

Doing data differently



Helping the global financial community make informed decisions through the provision of comprehensive, accurate, timely and affordable securities and economic data services

With more than 30 years' experience, we offer comprehensive and accurate securities reference, corporate actions and pricing data for derivatives, equities, fixed income, and investment funds around the globe. We also cover economic data extensively.

We understand how crucial financial and economic data is and take a different approach as to how we proceed:

- We do not rent data, we sell it
- We do not have onerous redistribution rules
- We customize our services to meet your needs
- We cover all countries - no matter how large or small
- Finally, we offer competitive prices

As a result of our on-going commitment to providing cost-effective and innovative data solutions, while ensuring the highest standards, EDI has achieved the internationally recognized quality and security certifications ISO 9001 and ISO 27001.

Headquartered in the United Kingdom, we have operations in Australia, Canada, Germany, India, Morocco, South Africa, and the United States.

Our Support Team is available on +44 (0) 207 324 0020, 24 hours a day, Monday to Friday and closed on Christmas and New Year's Day.



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US Mutual Funds

Our US Mutual product offers the highest quality reference data, comprehensive corporate actions and dividends data plus a daily pricing feed for US Mutual funds.

Reference Data

Empowering investors with the highest quality reference data

Access dynamically updated, maintained, and detailed information on over 33,000 Mutual Funds, including 18,000 Unit Investment Trusts (UITs) and approximately 200 Interval Funds.

Facilitate SFTP

Reference data is used across the front, middle and back offices. Utilize our reference data to ensure straight through processing, from front to back office, to drive settlement and reconciliation systems.

Easily select securities reference data that really matters to you

Use our powerful search tool to search and select data from over 20+ fields including:

- US Code
- Tickers & Local codes
- ISIN
- Issuer name
- Bloomberg code

Have securities reference data delivered to you simply

Choose to receive EDI's reference data either daily with history via an SFTP connection or as a one-off ad-hoc feed.

Field Coverage – Reference Data

Fields	Description
Issuer ID	Unique ID for the Issuer linking all funds for the issuer
Issuer Name	Name of the Issuer of the Fund
Bloomberg Exchange Ticker	Bloomberg Exchange ticker enables users to link multiple codes at the trading venue level within the same country or market in order to obtain an aggregated view for an instrument within that country or market.
Bloomberg Global ID	Bloomberg Global Identifier - An identifier that is assigned to instruments of all asset classes and is unique to an individual instrument. Once issued, the FIGI assigned to an instrument will not change. Financial Instrument Global Identifier (FIGI) - An identifier that is assigned to instruments of all asset classes and is unique to an individual instrument. Once issued, the FIGI assigned to an instrument will not change.
CFI	CFI Code is a 6-character code for classifying financial instruments in order to identify the type and characteristics of each financial instrument in accordance with international standards
Country of Incorporation	ISO country of Incorporation of the company
Country of Register	ISO Country where the fund is registered
Currency	ISO Currency of the fund
Exchange Code	Identifier for the exchange

Security Description	Summary description of the fund including share class, type of distribution, currency of the fund and whether the fund is hedged.
Security Type	The Fund type e.g., Mutual Funds
ISIN	ISIN code
Structure Code	The Legal structure
Listing Country	Country where the fund is listed
Listing Status	Indicates exchange listing status
Local Code	The local security identification code given by the exchange
MIC Code	ISO Market Identification Code
Primary Exchange	Y/N Field
Security ID	Unique ID for the Fund linking al listed funds
US Code	US security identification code

Corporate Actions

Reduce operational risk and ensure you have up-to-date information on US Mutual Funds

Processing corporate actions is essential to your business. Misinterpreted or missed information can have a significant cost to the business (trades undertaken using wrong information, reputational damage etc.) that can result in substantial losses. At EDI we deliver business critical information when you need it, direct from the source. So, you can be sure your firm does not miss key corporate action data. EDI also has a wealth of experience with over 25 years participation in the corporate actions industry.

Easily select corporate actions data that really matters to you

Use our powerful search tool to search and select corporate actions data including:

- Issuer ID
- Issuer name
- FIGI code
- US Local Code
- CFI code
- FIGI Exchange Ticker
- ISIN
- Security ID
- FIGI Composite Exchange
- Event ID
- FIGI Composite code
- Ticker

Field Coverage – Corporate Actions

Announcement	General Meeting	Par Value redenomination
Buy Back	International Code change	Return of Capital
CIK change (US only)	Issuer Name change	Registered Office change
Class Action	Location change	Security Description change
Consolidation	Listing Status change	Security Swap
Dividend	Lot change	Sub-division
Fund Transfer	NAICS change (US only)	Security Reclassification
Financial Year End Change	Primary Exchange change	

Pricing Data

Get access to US Mutual Funds Net Asset Values (NAVs) data as soon as it becomes available

Use our end of day pricing data feed to:

- Access closing pricing data gathered from the Nasdaq exchange for US Mutual Funds and Unit Investment Trusts (UITs).
- Easily identify US funds through static data elements taken from the Security Reference File

Price Feed Field Coverage

Field Heading	Description
MIC	Market Identifier Code
Pricefilesymbol	Ticker
Isin	ISIN Identifier of fund
Currency	Currency of Fund
PriceDate	Date of NAV
Open	Open NAV
Close	Price field for NAVs
SecID	Security ID
MktCloseDate	Market Close Date
Volflag	Flag
Issuename	Issuer of the Fund
Sectycd	Security Type Code (MF, UNT etc)
SecurityDesc	Fund Name
USCode	US Code
PrimaryExchgCD	Primary Exchange Code
ExchgCD	Exchange Code

Unit Investment Trusts

A unit investment trust (UIT) is an investment company that offers a fixed portfolio, generally of stocks and bonds, as redeemable units to investors for a specific period of time. It is designed to provide capital appreciation and/or dividend income. We cover all unit investment trusts issued in the United States.

Fields Available for UIT Reference

- | | | |
|---------------|------------------------|--------------------------|
| • UIT ID | • Exchange Code | • Distribution Date |
| • Action Flag | • Issuer Name | • Distribution Frequency |
| • Action Time | • Trust Name | • Tax Class |
| • ISIN | • Security Name | |
| • US Code | • Security Description | |
| • Local Code | • Deposit Date | |
| • SEDOL | • Maturity Date | |

Fields Available for UIT Corporate Actions

- | | | |
|-----------------|--------------------------|-----------------------------|
| • UIT ID | • Security Name | • Currency Code |
| • Action Flag | • Security Description | • Gross Dividend |
| • Action Time | • Deposit Date | • Net Dividend |
| • ISIN | • Maturity Date | • Announced Date |
| • US Code | • Distribution Date | • To Be Announced Flag |
| • Local Code | • Distribution Frequency | • Nil Dividend |
| • SEDOL | • Tax Class | • Approximate Dividend Flag |
| • Exchange Code | • Ex-Dividend Date | • Payment ID |
| • Issuer Name | • Record Date | |
| • Trust Name | • Pay Date | |

Available for UIT Pricing

- | | | |
|-------------------|------------------------|-----------------------|
| • MIC | • Ask (blank) | • Issuename |
| • Pricefilesymbol | • Last (blank) | • SectyCD |
| • ISIN | • Bid (blank) | • SecurityDesc |
| • Currency | • BidSize (blank) | • Sedol (blank) |
| • PriceDate | • AskSize (blank) | • USCode |
| • Open (blank) | • Trade Volume (blank) | • PrimaryExchgCD |
| • High (blank) | • SecID | • ExchgCD |
| • Low (blank) | • MktCloseDate | • TradedValue (blank) |
| • Close (NAV) | • Volflag (blank) | • TotalTrades (blank) |
| • Mid (blank) | | |

U.S Dividend Reclassification

Reduce operational risk and ensure you have all details you require for the US income tax season

The US Dividend Reclassification service can be utilized to create 1099s for your clients, as a secondary source to validate your primary provider or as a tool for your client support group to research customer inquiries.

The files contain a number of security reference data fields, facilitating EDI's content into your security master including issuer name, Issuer name, Country of register, Multiple security Identifiers, CFI and CIK codes, Industry classifications (SIC, NAICS), Security type, Security Description, and Ticker symbol.

The files also contain the specific income classifications needed for accurate and timely income tax reporting for each dividend payable on the security. NRA Exempt Income Dividend – Amount per share, exempted from additional withholding taxes on dividend/interest income, applicable to foreign entities (Individuals, partnerships, corporations, estates, and trusts) from sources within the U.S., such as mutual funds.

Web Portal – Our web product offering contains the same content set with multiple searching and downloading tools. Basic Search with multiple identifiers or partial name, Custom Search using date ranges and specific dates (announcement, ex-date, record date, etc.), View and download results, customize your data fields, on demand downloads or set them up to run intra-day or end of day based on full universe or your portfolio.

At EDI we deliver critical information when you need it, direct from the source. Our files contain the specific income classifications, needed for accurate and timely income tax reporting, for each dividend payable on the security.

- Tax Year End Date – will be filled with the last business day of the tax year.
- Dividend Allocated to Tax Year – Tax year that the dividend is applicable to. A dividend payable during the tax year might not be accountable for tax purposes in that year. Conversely a dividend payable in the following year might be considered accountable for tax purposes, in the previous year.
- Income Dividends – Amount of dividend that is categorized as ordinary income & subject to tax.
- Qualified Income Dividends – Denotes the portion of Ordinary Income that qualifies for the lower, capital gains, tax rate.
- Total Capital Gains – Total amount of Long-Term Capital Gains, Unrecaptured Section 1250 Gains, Section 1202 Gains and Collectibles Gain.
- Total Qualified Dividends – This consists of the total amount of ordinary income, short term capital gains and foreign tax paid, that qualifies for the lower tax rate and is not subject to ordinary income tax.
- Short Term Capital Gains – Amount representing Short Term Capital Gains, subject to ordinary income tax.
- Qualified Short Term Capital Gains – Amount of Short-Term Capital Gains that qualifies for the lower cap gains rate and is not subject to ordinary income tax.
- Long Term Capital Gains – This amount is included in the Total Capital Gains Field and will only be populated in this field, if required by the client.
- Qualified Long Term Capital Gains – field is not populated and saved for future use
- Section 1202 Gain – Under Section 1202, the amount of capital gains from selects small business securities, excluded from federal tax.
- Under 1250 Section – An unrecaptured Section 1250 gain, applicable to REITs, is a different category of cap gains that reflect the amount of gain applicable to the sale of depreciated real estate, which is taxed at a different percentage.
- Collectibles (28%) Gain – Capital gain from a sale or exchange of collectibles and subject to a 28% capital gains rate.
- Foreign Taxes Paid – Foreign Tax amount, included in Total Ordinary Income that may be able to be claimed as a deduction or credit.
- Qualified Foreign Taxes Paid – Foreign Tax amount, included in Total Ordinary Income that qualifies for a lower capital gains rate.

- Exempt Interest Dividends – Represents Tax Exempt interest and is not subject to tax.
- Cash Liquidation Distribution – Amount of a liquidation distribution that is a cash amount.
- Noncash Liquidation Distribution – Amount of a liquidation distribution that is not a cash amount.
- Return of Capital – Amount of the dividend that is non-taxable.
- Percentage of AMT – The Portion of the Tax-Exempt Interest dividend that is subject to the alternative minimum tax.
- Section 199A Income Dividend – Sec. 199A, permits owners of sole proprietorships, S corporations, or partnerships to an additional deduction on qualified dividend income.
- Section 199A Short Term Capital Gains – Sec. 199A, permits owners of sole proprietorships, S corporations, or partnerships to an additional deduction on qualified short-term capital gains.
- Section 199A Foreign Tax Paid – Sec. 199A, permits owners of sole proprietorships, S corporations, or partnerships to an additional deduction on qualified foreign tax paid.
- NRA Exempt Income Dividend – Amount per share, exempted from additional withholding taxes on dividend/interest income, applicable to foreign entities (individuals, partnerships, corporations, estates, and trusts) from sources within the U.S., such as mutual funds.

Non-US Investment Funds

The Investment Fund industry is estimated to be worth around \$114 trillion worldwide. The share of financial assets owned through investment funds has been growing steadily and continues to expand particularly in emerging markets.

Until recently, EDI provided closed end fund and ETF information that were exchange traded. In 2021, EDI launched the new UK Unit Trust Data Service, covering open ended funds to expand on our US Mutual Funds and UIT services (for more information see our Mutual Funds section).

This is the first of many fund data services we will launch over the next 18 months. EDI is committed to investing in the open-ended funds market and to provide clients with comprehensive coverage of the funds they hold.

In this brochure we discuss Non-US Investment Funds reference data, dividend and corporate actions and our pricing NAV service.

Funds Coverage

The service covers open-ended funds from various countries. In the Coverage table below, we also include the US for completeness (refer to the Mutual Funds section for US specific information).

Region	Funds Covered
Australia	3,040
Austria	1,555
Belgium	1,913
Denmark	3,433
France	9,500
Great Britain	13,221
Hong Kong	2,139
Ireland	35,586
India	10,949
Luxembourg	69,148
Singapore	571
United States	36,725

We are also expanding our coverage to Spain, Italy, the Netherlands, and Nordic countries. Additionally, we have added Analyst resources to our English language centre to further develop Australia and other Asia Pac countries Hong Kong, Singapore, and Malaysia fund markets.

Our current active universe stands at approximately 209,050 share class funds now, and our coverage is growing every day.

We also provide EDI translation services covering Switzerland, Austria, France, and Belgium and other European markets on request. So, if you have a pan European portfolio, contact us for more information on our Funds Data solutions.

Client Profile

Client profiles that EDI have worked within Investment Funds are mainly in the categories below, but not limited to:

- Retail Fund Platforms
- Fund Research Companies
- Fintech/startups
- Wealth Managers
- Software Providers
- Stockbrokers
- Financial Information Data Vendors
- Risk Managers
- Index providers for FoFs
- Audit firms

Reference Data

Timely Delivery of Funds Data Direct from the source

With a dedicated team collecting and processing data from 139,000 funds daily, and direct links with over 400 fund managers, supplemented by third party data, you can be assured of timely delivery of funds data. See the table below for a full list of funds data reference fields.

Field Coverage – Reference Data

Fields	Description
ISIN	ISIN code
US Code	US Code (global level identifier)
Issuer Name	Name of the Issuer of the fund
Umbrella Name	The name of the umbrella fund
LEI	The Legal Entity Identifier (LEI) is a 20-character, alpha-numeric code. It enables clear and unique identification of legal entities participating in financial transactions. Each LEI contains information about an entity's ownership structure.
LEI RegStatus	The Legal Entity Identifier (LEI) has a status indicator that specifies whether the fund LEI is Issued, Retired, Lapsed or Merged.
Security Description	Summary description of the fund including share class, type of distribution, currency of the fund and whether the fund is hedged or not.
Sub fund Name	The Name of the Sub fund
SEDOL	UK Security identification number.
Local Code	Local Code assigned by the exchange or the ticker.
WKN	The Wertpapierkennnummer (WKN) is a German securities identification code.
Bloomberg Composite ID	The Bloomberg Composite Identifier enables users to link multiple Bloomberg codes at the trading venue level within the same country or market in order to obtain an aggregated view for an instrument within that country or market.
Bloomberg Composite Ticker	Bloomberg Composite Ticker
Bloomberg Global ID	Bloomberg Global Identifier- An identifier that is assigned to instruments of all asset classes and is unique to an individual instrument. Once issued, the Bloomberg Global ID assigned to an instrument will not change.
Bloomberg Exchange Ticker	Bloomberg Exchange Ticker
Bloomberg Global Share Class ID	The Bloomberg Global Share Class Identifier is assigned to an instrument that is traded in more than one country. This enables users to link multiple Composite Bloomberg IDs for the same instrument in order to obtain an aggregated view for that instrument across all countries .
CFI Code	CFI Code is a 6 character code for classifying financial instruments in order to identify the type and characteristics of each financial instrument in accordance with international standards

Country of Incorporation	2 character ISO code for the country of Incorporation of the company
Country of Register	2 character ISO code for the country of register of the company
Currency	The 3 character ISO currency code to denote the currency denomination of the fund.
Distribution Policy	The type of distribution: ACC or INC
Distribution Frequency	Frequency with which the distributions would happen. E.g. Monthly, Quarterly or Annually
Exchange Code	EDI Identifier for the exchange
Open / Closed	Whether the fund is open or closed
Fund Type	2 Character code to denote the type of fund (e.g. UC = UCITS, AI = AIFs)
Inception Data	The date the fund was a created
Legal Structure	The Legal structure (e.g. ICAV, SICAF, CCFs)
MIC Code	4 character ISO Market Identification Code
Fund Administrator Name & Address	The name, address, county, country, zip code and the company home page URL of the company that administers the fund
Management Company Name and Address	The name, address, county, country, zip code and the company home page URL of the company that manages the fund
Base Currency	ISO 3 character currency code of the reference/ base currency
Financial Year End	The date of the end of the fund's financial year
EFC Name	European Fund Classification Name
EFC Code	European Fund Classification Code
EFC High Level Category	European Fund Classification High Level Category
EFC Category	European Fund Classification Category
EFC Verified	One of 3 types of classification: Indicative, Verified & Not Classified
Series	The series number of the fund
Class	The fund class
Investor Profile	Whether the fund is Institutional or Retail
Hedged	Whether the fund is hedged

Corporate Actions

Combine our Reference Data with our Corporate Actions service, to benefit from comprehensive coverage of all open-ended funds. The product offers corporate actions events and also now splits out various income streams for funds, namely Dividend, Interest and Property, where applicable.

Utilize Our Comprehensive Corporate Actions

The risk to a financial firm of missing a corporate action can run into a loss of millions of pounds and can lead to reputational damage. Use EDI's corporate action service for funds and get coverage of the corporate action for the funds you hold.

Use EDI's Standardized Feeds to Develop an Enterprise Solution

Our funds data service will provide you with crucial dividend and corporate actions information. Corporate actions are often complex and deadline-driven and of importance to front, middle and back offices in a firm. Use our standardized feeds to ensure your firm is processing corporate actions and cascading them down the organization into downstream risk models and trading strategies.

The Funds Data Service helps Calculating Accurate Tax Liability

Investors and representative firms can calculate the correct tax liability payable by investors based on the breakout of various income streams in the EDI corporate actions feed.

Investment Fund Events

EDI is planning initially to provide the events listed below for funds, although this will evolve over time and after feedback from the industry. They are:

- Dividend (broken down into Dividend, Interest and Property, where applicable).
- Consolidation
- Conversion
- International Code Change
- Issuer Name Change
- Liquidation
- Fund Closure
- Reference Data Changes
- Return on Capital
- Merger
- Security Name change
- Security Swap
- Sub Division
- Fund Launch

Investment Fund NAVs Service

The Investment Funds Net Asset Value Service (NAV) aims to deliver a bespoke database of NAVs to financial institutions. This service currently covers mainly Europe can be extended to investment fund providers in all the countries in the world on request. Our aim is to provide NAVs, whether daily/weekly/monthly/quarterly as soon as they are released by the respective Fund Houses.

Based on individual client requirements, EDI can set up feeds of NAVs of the selected universe of funds on a daily basis. Additional fields can be added based on client requirements depending on the public availability of the information.

Features of the Investment Fund NAVs Service

- Clients can flexibly choose the Investment Fund share classes NAVs they would like to receive.
- Apart from NAVs, additional fields can be made available subject to availability of public information.
- Flexible delivery – APIs, SFTP, Email, etc.
- Our operations team continuously monitors NAV releases 24/5 and updates clients at a mutually agreed time.

Delivery Method of the Investment Fund NAVs Service

We can deliver the files to individual clients via SFTP or API depending on the needs of the client. We are open to other forms of delivery depending on the client requirements.

The table below has a list of API fields available.

NAV Data Fields

Fields	Data Type	Description
Copyright	String	Copyright statement
Symbolcount	Integer	Number of records returned in response
Date	Date YYYY-MM-DD	Date of Net Asset Value
Identifier	String	Identifier
Identifier_type	String	Type of identifier – ISIN, SEDOL, CUSIP
NAV_Currency	String	Currency of Net Asset Value
Fund_Name	String	Name of the fund
NAV	Float	A fund's net asset value (NAV) represents its per-share price investors would spend to purchase a single share of the investment. NAV is calculated once a day by dividing a fund's total net assets by its number of shares outstanding. Shares in regular Open-End Mutual Funds are bought and sold at NAV, through an Investment Fund Company, once a day after market close once the daily NAV has been calculated.
Previous_NAV	Float	Previous day Net Asset Value
Previous_NAV_Date	Date YYYY-MM-DD	Date of previous day Net Asset Value
Timestamp	Datetime	Timestamp of Net Asset Value
NAV_Change%	Float	NAV change percent
Fund_TNA	Float	Fund Total Net Asset value
Fund_TNA_CCY	String	Fund Total Net Asset currency
TNA_Date	Date YYYY-MM-DD	Fund Total Net Asset date
Fund_TNA_USD	Float	Fund Total Net Asset USD value

Offshore Reporting Funds

The Offshore Reporting Funds Service is in partnership with Financial Software Limited (FSL)

FSL's Offshore Reporting Funds service provides a client with access to accurate, trusted and up-to-date data on complex investment vehicles. This is a data service that provides you with the required offshore fund tax reporting elements that are:

- Easy to use.
- Provided in adaptable formats.
- Provided through a validating process ensuring accurate data.

Using the Offshore Reporting Fund service will transform the time-consuming, labor-intensive task of identifying funds and determining tax liabilities into a simpler, streamlined process. It will be a valued addition for your clients and reduce any risk of non-compliance. HMRC are clamping down on offshore funds tax avoidance as it is a legal requirement to report all offshore transactions.

Fund Coverage

The service is specifically tailored to your fund universe, this means that the focus is only on the fund information that you need. FSL offer:

- The largest proprietary database of Fund Manager details (including niche Hedge Funds).
- Identification of constant NAV funds to provide assurance that there is no missing data.
- Extended reports with Transparent Funds to enhance your client offering.
- Monitoring of Reporting Fund status with Fund Managers to ensure that we are providing accurate data.
- Ongoing reporting of historic fund data.

Original Data Source

This original data is invaluable if figures are challenged and builds trust with our clients. We can provide a full data set including equalizations (various frequencies) and identification of dividend and interest which could reduce Income and Capital Gains Tax.

Through our relationship with Fund Managers, we become aware of data publication delays and mitigate possible incorrect tax treatments. We are on many Fund Managers' distribution lists for automatic and timely additions and updates. HMRC Reporting Funds lists, although published monthly, can take up to 18-24 months for fund information to appear.

Methodology

We overcome the issues arising when gathering data from various sources and offer HMRC approved currency conversion capability to save you time. Our service reduces the burdens of this process:

- Missing or incorrect identifiers - Funds can often appear without a SEDOL or ISIN. Identifiers can also be too short or too long and Fund names can be very similar.
- Time-consuming web searches – Fund Manager websites can be difficult to find. Niche funds often have very basic sites with little to no information.
- Missing historical information – Reports may only cover a certain time period. Changes in fund names/administrators can cause challenges with obtaining older information.

- Difficulty in accessing reports – Websites rarely have specific Reporting Fund data sections. Reports are not always clearly available on the websites, often hidden in different sections or may not even be published on the website.
- Unclear reporting currency – This can result in confusion as to whether they are stated in Share Class currency or Base currency.
- Difficulty in identifying share classes – This leads to the use of incorrect figures or having to contact the Fund Manager directly.

Data Coverage

- | | |
|--|-------------------------------------|
| • Excess Reportable Income (ERI) | • Fund Distribution date |
| • Reporting Period | • Transparent Fund Reports |
| • Currency conversion as per HMRC guidance | • Distributions (Dividend/Interest) |
| • Equalizations (yearly/quarterly/daily) | • Identifying reporting fund status |
| | • Constant NAV Fund identification |



Customization

EDI is proud to offer the most effective and efficient solutions tailored to meet each individual customer's needs. We offer a range of customization options including:

- Delivery-based solutions to complement existing client infrastructure.
- Content delivered at the geographical or portfolio holding level.
- Feeds delivered in various formats, field content and integrated client level data items.

EDI uses its extensive data research expertise to source, scrub and integrate new client specified data items with existing products and services. For instance, a request from a multinational investment bank to source the DR universe and map it against its underlying share portfolio ultimately led to the development of EDI's successful Depositary Receipt Database.

In addition, EDI was the first vendor to successfully launch an ISO 15022 Corporate Action Messaging feed. This enables customers to reduce costs and increase efficiency by removing the need for multiple feed handlers.

Support

Customer Support

Monday - Friday
Open 24 hours

Saturday
Support Coverage ends 8am
(GMT)

Sunday
Support Coverage resumes at
11pm (GMT)

**Support Coverage is not
available**
Saturday 8am to Sunday 11pm

Call +44 207 324 0020

Email: support@exchange-data.com

Customer support is closed on Christmas and New Year's Day.

We aim to acknowledge all queries within an hour of receipt and answer queries within 24 hours where possible.

We will send a progress report if a query is not resolved within that timeframe. We resolve around 95% of customer queries within 24 hours.

All queries sent to our Support department are filtered and dispatched to the relevant department. An IT staff member is engaged in the communication process to resolve complicated technical issues.

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