



# MIRADOR

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SEPTEMBER 2021

## Performance Reporting Overview

A blue-tinted photograph of a city street corner. In the foreground, a traffic light pole is visible with a traffic light and a street sign. The sign reads "WALL ST" and "BROADWAY CANYON OF HEROES". In the background, there are multi-story buildings with arched windows and balconies.

# We create **financial pictures** that leave nothing to the imagination.

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As an extension of your team, Mirador provides your clients with something they have long sought: a single, comprehensive view of their wealth, the performance of their investments and the associated risks and opportunities.



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## **What We Do**

## WHAT WE DO

# We specialize in **financial reporting** so you don't have to.

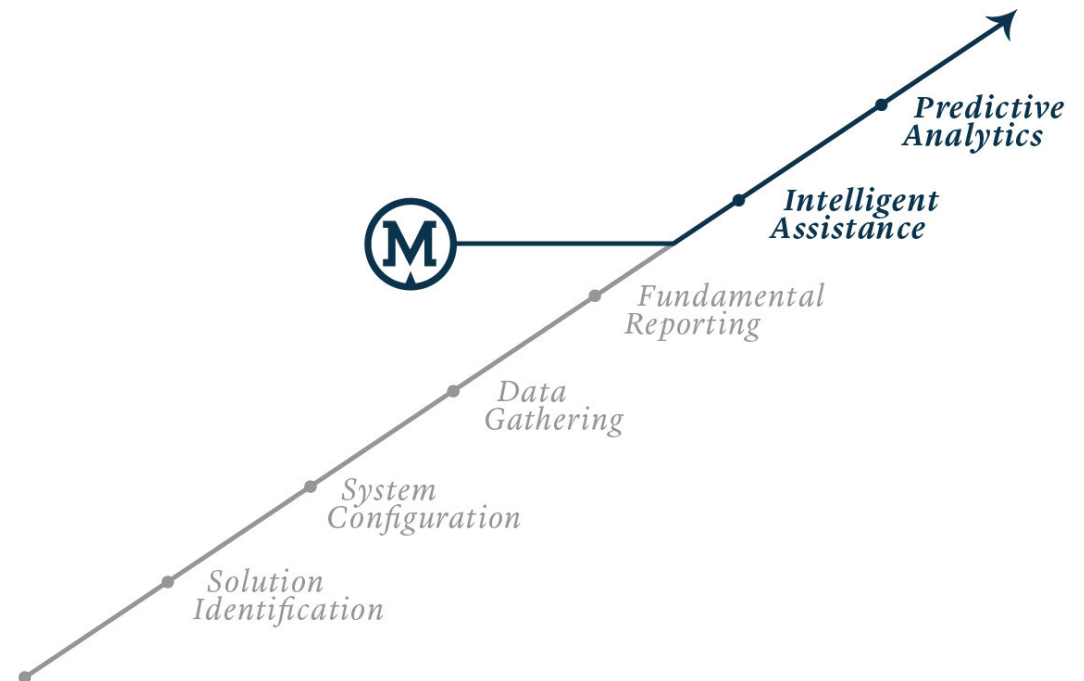
Financial reporting is our primary focus. Unlike large multi-offering firms where reporting is an ancillary service, or a consulting service that configures your system and leaves, we're with you every day.

We're committed to making sure the data is right, every time. We're continually refining your reports to yield new insights. And we're always here to provide timely answers to your questions—big or small.



# Taking financial reporting a step further.

Financial reporting measures investment performance, cash flows, worth, and opportunities and risks inherent in every asset and liability across your entire portfolio, and not just for your mandate but for all held-away assets. Whether it's other manager's portfolios, individual trading accounts, bank accounts, direct investments such as private-equity and hedge-fund stakes, real-estate, collectibles, and even liabilities we can make sure you understand and view your assets clearly.





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## **Solution Summary**

## SOLUTION SUMMARY

# Mirador will fully **Operate** your performance reporting system

### **Solution will be tailored to your specific needs**

- Technology agnostic
- Selection and implementation

### **Ownership structure will reflect family structure**

- All underlying holding accounts, holding companies, trusts, and other legal entities

### **Mirador staff will configure all data sources into the system**

- Alternate asset entry
- Account aggregation

### **Your instance will include:**

- Base configuration
- Mirador's leading practices
- Custom configurations
- User-friendly access
- Ongoing support with dedicated staff



## REPORTS

# Mirador will **tailor** **reports** for your firm

Access to Mirador's full report library

Custom-built reports for specific client needs

Family office branding and schema integrated within all reports

Reports can be run and distributed on recurring schedule or ad-hoc

### Report Type Examples

Dashboards	Risk vs Return	Exposures by 'Attributes'
Realized Gain / Loss	Ownership Structures	Liabilities Tracking
Unrealized Gain / Loss	Liquidity Tracking	Contributors, Detractors
Target to Actual	Balances / Net Worth	"The Greeks"
Commitment Tracking	Cash Flow	Fixed Income Analysis
Transaction Summaries	Performance (TWR, IRR, ROI)	Alternative Asset Analytics



## PRIVACY

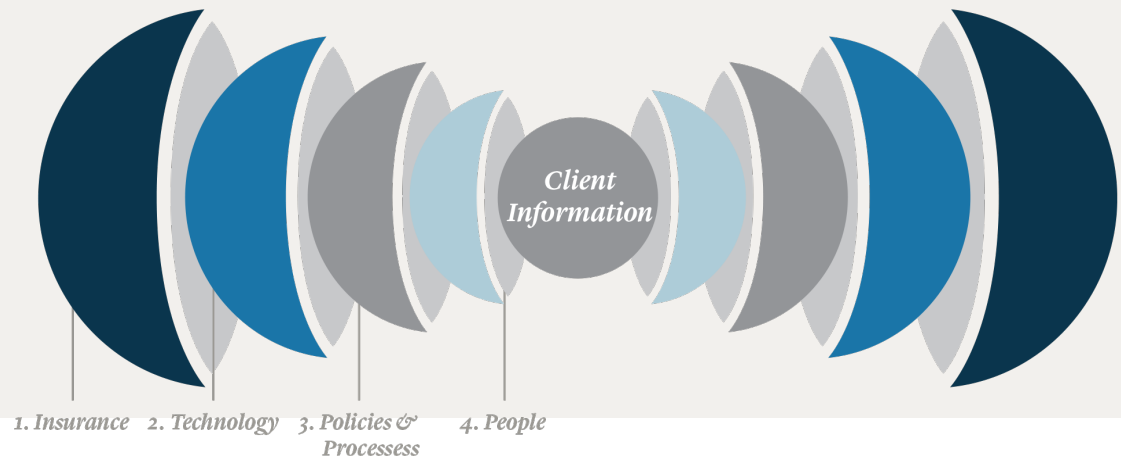
# Client Privacy is Mirador's **top focus**

### Insurance

- Errors & Omissions Insurance
- Cybersecurity & Data Breach Insurance
- Employee Fraud & Theft Insurance

### Technology

- All apps require multi-factor authentication
- Applications behind secure SSO infrastructure
- Advanced firewalls, IPS, DDOS, malware, etc.
- Data loss prevention, encryption & anti virus
- Paperless processes



### Policies & Processes

- Comprehensive IT Security, Cyber-threat & Continuity / Disaster Plans
- All providers evaluated annually vs GLBA Vendor
- Management requirements
- Clean desk & secure office policies

### People

- Background screens conducted prior to start
- Staff regularly trained in information Security & Social Engineering
- Everyone has ownership opportunity





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## **How We Execute**

# Mirador's **concierge level** service

## Every client is assigned a Client Advocate team (CA's)

### Primary Client Advocate

- Responsible for relationship success / main point of contact
- Accessible via phone or email during business hours
- Knows everything about the financial relationship (financial institutions, accounts, asset particulars, family members, etc.)
- Knows about ownership / family & legal entity structure

### Secondary Client Advocate

- Also understands the financial & ownership structures
- Serves as backup resource

### Data Team

- Data entry & reconciliation when knowledge of the relationship isn't required
- Special projects (e.g. historical backfill)

## MANUAL ASSETS

# Mirador will **manage** the entry of offline/manual assets

## Statements (valuations & transactions) are delivered to Mirador

### Scenarios

- Ideally, Mirador is added as an 'Interested 3rd Party' and statements are emailed or file-dropped into our secure portal – or –
- Mirador is given a User ID / Password to retrieve the client's statements via the financial institution's portal – or –
- Client forwards information to Mirador
  - Infrequently priced, 'value only' assets (e.g. personal real-estate, collectables & collections)
  - If the financial institution won't / can't deliver data to Mirador
- Private Equity / Real Estate investments are properly backfilled and tracked to maintain proper IRR since inception
- When available, Mirador may leverage 3rd party tools & portals such as iCapital portal, Canoe, CapShares, etc.
- Statements are stored in Mirador's document vault via Citrix ShareFile



## CLIENT ACCESS

# Clients access their information via **secure online portal**

- Single sign-on & multi-factor authentication via Okta for simple, yet secure logins
- Access to the Addepar Instance and Portal for real-time views of data & Excel downloads
- Client-specific folders in a secure document vault via Citrix ShareFile
  - Addepar report repository (Mirador runs PDF report for client)
  - Vault of all statements & correspondence Mirador receives from custodians and investment managers
  - May be used by client as a permanent document vault (estate plans, other data)



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A Better Future is **Insight**