

## General

- Founded in 1969 to address the data processing requirements of the mutual fund industry
- Headquartered in Kansas City, Missouri
- [www.dstsystems.com](http://www.dstsystems.com)
- A publicly traded company on the New York Stock Exchange, symbol: DST
- Employs more than 11,000 associates, both domestically and international

## Leadership

- Chief Executive Officer, Thomas A. McDonnell
- Chief Operating Officer, Thomas A. McCullough

## Description

DST provides sophisticated information processing and computer software services and products that help clients improve productivity, increase efficiencies, and provide higher levels of customer service. DST is organized domestically and internationally into three operating segments: Financial Services, Output Solutions, and Customer Management. DST operates one of the most advanced data centers in the world, which provides information-processing services to support the products within each operating segment. These products are further enhanced through the integration of DST's advanced technology and e-commerce solutions.

## Financial Services Products

**Automated Work Distributor (AWD)** – an automated business process management/workflow and customer management system

**TA2000** – the most widely used and functionally advanced mutual fund shareholder recordkeeping system in the industry..

**Securities Transfer System (STS)** – a complete recordkeeping system for all types of debt and equity securities.

**TRAC** – a totally integrated administration and recordkeeping system for a variety of defined contribution plans.

**Managed Asset Platform (MAP)** – technology that leverages front, middle and back office solutions as well as workflow management for managed account sponsors and asset managers.

## Output Solutions

**Electronic Delivery Alternatives** – an infrastructure that prepares and monitors electronic statement development.

**Rapid Confirm** – provides brokers one of the fastest methods to deliver trade confirmations.

**Statement-Based Marketing Services** – value-added capabilities that permit service providers to enhance customer communication through statement-based creative design services.

**Computer Output Laser Disc** – permits on-line access to images of printed customer documents.

**Exact View** – a mechanism that combines statement data and imaging capabilities to permit customer service representatives to view exact electronic replicas of customer statements.

**Direct Access** – equips billing clients with real-time monitoring and reporting functions.

**Fulfillment and Telemarketing** – services that include literature distribution, inventory management, print-on-demand technology, and Internet-based electronic fulfillment.

## Customer Management Services

**Intelecable** – a billing system for convergent services that supports such communications services as broadband, telephony, combined cable/telephony, interactive video, and direct broadcast satellite.

**DDP/SQL** – software that is used by many of the largest cable television service providers in the United States.

**Subscriber Transaction Management System (STMS)** – serves the customer management and output solutions activities for DirecTV, Inc., the largest DBS provider in the United States.

**Affinity** – supports the customer management activities of electric, gas, water, and waste utilities

## E-Commerce Solutions

**Financial Access Network (FAN)** – a secured link between transfer agency systems and on-line services/retail software packages and other Internet-based products.

**FAN Mail** – allows financial intermediaries to download account information into various portfolio management software packages.

**FAN Web** – provides a secured link between fund company Web sites and FAN, permitting investors to access mutual fund account information and conduct transactions.

**Vision** – a Web portal that allows financial intermediaries to view consolidated account information and conduct transactions across multiple fund families and variable annuities with a single sign-on and in real-time.

## Product Figures (as of Fourth Quarter 2002)

Mutual fund shareowner accounts processed (millions):	
U.S	80.0
United Kingdom	3.5
Canada	1.7*
TRAC participants (millions)	2.8
Automated Work Distributor workstations (thousands)	94.8
Video/Broadband/Satellite TV subscriber accounts (millions)	41.1
Output images produced (billions)	2.2
Output items mailed (millions)	434.0

\* as of Third Quarter 2002.

## International Client Locations

DST's asset management, shareholder recordkeeping, and work management products are used to service more than 500 clients in more than 40 countries on five continents.

## Worldwide Office Locations

Australia, Brazil, Canada, Hong Kong, New Zealand, Philippines, Singapore, South Africa, Thailand, United Kingdom, United States

*Alliant*<sup>™</sup>, *Automated Work Distributor*<sup>®</sup>, *AWD*<sup>®</sup>, *CUSTIMA*<sup>™</sup>, *DDP/SQL*<sup>™</sup>, *Direct Access*<sup>™</sup>, *DST*<sup>®</sup>, *Exact View*<sup>SM</sup>, *FAN*<sup>®</sup>, *FAN Mail*<sup>®</sup>, *Financial Access Network*<sup>®</sup>, *Intelecable*<sup>®</sup>, *Securities Transfer System*<sup>™</sup>, *TA2000*<sup>®</sup>, *TRAC*<sup>®</sup>, *Vision*<sup>®</sup> referred to in this document are included among the Company's trademarks and service marks. Any other brand, service or product names or marks referred to in this Report are trademarks or services marks, registered or otherwise, of their respective holders.

DST Technologies, Inc. is a wholly owned subsidiary of DST Systems, Inc. Through sophisticated information processing and computer software services and products, both companies help clients improve productivity, increase efficiencies, and provide higher levels of customer service. Clients in a variety of industries, including mutual funds, brokerage healthcare, insurance, and video/broadband are using AWD to help reduce the cost of operations while increasing the speed and accuracy of transaction processing and customer service through business process management technology.