



What HNWI's Want: Technology and the Client Experience

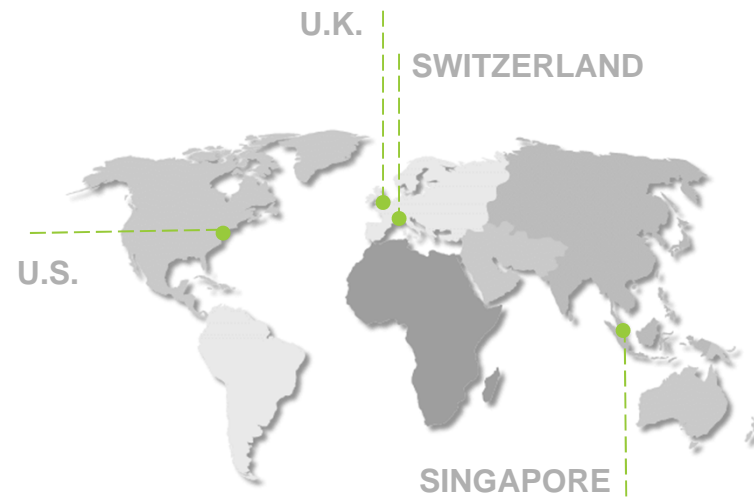
FACTSET

| Greg King, CFA, Global Director of Wealth Strategy



FactSet and Scorpio Partnership

Research Overview & Agenda



4 Leading Financial Centers

1000+

HNWI &
UHNWI

\$6.2m

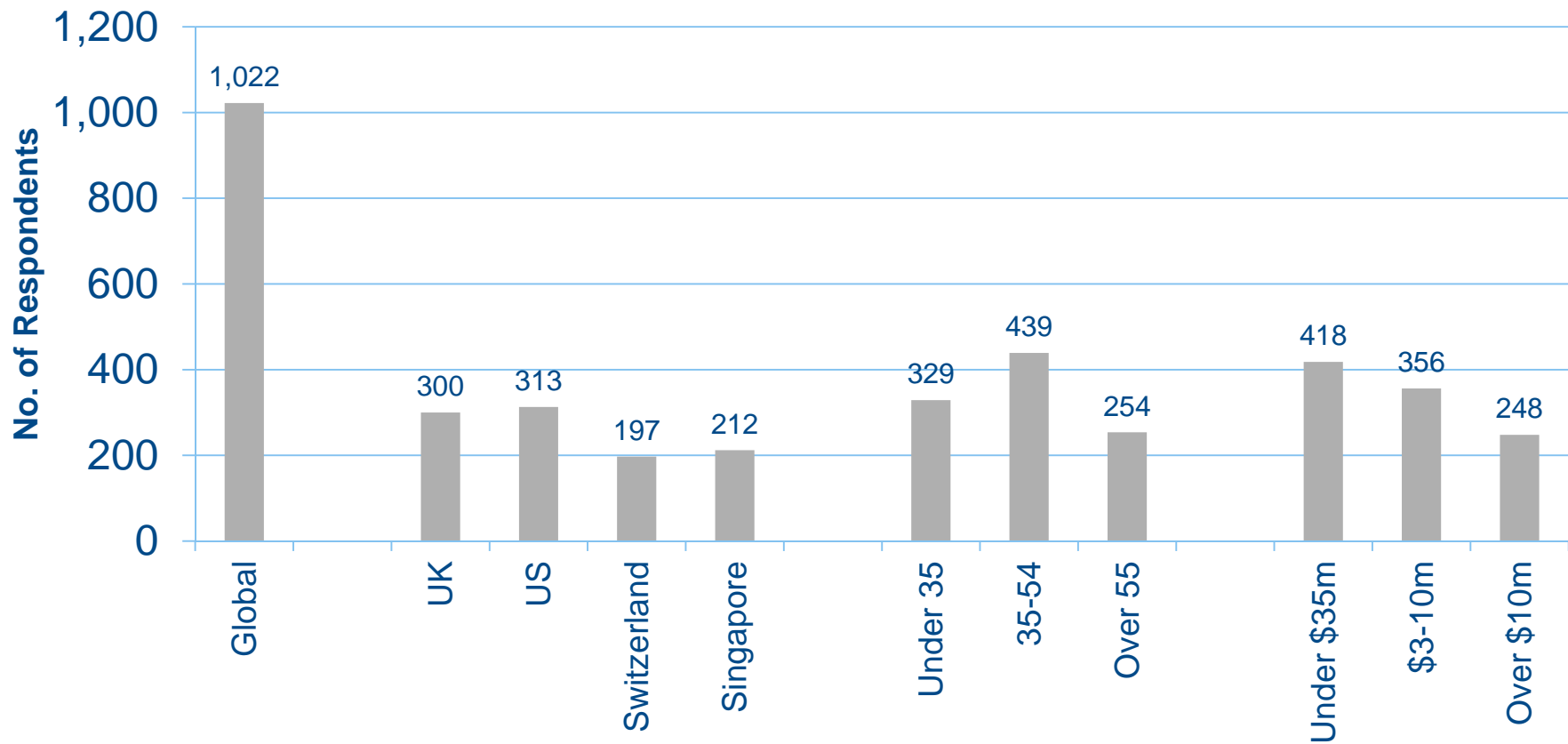
AVERAGE
INVESTIBLE
ASSETS

4 Key Themes

Transparency | Compliance | Responsibility | Innovation

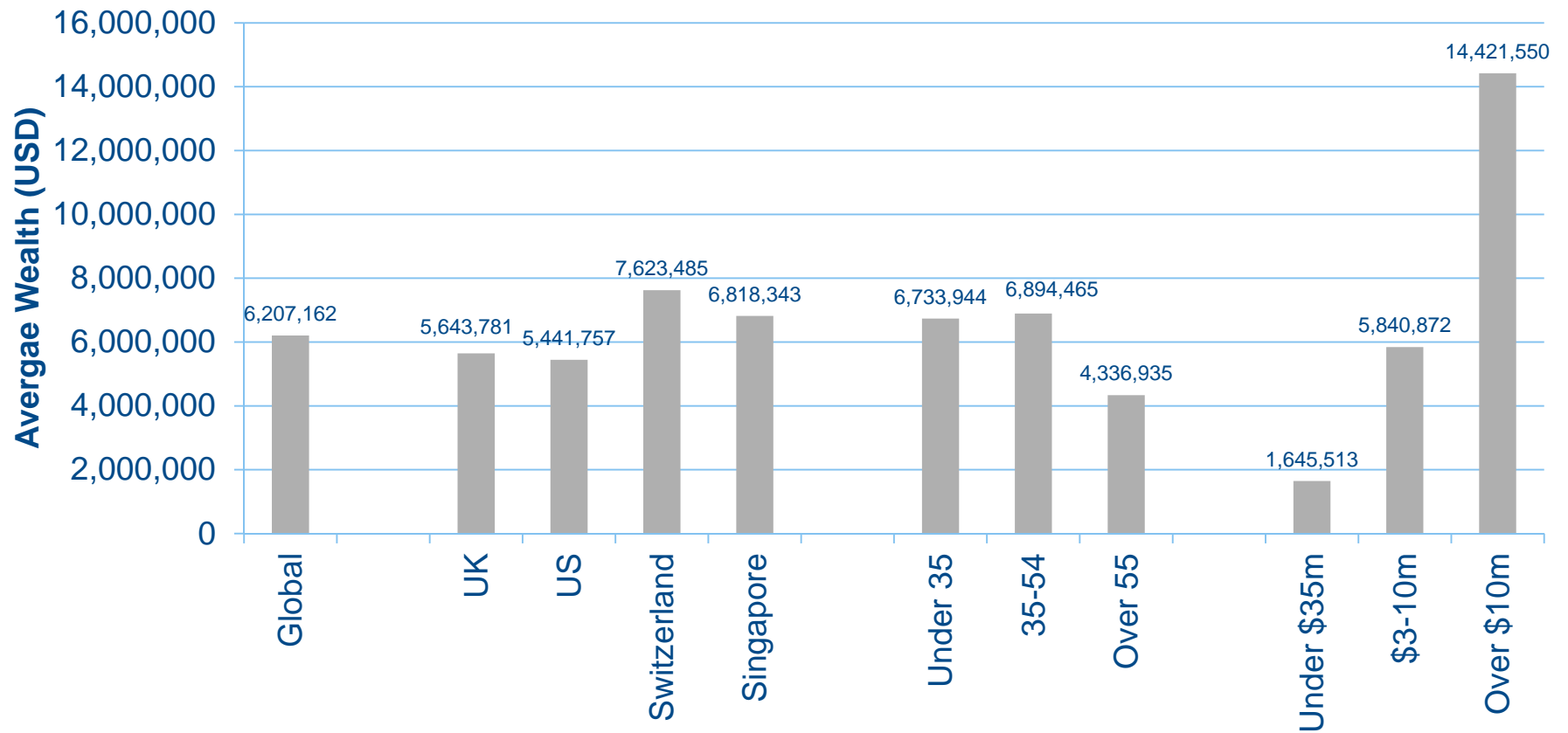
FactSet & Scorpio Partnership

Distribution of Respondents



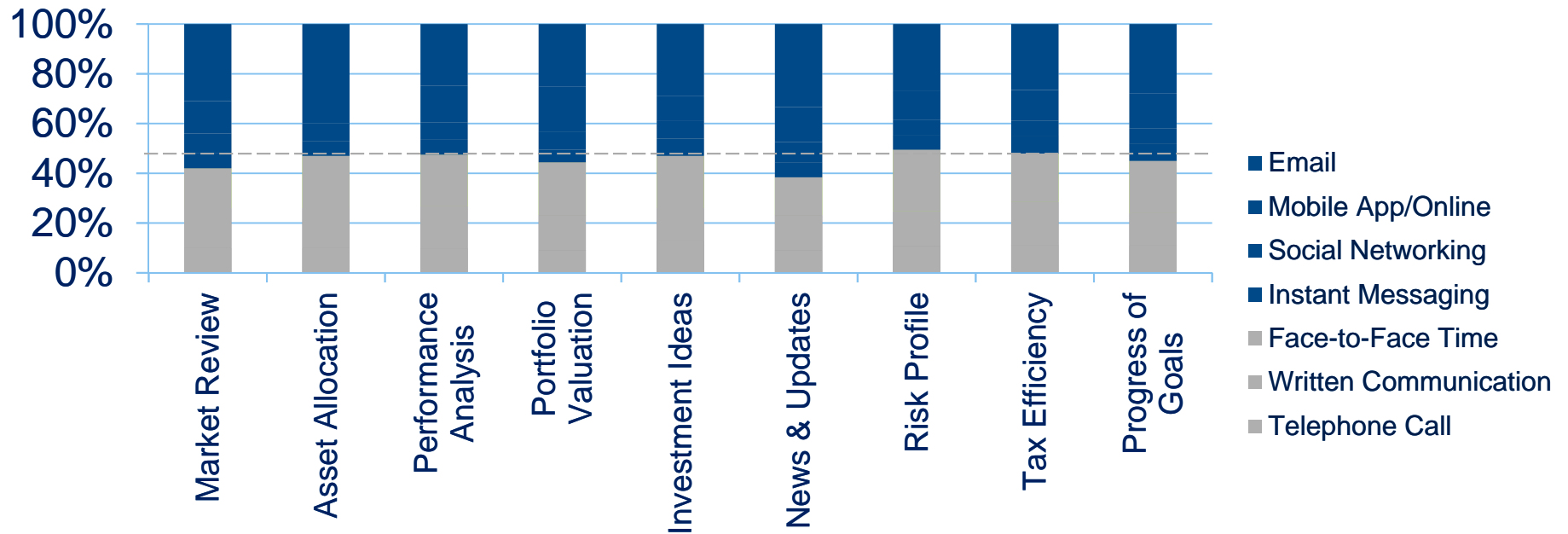
FactSet & Scorpio Partnership

Distribution of Wealth



Transparency

Effective Information Flow



Only 20% of respondents want critical information delivered face-to-face

Growing trend towards digital methods vs traditional

Effective Also Means Frequent

Not Just About How, But **How Often?**

HNWIs Want Targeted Information At a Greater Frequency Than They Receive Today

	Day	Wk	Mon	Qtr	Yr
Market Review	12%	23%	26%	24%	11%
Asset Allocation	9%	19%	23%	26%	17%
Performance Analysis	12%	20%	23%	28%	13%
Portfolio Valuation	11%	18%	28%	26%	14%
Investment Ideas	11%	22%	25%	25%	12%
News & Updates	12%	22%	30%	23%	9%
Risk Profile	11%	19%	25%	24%	14%
Tax Efficiency	9%	16%	20%	21%	23%
Progress of Goals	11%	18%	27%	25%	14%

Highlights

- News & updates on the securities held
- Performance analysis
- Portfolio valuation
- Updates on the progress of investment goals

Sensitive Clients

The Most Demanding Are The Most Risk Averse

Urgency: Address Misalignment Between Client and Wealth Manager Expectations

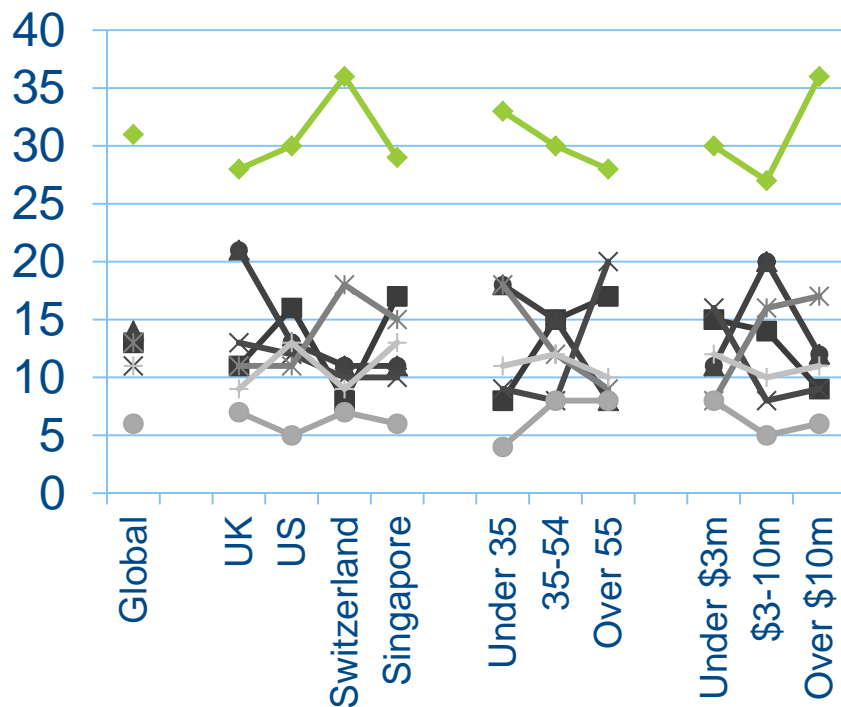


Risk aversion is driving demand for client portfolios to better align risks to risk profile

Compliance

The Role of the Regulator

Stay ahead: Invest in “RegTech“



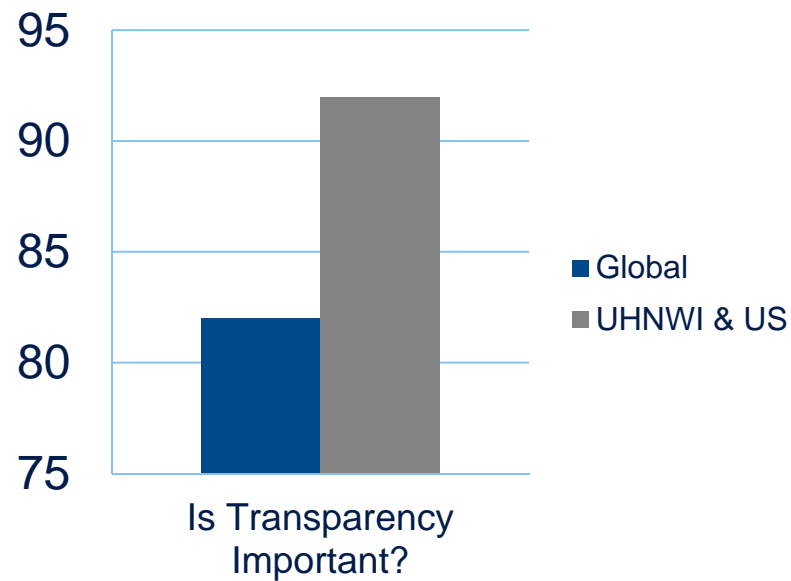
HNWIs Top Results

1. **Ensure firms have secure technology** that keep my money safe:
 - 86% agree with over 30% rating this as first choice
 - First choice across regions, ages and wealth levels
2. Make sure Investment **recommendations match my objectives**
3. Make sure **firms can prove their investment process**

Responsibility

What Signifies a Responsible Wealth Manager?

Global Trend: Transparency



Global Trend: SRI

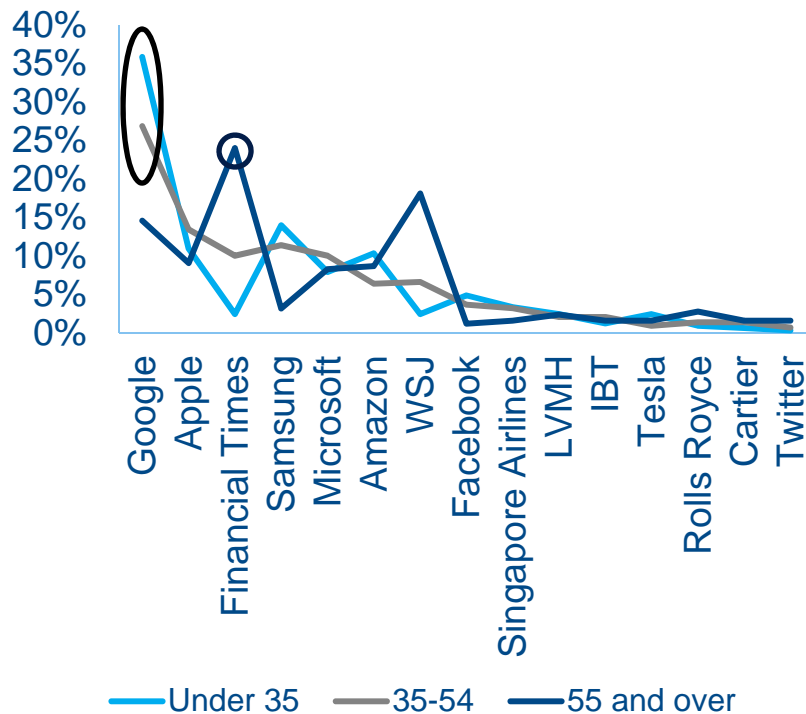
- 50% **expect an ESG screening process** with Singapore at 56%
- Age is an important factor



Innovation

What Do Your Clients Want?

Google Wealth Management



Highlights

- Singapore leads demand for innovation: **>10% higher**
- Google vs FT and WSJ for younger generations vs older
- In line with shift from traditional methods of consumption to digital methods which are **predictive and intelligent**

Conclusions

Technology Improves the Client Experience



**EFFECTIVE
INFORMATION
FLOW**



**RISK
OVERSIGHT**



**SOCIALLY
RESPONSIBLE
INVESTING**



**QUALITY
INVESTMENT
IDEAS**



INNOVATION

These **calls to action** come from [majority of HNWIs across the globe and under 55s](#)

Time to act is today

Do You Have the Right Tools to Attract HNWIs?

FactSet Solutions for Wealth Managers

Investment Technology is Crucial



EFFECTIVE INFORMATION FLOW

Consolidated solution with the ability to customise and automate client reports



RISK OVERSIGHT

Analyse risk, portfolio valuation and asset allocation in one place to stay on top



SOCIALLY RESPONSIBLE INVESTING

Integrated ESG data alongside security data in the industry's most robust screening tool



QUALITY INVESTMENT IDEAS

Multi-asset class global data and analytics for advising with confidence



INNOVATION

Multi-Channel delivery of client-centric information to drive client acquisition & service

The logo for FactSet, consisting of the word "FACTSET" in a bold, blue, sans-serif font. The background of the slide is a dark blue with abstract, glowing light trails and bokeh effects in shades of blue and green.

FACTSET

Thank you

Greg King, CFA

gking@factset.com

+44 203 009 7953