

S3 CONCIERGE FAQ

How do I sign up?

S3 *Concierge* is an add-on to your existing contract. S3 will work with you separately on each report. Please work with your account manager or contact concierge@s3.com to discuss your requirements. Once we figure out the details, we will send you an order form with the description of the work product.

How much does it cost?

As with all S3 services, S3 *Concierge* is a combination of a one-time setup fee and a monthly recurring fee. Since each report is handled on a one-off basis, the cost will vary depending upon several factors, including the following:

- Report complexity – Is it based on existing data in the portal, or will we need to create new queries to create the report?
- Number of Report components – Is it a single table or is it multiple charts and graphs?
- Report precision – Is this an internal report that needs a few charts, or is this a highly polished document that will require precise rendering for public consumption?
- Report generation – How and how often will reports be needed? Is this a quarterly report that is sent via FTP, or is this a report that will be created on-demand with some parameters changing?
- Other factors – since these are highly customized reports, there may be other factors not listed here that will affect pricing.

You can expect pricing for reports to start at \$2500 one-time, and \$500 monthly.

What are the limitations?

S3 *Concierge* is an add-on service and a way to represent your data, rather than a stand-alone product. As such, we need to be processing your data for at least one other product, such as Best Execution Analytics, TCA, or Trade Surveillance.

While S3 can design reasonably attractive reports, or work with your design team to make very precise reports, we do not design reports with extremely specific requirements unless your design team gives us the exact specifications, which may include the actual Tableau layouts.

How will my reports be delivered?

Reports will be generated as a PDF and sent to you via either email or FTP. In order to ensure data quality, we will send the data to you to forward as you see fit, rather than sending directly to anyone outside of your organization (such as a vendor or client) to make sure that you have a chance to review the reports before they are sent.

How long does it take?

This can vary substantially. A single chart generated using existing data may be done in less than a week, but a very complex report with multiple charts and derived data could take several weeks.

