



# ADMINISTRATION SERVICES

## Key facts

T.BAILEY

### COMMITMENT TO SERVICE

A forward-looking, service-focused administration business born out of a traditional family office, T. Bailey is a totally independent boutique firm that specialises in bespoke administration services.

T. Bailey is owned by Forman Hardy Holdings, a family office with a 150-year business heritage. That family office pedigree is reflected in the importance we set on a high standard of administration – much higher than is typical for either the third-party fund services industry or a standard retail investment house. To ensure that we deliver consistently superior service standards we focus on three key areas: quality, cost control and customer satisfaction. A truly bespoke alternative to mainstream, mass-market fund service providers, we combine the latest industry expertise, regulatory awareness and sophisticated technology with the values, flexibility and independence that one would expect from a family office.

### SERVICES SUMMARY

Hosting	Fund Accounting	Transfer Agency	Relationship Management
<ul style="list-style-type: none"><li>Authorised Corporate Director and unit trust management</li><li>Compliance oversight and ongoing compliance education</li><li>ISA manager capabilities</li><li>Fund launches</li><li>Fund transfers</li><li>UCITS / NURS expertise</li></ul>	<ul style="list-style-type: none"><li>Pricing and valuations</li><li>Distributions and income streaming</li><li>Report and Accounts</li><li>Cash and stock reconciliations</li><li>Trade settlements</li></ul>	<ul style="list-style-type: none"><li>Dealing, registration and settlements</li><li>Bespoke customer service underpinned by TCF and a clear understanding of our regulatory obligations</li><li>Platform relationship management</li><li>RDR aware</li></ul>	<ul style="list-style-type: none"><li>Dedicated support team for the life of the contract</li><li>Regular progress meetings</li><li>Full project management services</li><li>Bespoke KPIs, MI and strategic reporting</li></ul>

We currently service a variety of open-ended vehicles in the form of unit trusts and OEICs, with income and accumulation requirements across NURS and UCITS structures, catering for retail, institutional and family/high net worth audiences. We are specialist in fund of funds capabilities.

### CONTACT US

To discuss our services in more detail and find out how we can help you please contact:  
**Helen Stevens** on **0115 988 8213** or email **clientservices@tbailey.co.uk**

### WHAT SETS US APART

**Independence** – as a privately owned company we enjoy absolute independence and the flexibility that this brings.

**Compliance culture** – compliance is both a specialist function at T. Bailey and a company-wide consideration. We take our regulatory responsibilities extremely seriously and ensure that all partner clients benefit from our knowledge.

**Tailored services** – administered in-house from our centrally located offices.

Pro-active approach to **relationship management**.

**Clearly explained** costs and **value** for money.

Consistent **superior quality service**.



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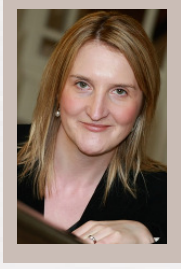
## Who we are

T.BAILEY



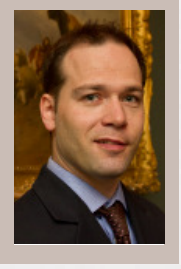
### **Peter Letley, CEO**

The appointment of Peter Letley as CEO in 2009 marked the beginning of a structured phase of expansion for our fund administration services. Peter has held a number of high-profile roles in the financial services sector over the last 42 years. His time as Deputy Chairman, CEO and Chief Financial & Administrative Officer in key financial organisations, including the HSBC Group, makes him an ideal choice to steer the business through its planned period of growth.



### **Helen Stevens, Head of Client Services**

Helen has worked in the financial services industry since 1996. She joined T. Bailey in 2004 and was instrumental in the project to bring all elements of fund administration in-house. Helen works with potential clients to assess their needs and oversees daily operational matters in order to ensure that service promises are delivered and standards are maintained. Helen is a music graduate of King's College London and IAQ qualified.



### **David Hopkins, Project Manager**

David began his career at T. Bailey as a Fund Accountant in 2007. Since then he has developed his role and now works closely with Helen and the operational teams and our partner clients. His efforts are devoted to project managing processes and all parties involved to ensure that implementations run to time, costs are controlled and, most importantly, that clients are aware of progress during the life of fund launches or transfers. David is CA qualified and a graduate of Durham University.



### **Richard Taylor, Compliance Officer**

A member of the T. Bailey team almost since its inception in 2000, Richard is an integral part of the management team and runs the company's compliance function. Richard and his team work with operational staff and our partner clients, using a programme that combines compliance oversight and risk management with a proactive compliance culture and ongoing education. This creates a combined sense of corporate responsibility. Richard is ACA qualified and a graduate of Warwick Business School.



"The team at T. Bailey is impressive. They are all very thorough in everything they do and share our emphasis on quality. T. Bailey is small enough to offer a personal service and big enough to be efficient and reliable. The people in charge have the integrity, expertise and experience to deliver the service we need." Tony Yarrow, Managing Director and Fund Manager – Wise Investments.



"We are delighted to be working alongside T. Bailey whose enthusiasm, knowledge and professional services impressed us from our first meeting. Their pragmatic but thorough approach to problem solving is instrumental in the smooth launch of the fund. Our main consideration has always been for the shareholder, and we were left in no doubt that their needs would be more than adequately looked after by T. Bailey's experienced and helpful administration team." Frank Rushbrook, Fund Manager - Nettle Capital LLP