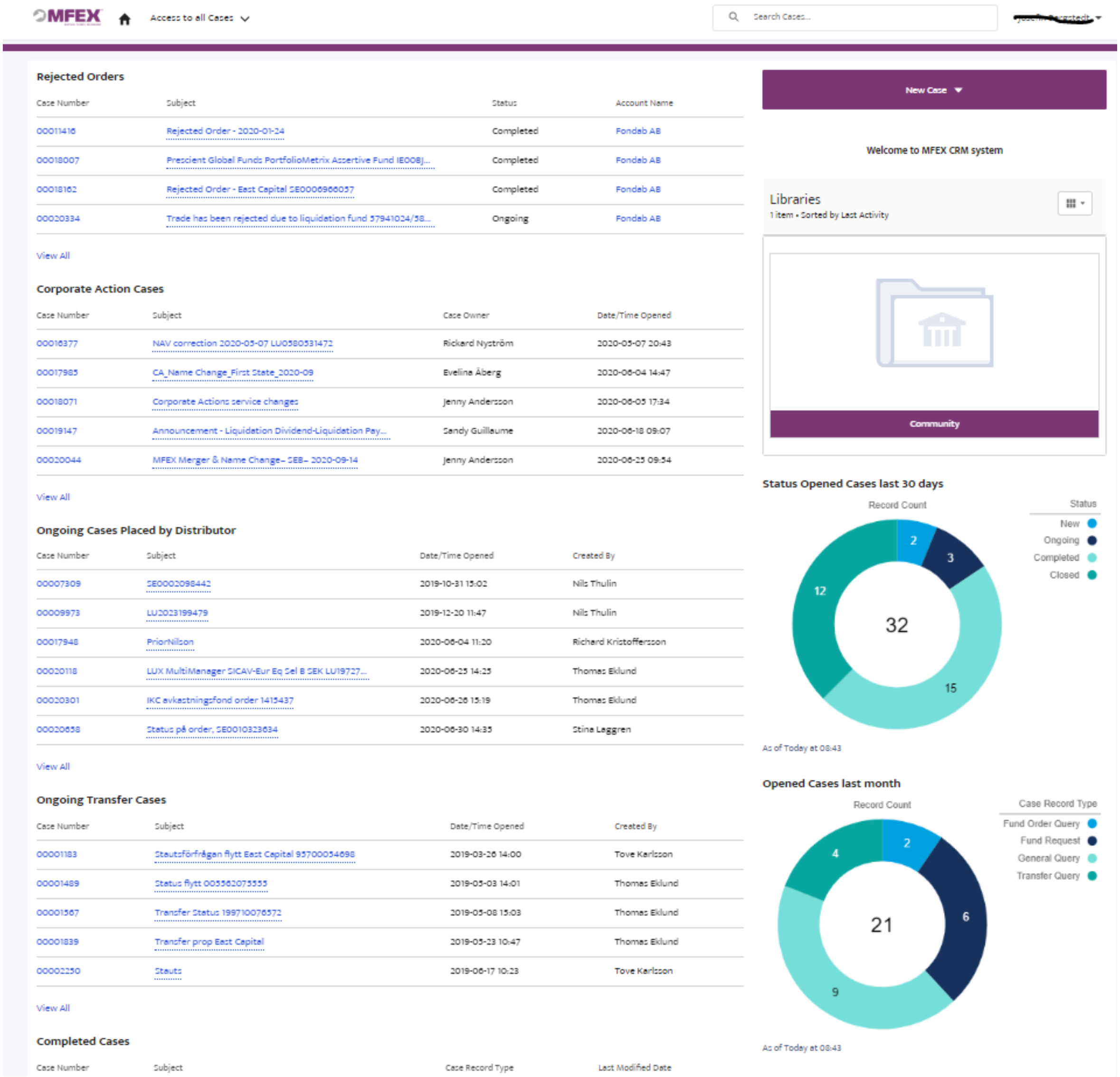
Go to https://mfex-cases.force.com and enter your username and password. Your username is the email address used for the activation.



If you need to reset your password, click the "Forgot Your Password" link on this screen.

2. Home Page

The first thing you will see is your Home Page.



The Home Page provides an overview of cases for your Company divided into 8 categories;

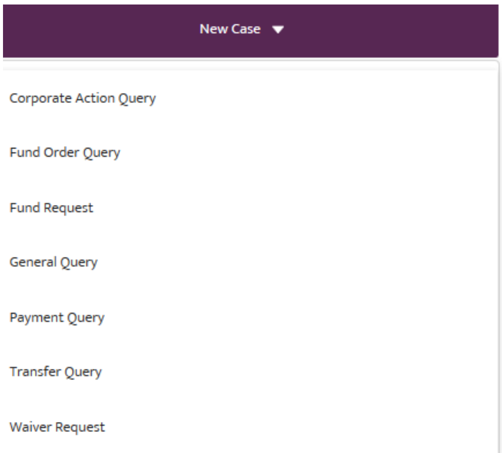
- Rejected Orders
- Corporate Actions
- Ongoing Cases Placed by Distributor
- Ongoing Transfer Cases
- Completed Cases
- Closed Cases
- All Cases

By clicking “View All” you will access the full list with additional information available (see Chapter 5). To view or manage a specific case, click on the Case Number link (see Chapter 3.1). You can also search for a case number or key words in the Global Search on top of the home page to quickly reach the case details (see Chapter 6.1).

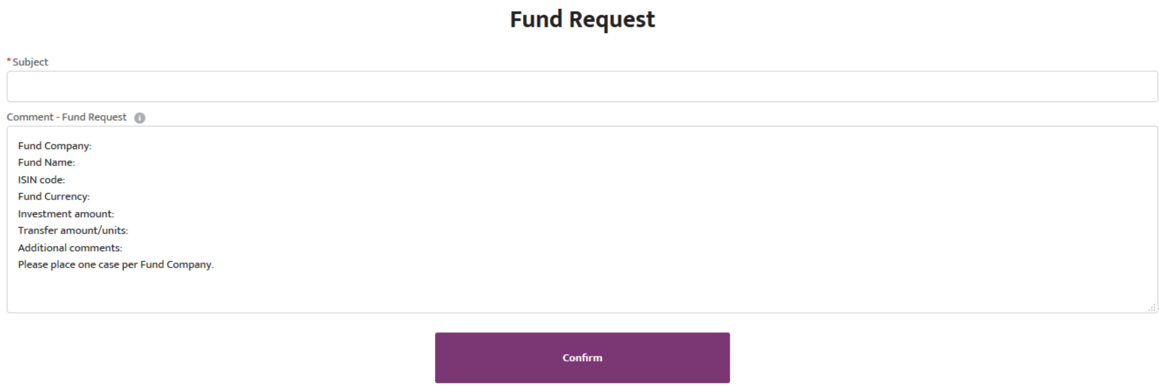
From the Home Page you can also place a new case (see Chapter 3) and access documentation shared by MFEX. Contact details are on the bottom of the page and you can always navigate back to the Home Page simply by clicking on the House symbol in the top left of the screen.

3. Create New Case

When you click “New Case” you will be asked to choose a case type.

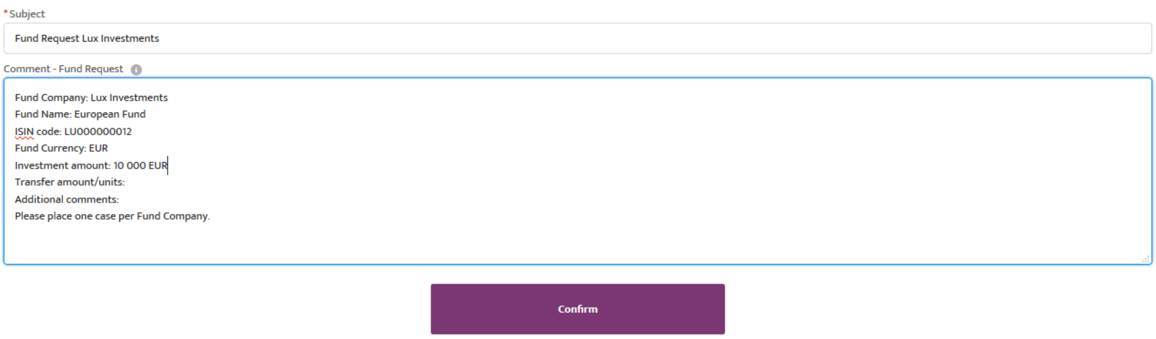


For some case types there are template texts available.



By dragging the bottom right corner, you can make the comment box larger

Enter Subject, Comment and click “Confirm.”

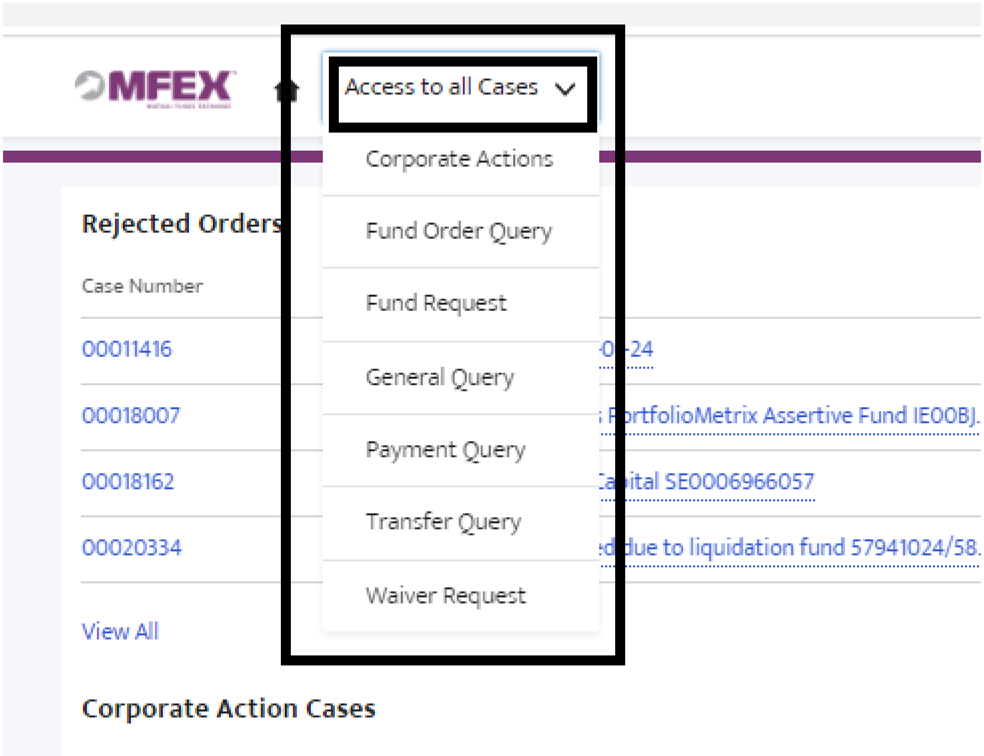


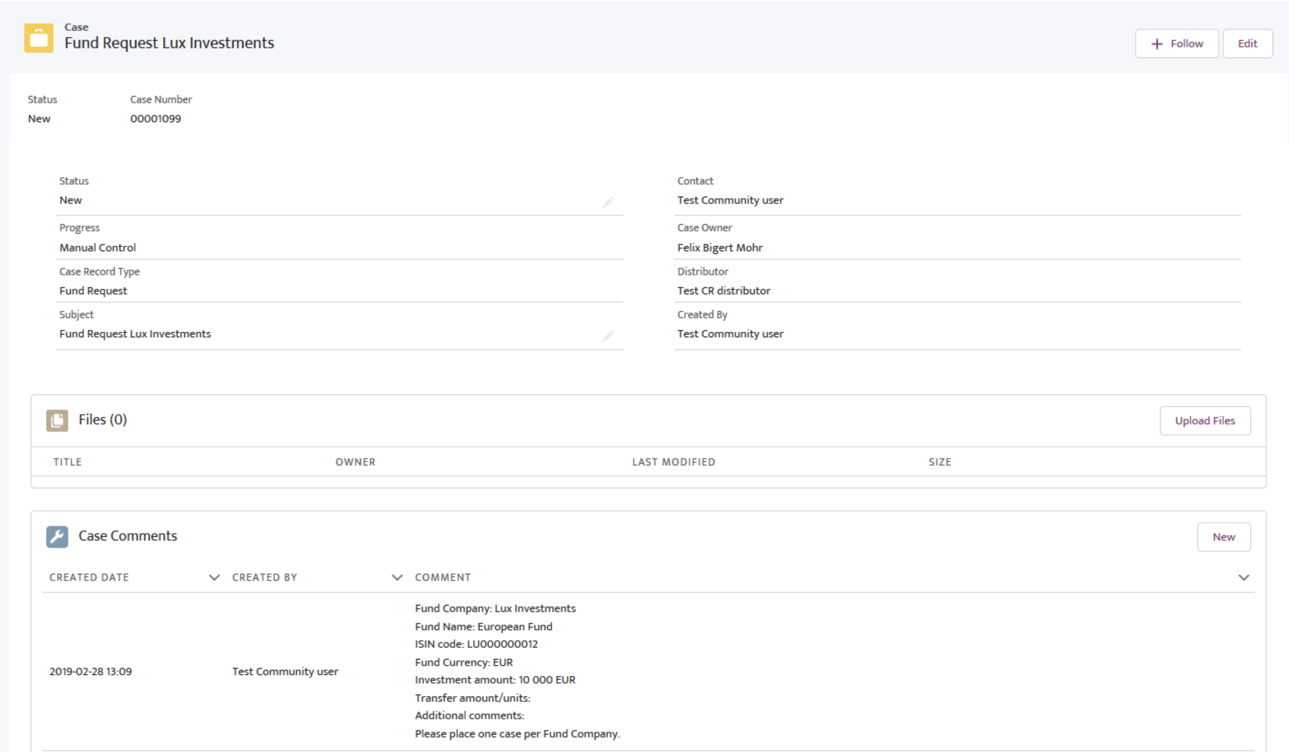
That’s it! Your case has now been created and assigned to the relevant team with MFEX to be handled as soon as possible.

3.1 Case Details

Once the case has been created you will be directed to the Case Details page.
At the drop list you see all the different case types that are not on the Home page. When you click on a type, you see all cases in status

- New
- Ongoing
- Completed





From this screen you can add new Case Comments (new button in the Case Comments section).

You can upload files in the Files section, and you can edit Subject, Status and Contact via the Edit button in the top right corner.

From the Case Details you will always be able to see;

- Who created the case (user with your Company or MFEX)
- Who is the Case Owner (always a MFEX user or team)
- Who is the Case Contact (always a user or team with your Company)
- Status, Case Number, Subject, Case Type

For fund requests you will also be able to track the progress to see which MFEX team is currently working on the fund opening request

When updates are made to the case (status changes, new comments, added files etc.) they are visible in the case details immediately. Case Contacts are notified when MFEX add comments to cases via email (see Chapter 4). MFEX Case Owners are notified when Distributors add comments.

3.2 Case Statuses

There are 4 different statuses available for cases;

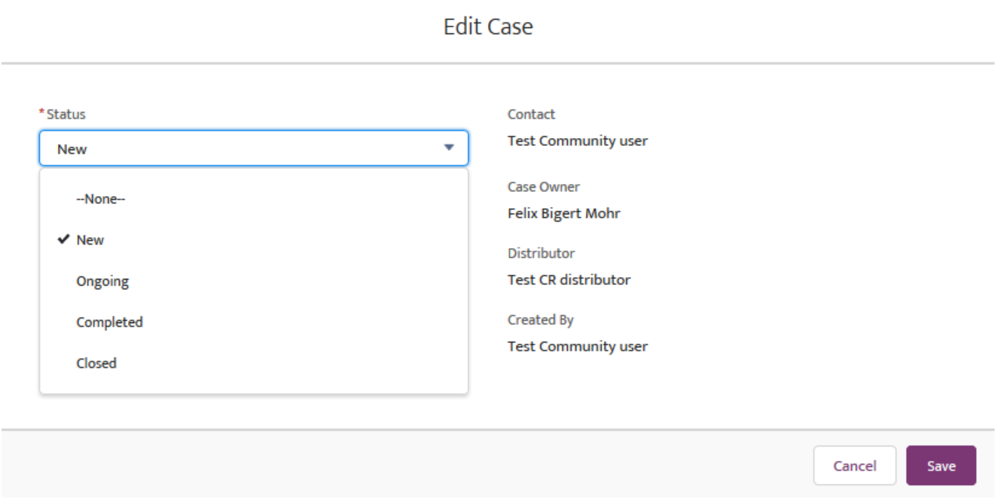
- New
- Ongoing
- Completed
- Closed

New cases have not yet been handled. If a new case has not been handled after 24 hours, it is escalated internally at MFEX.

Ongoing cases are currently being worked on. Comments that are exchanged do not have an impact on the status and email notifications are sent to both MFEX and Client in case of a new comment.

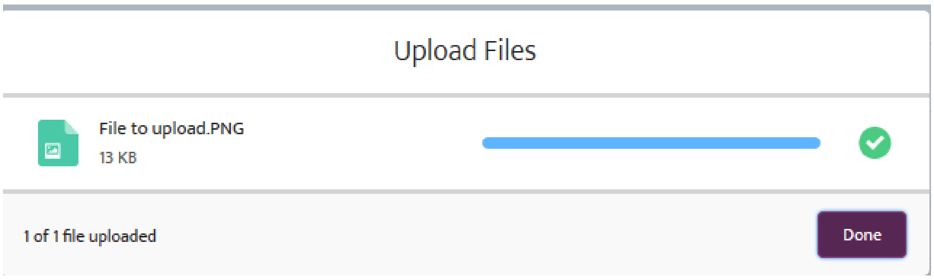
Completed cases are considered closed but have not been confirmed by the other party. When MFEX replies to the Client with a final answer the status will be put as "Completed." If you are not happy with the reply or have more questions, adding a new comment to the case will automatically change the status back to "Ongoing."

Closed cases have been confirmed by the other party as Completed/resolved. If a case has been put to status "Completed" and not closed for 60 days, it will be closed automatically. Closed cases can be re-opened by either adding a comment or changing the status via the Edit button in the Case Details.

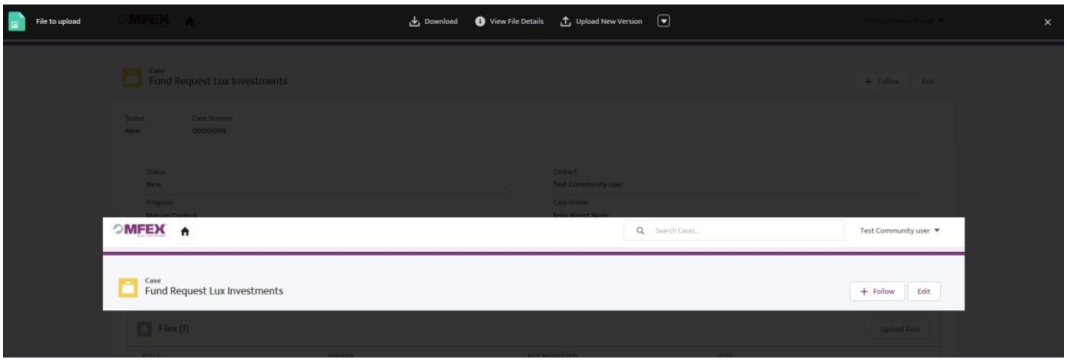


3.3 Files

Files are easily uploaded by the Upload Files button in Case Details. You can choose to upload multiple files in one go. All file types are supported.



Most file formats can be previewed in the browser by clicking on the file name.



Maximum allowed file size is 7 MB.

4. Notifications

Email notifications are sent when;

- MFEX places a new case for the Client
- MFEX creates a new comment
- Client places a new case for MFEX¨
- Client creates a new comment
- Completed case is auto-closed after 60 days

Email notifications contain all case details and a link to access the case.

Reply Reply All Forward

to 2019-02-28 10:57

N

no-reply.salesforce@mfex.com

New comment for case 00001098

To Felix Bigert Mohr

Hi ,

A new comment has been added to case 00001098 by Test Community user:

Fund Company: Fidelity
Fund Name: European Fund
ISIN code: LU0000001
Fund Currency: EUR
Investment amount: 100000 EUR
Transfer amount/units:
Additional comments:
Please place one case per Fund Company.

Owner: Felix Bigert Mohr
Created By: Test Community user
Type: Fund Request
Subject: Fund Request Fidelity
Contact: Test Community user
Status: New

Click here to view the case

Kind regards,
MFEX Mutual Funds Exchange AB

Notifications are sent to the Case Contact. The user who creates the case becomes Case Contact by default.

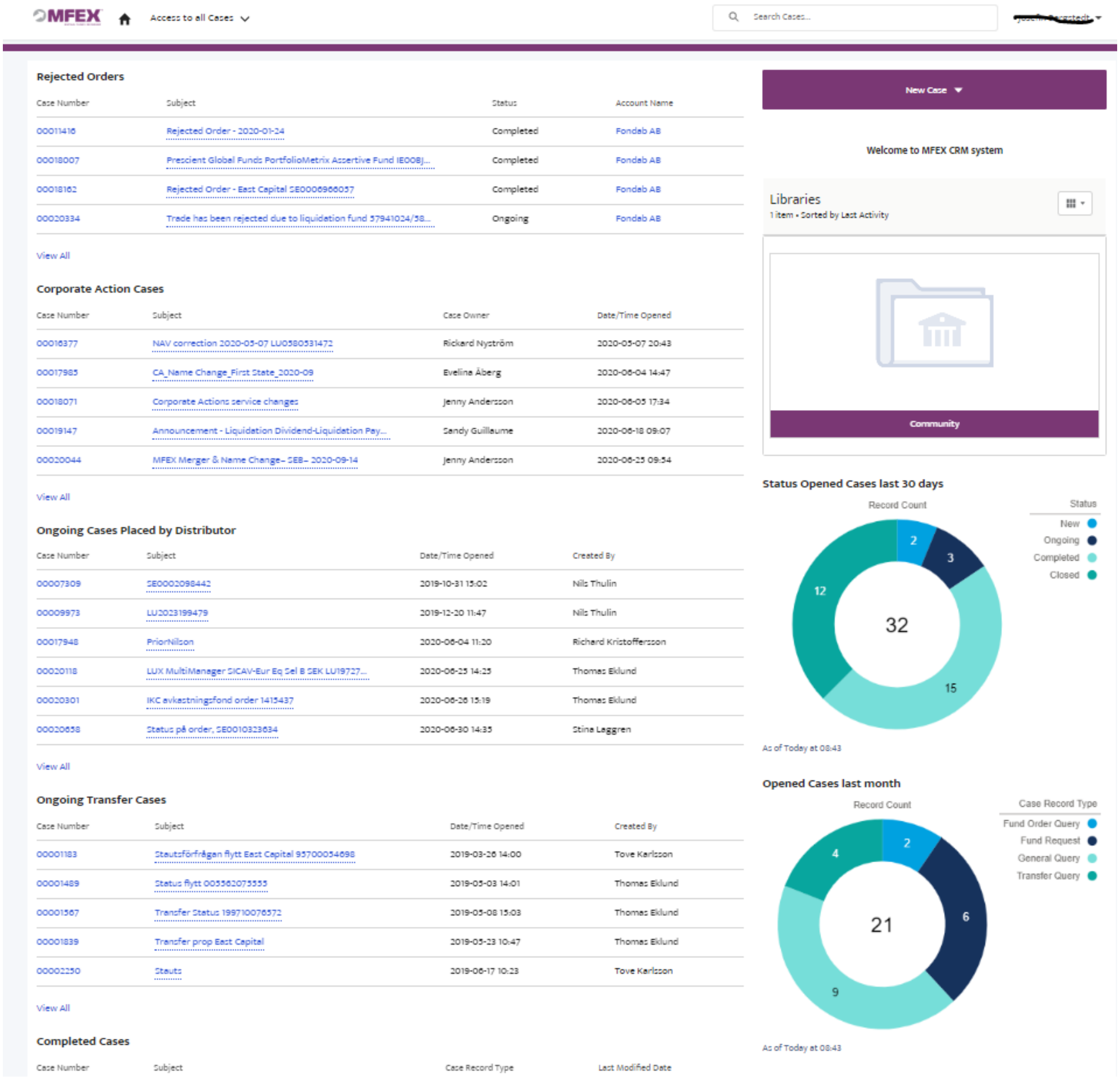
It is possible to create a Department Contact for your Company which will be used whenever MFEX places case. The notification email for the Department Contact should be a group inbox so that notifications are sent to everyone concerned. This Contact will be shown as Owner, but anyone can create comments and make updates to the case.

Status	Case Number
Completed	00001097

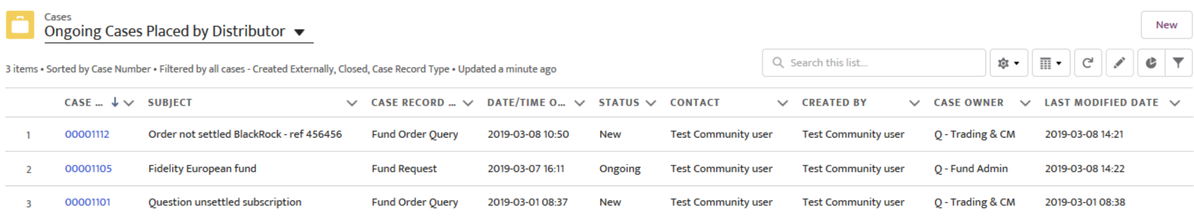
Status	Contact
Completed	Test Dept

5. List Views

List Views provide an overview of cases based on their status and who is expected to respond next.



At the Home Page shows a few key fields per List View and a limited number of cases, but by clicking on the “View All” button you will be redirected to the full list.



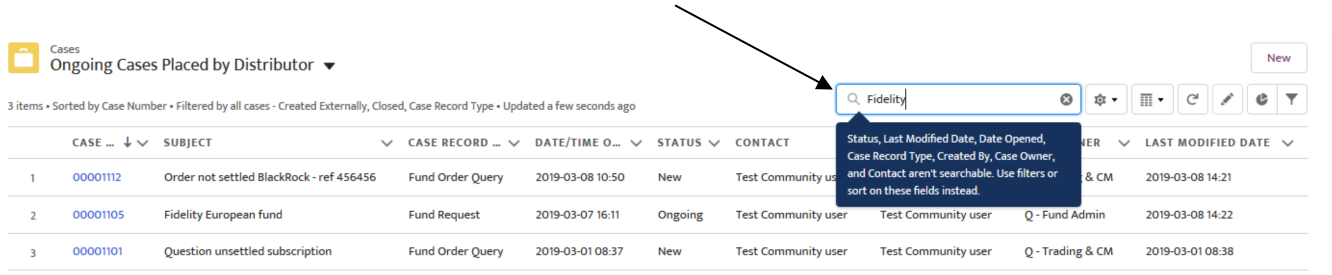
	CASE ...	SUBJECT	CASE RECORD ...	DATE/TIME O...	STATUS	CONTACT	CREATED BY	CASE OWNER	LAST MODIFIED DATE
1	00001112	Order not settled BlackRock - ref 456456	Fund Order Query	2019-03-08 10:50	New	Test Community user	Test Community user	Q - Trading & CM	2019-03-08 14:21
2	00001105	Fidelity European fund	Fund Request	2019-03-07 16:11	Ongoing	Test Community user	Test Community user	Q - Fund Admin	2019-03-08 14:22
3	00001101	Question unsettled subscription	Fund Order Query	2019-03-01 08:37	New	Test Community user	Test Community user	Q - Trading & CM	2019-03-01 08:38

From this screen you can switch between different List Views – Click on arrow next to the List View name in top left corner. You can change the sorting of your List View based on your needs. For example, you may want to show the oldest cases on top or sort them alphabetically by Contact name. You can also access case details by clicking on the Case Number link or create a new case in the top right corner.

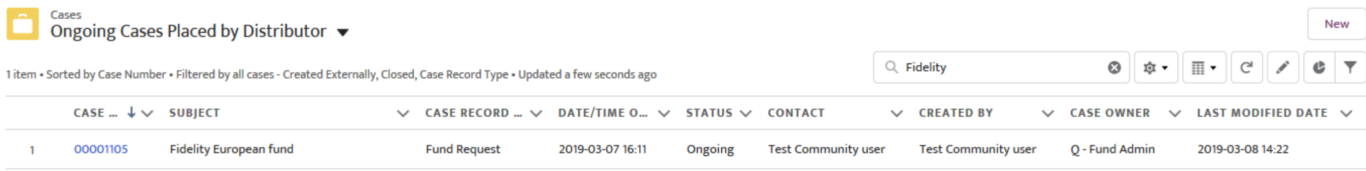
6. Search

Within a List View, it is possible to search for key words to narrow the list result. This can be useful if you are looking for all open cases of a certain type or related to a specific Fund Company or ISIN.

To search in a List View, enter your search word in this box and click "Enter."

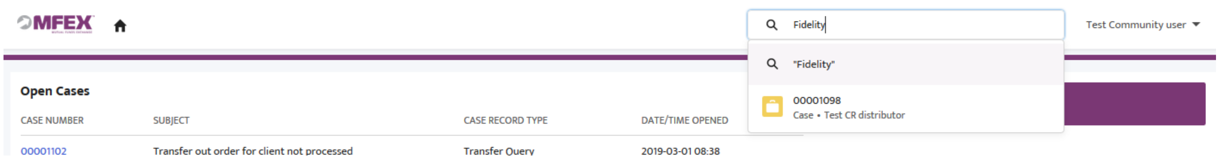


The result:

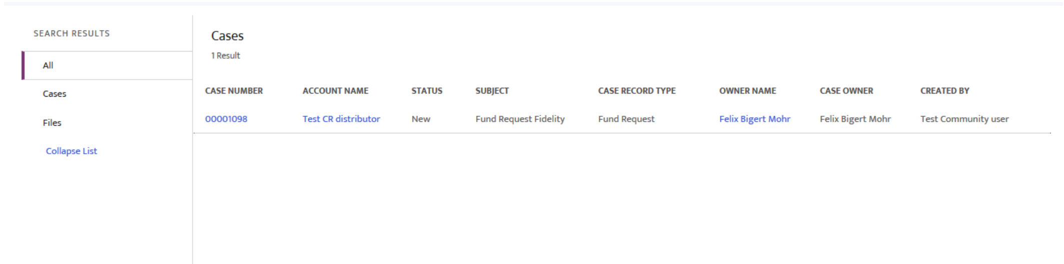


6.1 Global Search

Sometimes it is more useful to use the Global Search function. By using Global Search, you will search among all cases regardless of status. It is always present at the top of the screen. When you enter a search word you will get suggested matches straight away.



You can either click on a suggested case or the magnifying glass to see the full search result.



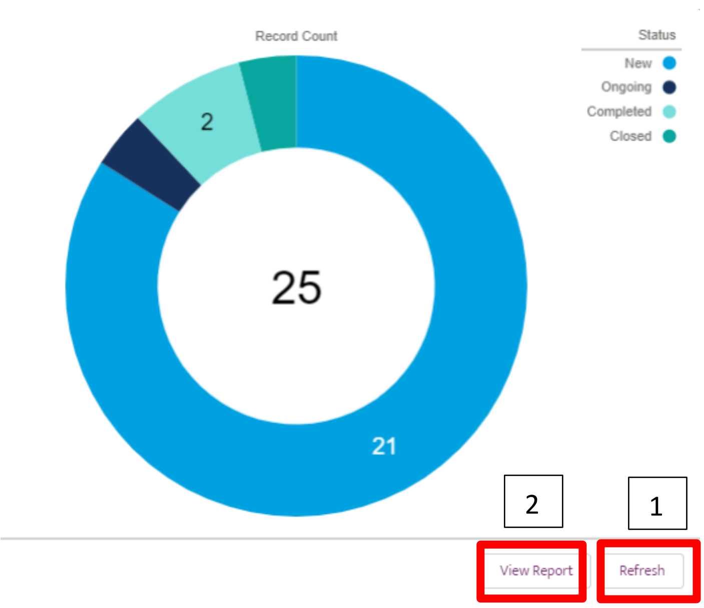
7. Dashboards

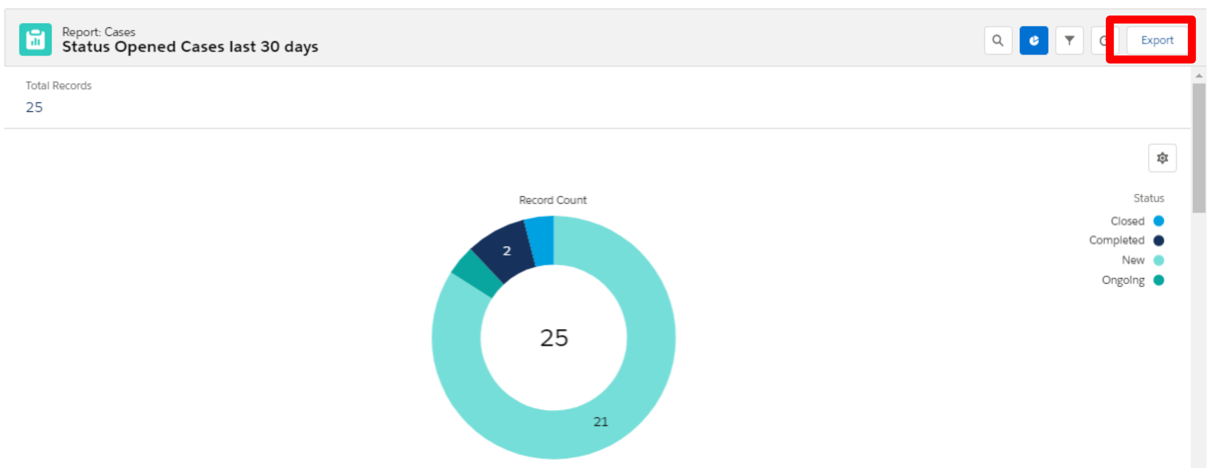
To get a better overview of your cases you can see a dashboard at Home page. You can see the status on the cases and the different Record Type. You can easily create a report from this dashboard

8. Export Report

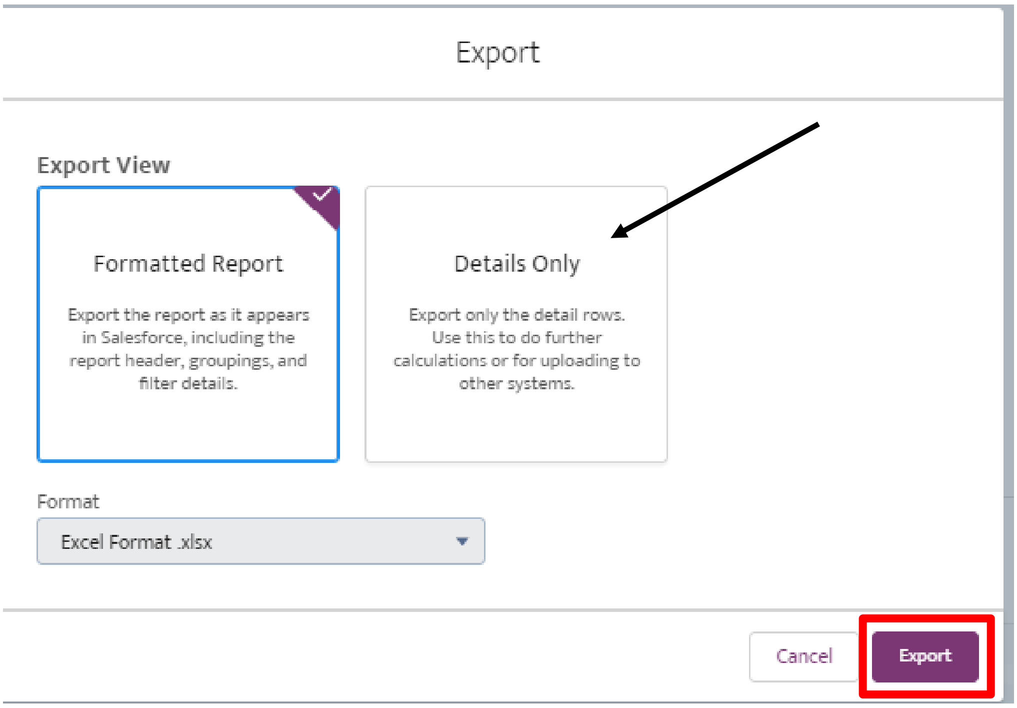
Click on the circle:

1. Refresh button
2. After you click on Refresh button click View Report





Click on Export Button top right.



If you choose "Details Only" you also can export to ex CSV format.
When you export it to Excel, you will see more fields that make it easy to select the data you are looking for