

ClaimConnect vs. APO Benefits

CLAIMCONNECT SECURITY PAYMENT ORDERS (SPOs)

ADJUSTMENT PAYMENT ORDERS (APOs)

ClaimConnect SPOs are subject to risk controls.



Risk Controls

APOs are not subject to risk controls.

Claims can be submitted: bilaterally and auto-matched, manually affirmed, or DK'ed (Don't Know). Both sides have equal input into the transaction for an active approval process.



Submitting Claims

The approval process is bilateral but only one party can submit an adjustment claim.

Robust reporting including searches, dashboard and a report center.



Reporting

There is no dashboard, reporting, or search capability.

Embedded approval/rejection process reduces the number of claims over APOs by 50%.



Approval Process

There is a passive approval process. A claim will be processed if its not rejected prior to 3PM ET.

The ClaimConnect process is more cost effective (1.75 for each side) because of bilateral agreement. Claims only need to be applied once.



Cost Effectiveness

Very few APOs are rejected; often times they are charged, reversed and charged again. This process becomes more costly due to the reversals.

Clients have the ability to establish thresholds for an approval process (applies for submissions, affirmations, and cancelations of approved claims).



Automation

Manual process of discussing and reconciling adjustments via phone call and email.

Settlement of the ClaimConnect SPO occurs intraday; Specific SPO transactions associated with a CUSIP are visible as separate line items on your settlement statement.



Settlement

APO payments only occur once per day, are accumulated with other P&I allocations and are not individually described.