

# Interaction flow in the daily day

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## Buying process

- Contact sales for an informal dialogue
- On-site or online introduction and demonstration
- On-site or online follow up. Elaborations and questions. Clarification of client needs.
- Formal offer is sent to you
- Mutual agreement signed
- Implementation starts

## Implementation

- On-site or online welcome meeting. Agreeing on portfolio structures. Introduction to your future client managers
- Ensuring PoA's for banks and managers are in place
- PandaConnect ensures automatic feeds or manual processes is agreed with banks, custodians and managers
- Opening balance and historical data received from the client and registered by PandaConnect. When ready approved by the client.
- Establishing reporting framework and timelines
- Final setup – users created in PandaCockpit web and app

## The daily day

- PandaConnect takes care of getting all transactions, holdings and static data.
- PandaConnect reconcile all your custody and cash accounts
- Exceptions are solved together with you
- All communication through your one point of contact (your Client Manager)
- You access your portfolios through PandaCockpit web and app or through the management reporting