Boston Financial Client Forum Agenda

The Westin Boston Waterfront

Wednesday, September 10, 2008

7:30 - 8:30 a.m. — **Breakfast** - *Grand Ballroom, Concourse Level*

8:45 - 9:00 a.m. — **Welcome and Opening Remarks**
Steve Hooley, President and CEO, Boston Financial Data Services

9:00 - 9:45 a.m. — **Continued Commitment in an Evolving Industry**
Darlene DeRemer, Partner, Grail Partners

Darlene leads an interactive discussion reflecting on the changing landscape of the mutual fund industry over the last 35 years, looking forward to what may be ahead, and reinforcing the continued commitment of Boston Financial and our parent organizations in supporting the growth of asset management firms.

Panelists:
Jay Hooley, President and COO, State Street Corporation
Tom McCullough, Executive Vice President and COO, DST Systems
Peter Sundman, President, Neuberger Berman

9:45 - 10:45 a.m. — **Beyond Borders: Transfer Agent Servicing in the Global Economy**
Simon Hudson-Lund, CEO, International Financial Data Services U.K.

Can you deliver seamless and integrated services in a global funds environment? Simon moderates a panel of representatives from major global asset management and service provider firms who will examine the requirements for transfer agents in the multicurrency, multijurisdictional and multicultural world of global mutual funds.

Panelists:
Mike Boardman, Managing Director, Retail Operations EMEA, BlackRock
Jean-Benoit Naudin, COO, Global Head of OSSM, AXA Investment Managers
Paul O'Neil, Managing Director, International Financial Data Services Luxembourg

10:45 - 11:00 a.m. — **Break**

11:00 - 12:00 p.m. — **Winds of Change: Economic and Political Forecast**
Gregory Valliere, SVP, Co-Founder and Chief Political Strategist, Stanford Washington Research Group

Benjamin Franklin said that nothing is certain except death and taxes, but we can add a third certainty - a new administration in Washington beginning in January 2009. Greg, a frequent contributor on CNBC, previews the impact the presidential election, changing forces in the economy, new tax policies, and geopolitics will have on our industry.

12:00 - 1:15 p.m. — **Lunch**

Boston Financial Client Forum Agenda

The Westin Boston Waterfront

Wednesday, September 10, 2008 - continued

1:15 - 2:15 p.m.	**Staying Ahead of the Evolving Distribution Model** Steven Miyao, CEO, kasina Today's consumers have immediate access to a huge array of investment products. Steven facilitates a panel discussion focusing on the evolution and future of distribution models and the potential effect on our industry. Panelists: Jim Jessee, President, MFS Fund Distributors, Inc. Matt Raynor, Executive Vice President and National Sales Manager, NATIXIS Global Associates Kyle Mallot, Client Services Officer, DST Systems Bill Thomas, CEO, Grail Advisors, LLC
2:15 - 3:00 p.m.	**Putting You in Control: Regulatory Updates** Barry Benjamin, U.S. Investment Management & Real Estate Sector Leader, PricewaterhouseCoopers Bob Young, Chief Operating Officer, JPMorgan Funds The 21st century has been a period of unprecedented regulatory change for our industry. Barry and Bob will review the recent regulatory updates and their significance to mutual fund companies. Topics include cost basis reporting, 12b-1 reform, privacy and Regulation S-P.
3:00 - 3:15 p.m.	**Break**
3:15 - 4:15 p.m.	**Are You a 21st Century Firm?** Larry Prusak, Founder, Institute of Knowledge Management Cindy Rock, Division Vice President, Boston Financial Data Services Larry is a distinguished scholar in residence and co-director of the Working Knowledge research program at Babson College. Larry shares his insights and experiences on how knowledge management has transformed organizations through the use of the democratization of knowledge, social networking, virtual collaboration and cognitive diversity. Cindy will discuss Boston Financial's knowledge management journey and experiences by designing collaborative teams and processes to convert individualized knowledge into a tool that becomes accessible to all associates.
4:15 - 4:30 p.m.	**Closing Remarks for the Day** Steve Hooley, President and CEO, Boston Financial Data Services
6:00 p.m.	**Convene in The Westin Lobby for Transportation to Celebration Event**
6:30 - 10:00 p.m.	**Celebration Event Dinner at the John F. Kennedy Presidential Library and Museum** Please join us for an evening of celebration as Boston Financial celebrates its 35th Anniversary.

Boston Financial Client Forum Agenda

The Westin Boston Waterfront

Thursday, September 11, 2008

7:30 - 8:30 a.m. **Breakfast -** *Grand Ballroom, Concourse Level*

7:30 - 8:30 a.m. **Breakfast Roundtables for Pre-Registered Participants**

- Rule 22c-2 hosted by Craig Hollis, Vice President, Boston Financial Data Services
- Intermediary Attestation hosted by Bob Chabot, Vice President, Boston Financial Data Services and Nick D'Angelo, Director of Investment Management, PricewaterhouseCoopers
- Paperless Legals and Alternative Medallions hosted by Joan Dowd, Chief Compliance Officer, Boston Financial Data Services and Trish Crockan, Division Vice President, Boston Financial Data Services
- Leadership / Associate Development hosted by Chris Newman, Vice President, Boston Financial Data Services and Mike Lawlor, Vice President, Boston Financial Data Services

8:45 - 9:00 a.m. **Opening Remarks**
Terry Metzger, Executive Vice President and COO, Boston Financial Data Services

Concurrent Sessions:
9:15 - 10:15 a.m. **Session 1**
10:30 - 11:30 a.m. **Session 2**

A) Tapping Trends in the Retirement Marketplace - *Location: Stone*
Jude Metcalfe, Senior Vice President and Head of Retirement Services, Boston Financial Data Services

Rising gas prices, subprime mortgages, blue chip stocks falling...what's going to happen to our retirement nest eggs? Panelists discuss the pressing topics facing the retirement market today, and how some firms are responding to them.

Panelists:
Tom Johnson, Senior Vice President, MassMutual
Keith Namiot, Vice President, AXA Equitable
Jamie Ohl, Vice President, The Hartford Retirement Plans Group

B) The Leading Edge: Product and Service Update - *Location: Webster*
Terry Metzger, Executive Vice President and COO, Boston Financial Data Services
John Vaughn, President, AWD, DST Systems

The pace of new product introductions and launch of new technologies continues to accelerate. We will demonstrate how innovative technology, services and product offerings are being developed and implemented by Boston Financial to meet today's business needs. Additionally, we will share the AWD® Roadmap for future development.

C) For Better or for Worse? Using the Science of Change to Your Benefit - *Location: Otis*
Cheryl White, Executive Partner, Change Delivery Group and author of Change on Demand

In recent years, science has begun to address the subject of organizational change and change resistance. New theories offer us better insight into the mechanism of change resistance and its role in organizational operation. Cheryl introduces the Science of Change as well as techniques for minimizing resistance and increasing the speed and effectiveness of organizational change.