

<p>TO REGISTER: Send completed form with payment to: NICSA: 36 Washington Street, Suite 70 Wellesley Hills, MA 02481 or fax (credit card payments only) to: (781) 416-7065</p>		<p>CANCELLATION DEADLINE: WEDNESDAY, APRIL 27, 2005 Cancellations must be received in writing no later than 4:00 p.m. (EST) on the above date to qualify for a refund. No refunds will be issued for cancellations received after the deadline. Substitutions are permitted with advance written notice. Please call NICSA at (781) 416-7200 if you have any questions.</p>	
<p>REGISTRATION FEES (Check one) Note: Fees indicated are per individual attendee. Registration may not be "split" among multiple attendees. Partial-day registrations are not permitted. <input type="checkbox"/> \$395.00 Early Bird Member Discount* <input type="checkbox"/> NICSA MEMBERS: \$495.00 <input type="checkbox"/> NON-MEMBERS: \$750.00 - Register by April 27, 2005</p>			
<p>*Early Bird Registrations Early Bird and Member discounts are available to NICSA members only. Act now to take advantage of this special offer! To join NICSA, call us at 781-416-7200 or visit us at http://www.nicsa.org/join</p>		<p><input type="checkbox"/> Send me information about joining NICSA</p>	
<p>ATTENDEE INFORMATION (Please type or print legibly. Use separate forms for multiple attendees.)</p> <p>COMPANY _____</p> <p>ADDRESS _____</p> <p>CITY _____ STATE _____ ZIP _____</p> <p>NAME _____ TITLE _____</p> <p>BADGE NAME (NICK NAME) _____ DIRECT PHONE (_____) _____</p> <p>E-MAIL _____ FAX (_____) _____</p>			
<p>PAYMENT OPTIONS - REGISTRATION WILL NOT BE ACCEPTED WITHOUT PAYMENT.</p> <p>I will be attending at the: <input type="checkbox"/> Member Rate <input type="checkbox"/> Non-Member Rate AMOUNT: \$ _____ <small>See Registration Fees above.</small></p> <p><input type="checkbox"/> Charge my credit card: <input type="checkbox"/> AMEX <input type="checkbox"/> VISA <input type="checkbox"/> MC <input type="checkbox"/> DINERS</p> <p>Account Number _____ Exp. Date _____</p> <p>Signature _____ Print Name _____</p> <p><input type="checkbox"/> Enclosed is a check for \$ _____ (payable to NICSA).</p>			
<p>CPE NICSA is pleased to offer this group-live learning activity to attendees who are seeking CPE credits. Up to 5.5 CPE units are available for attendees of this conference. The conference sessions require no advanced preparation, no pre-requisite study and are appropriate for all who have a basic understanding of the investment management industry.</p> <p>NICSA is registered with the National Association of State Boards of Accountancy (NASBA), as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses of CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN, 37219-2417. Web site: www.nasba.org</p>			
<p>ACCOMMODATIONS A limited number of sleeping rooms are available for NICSA attendees at the Sheraton Boston Hotel. Please make hotel reservations no later than Monday, April 18, 2005 by calling the Sheraton Boston Hotel directly at (617) 236-2000 or and referencing the National Investment Company Service Association (NICSA).</p>		<p>Sheraton Boston Hotel Prudential Center, 39 Dalton Street Boston, Massachusetts 02199</p> <p>Room Rates \$229 Single, \$229 Double, \$269 Club \$343.50+ Suites, \$30 per additional person</p>	



Advanced Customer Profiling
Segmentation & Intelligent Marketing
Corporate Governance
Mobile Devices
Technology Outfit of the Trading Desk
Training & Retaining IT Staff

NICSA

Technology Forum 2005

FOR THE FINANCIAL SERVICES INDUSTRY

May 18-19, 2005
Hynes Convention Center
Boston, MA

NICSA Technology Forum 2005 for the Financial Services Industry

Now, more than ever, the investment management industry is looking for leadership from the IT organization to ensure compliance, minimize risk, control expenses, and drive profitability. NICSA's 12th Annual Technology Forum presents a two-day program featuring high level explorations of how IT can meet the industry's greatest challenges.

An Executive C-Level Roundtable opens Technology Forum 2005 giving attendees a glimpse at what they expect from their IT organizations and the Chief Information Officers respond in the Forum's closing session. Bring your questions and don't miss this opportunity to learn what's on the horizon for the industry.

Also at Technology Forum 2005:

- Two concurrent tracks of educational sessions on the hottest issues in IT and Investment Management Operations.
- *Wall Street & Technology Magazine* Editor in Chief, **Kerry Massaro** moderating the NICSA CIO Roundtable, **Ron Shevlin**, Vice President with Forrester and a host of industry experts.
- Keynote, renowned author and futurist, Andrew Zolli explores "The Road Ahead: Forces Shaping the Future".
- Tabletop exhibitors showcasing the most innovative new technologies in the industry.

Join us at the Hynes Convention Center in Boston for Technology Forum 2005!

NICSA Technology Committee Co-Chairs

Duncan Barnard
ERNST & YOUNG LLP

Robert Fenster
NEW YORK LIFE INVESTMENT MANAGEMENT, LLC

Kevan Keegan

NICSA Technology Committee

Michael Bellopede
SEI INVESTMENTS

Rick Borelli
DELOITTE.

Barbara Buchner
PFPC

Todd Christy
PYXIS MOBILE, INC.

Cindy Currie
DST SYSTEMS, INC.

David Kurtz
ACS

Andy Luro
VENTURE FINANCIAL SYSTEMS
GROUP, LTD.

Michael Ma
KASINA

Vincent Manning
OLD MUTUAL

Michael Melles
SUNGARD INVESTOR
ACCOUNTING SYSTEMS

Roger Michelson
PFPC - ABD

Len O'Neill
MERRILL LYNCH

Ed Patron
CHARLES SCHWAB
INVESTMENT MANAGEMENT

Michael Stubblefield
PUTNAM INVESTMENTS

Susan Warner
PIONEER INVESTMENT MANAGEMENT
SHAREHOLDER SERVICES, INC.

Wednesday, May 18

8:30 – 9:00 a.m.

Registration & Continental Breakfast

9:00 – 10:30 a.m.

C- Level Roundtable: What We Need from our IT Organizations

MODERATOR

Steven Miyao
Chief Executive Officer
kasina

William Bridy

President
Financial Data Services /
Merrill Lynch

Charlie Mayer

*Executive Vice President, Director of
Portfolio Management US*
Pioneer Investment
Management USA, Inc.

Paul O'Neil

Senior Director
Boston Financial

Stephen Ward

Chief Investment Officer
Charles Schwab Investment
Management

Our opening session brings together top Industry executives representing different parts of the organization to kick off NICSA's Technology Forum 2005 with the question, "What do C-level management expect from technology organizations?" Our panel will share how they plan on collaborating with their technology organizations to improve communication with shareholders and advisors in the future.

Bring your questions and help set the stage for the Forum. Make sure to come to the Chief Information Officer Roundtable as the conference closes to see how CIOs respond to these challenges.

10:30 – 11:00 a.m.

Break in Exhibit Hall

NICSA Association Profile

The National Investment Company Service Association (NICSA) is a not-for-profit trade association providing leadership and innovation in educational programming and information exchange within the operations sector of the investment industry worldwide.

NICSA membership totals more than 400 companies operating in major financial centers worldwide. The membership represents all segments of the mutual fund industry including mutual fund complexes, investment management companies, custodian banks, transfer agents and independent providers of specialized products and services.

NICSA's services to members include education, training and networking opportunities through conferences on a wide range of industry issues and developments, specialized publications, and access to a huge network of industry professionals in NICSA's membership directory. NICSA also offers an On-Line Learning Center featuring the Certified Mutual Fund Specialist Program, the first-ever certification program of its kind.

NICSA's website (www.nicsa.org) offers up-to-date information about all of the Association's programs and activities.



36 Washington Street, Suite 70, Wellesley Hills, MA 02481
tel 781.416.7200 fax 781.416.7065
www.nicsa.org

11:00 a.m. – 12:15 p.m.

Track A

The Overworked, Under-trained and Stressed IT Staff

MODERATOR

Roger A. Michelson

Senior Vice President

PFPC - Automated Business Development

Leslie D. Ball

Senior Executive Professor

College of Business Administration

Northeastern University

Lauren L. Mackler

Chief Executive Officer

Lauren Mackler & Associates

Donna Sinnery

VP of Worldwide Staffing

State Street Global Advisors

Tom Woislaw

Senior Vice President & Managing Director

PFPC

Training IT workers isn't easy. Rapid technological change, cost and the economy are among the barriers to effective IT training programs. But, staying behind the training curve means that your current IT staff will have problems adopting to emerging technology and keeping up with your current systems. Most IT staff are motivated to work on the newest, geekiest technology out there, but those stuck on legacy systems can end up in an IT rut.

This session will focus on best practices for re-tooling your staff's IT skills, while focusing on retraining as a career planning and motivation tool, rather than just "another corporate initiative."

11:00 a.m. – 12:15 p.m.

Track B

Technology for the Business User

Kevan Keegan

Senraj Soundararajan

President & Chief Systems Architect

Ivesia Solutions, Inc.

This session will focus on "the good, the bad, and the ugly"- technologies for the business user. There are technologies that work well, those that don't, or worse, technologies that have some intermittent value but provide only partial solutions.

Our panelists will look at current good, bad, and ugly technologies and their effect on the business user. Technologies will include the usual suspects: Voice Recognition, Wireless Technologies, Voice over IP but will also include some newer technology issues such as search engines and RFID's. Panelists will also look at technology trends five to seven years out. Which technologies will be good, bad or just ugly?

12:15 – 1:15 p.m.

Buffet Lunch in Exhibit Hall



1:15 – 2:30 p.m.

Track A

How Technology Impacts a Relationship

Michael Bellopede

Head of Technology Products and Solutions

SEI Investments

Rick Gardinier

Senior Vice President, Managing Director

Blattner Brunner/bbdigital

Mike Ma

Vice President of Business Development

kasina

How do you demonstrate that technology is directly improving the way that you are dealing with your shareholders and advisors? With explicit ROI figures difficult to prove, are there other ways to show the value of technology by looking at qualitative improvements to the customer lifecycle?

In this session, a panel of experts will give you an idea of how to create compelling business arguments and examples that show how technology is helping support customer strategy, creating more relevant marketing experiences, and enabling more effective sales execution.

1:15 – 2:30 p.m.

Track B

Enhancing Business Value through IT Governance

MODERATOR

David Parks

Senior Manager

Ernst & Young LLP

Ram Duraiswamy

Vice President, Strategy, IT Governance

Mercury

Bobby Lie

Senior Vice President, Enterprise Architecture

Fidelity Investments

Sam Perone

First Vice President

Merrill Lynch

Al Tahn

Director of IT Controls,

Governance & Risk Management

Raytheon Corporation

With increasing demands in corporate accountability brought about by regulation and stakeholder expectations, CIO's are having to strengthen their governance programs and infrastructure. As organizations strive to meet these tough demands they are also looking for ways to maximize the return on these significant investments. This session will focus on:

- Building effective frameworks for IT Governance
- Aligning IT Governance with:
 - Existing risk and quality programs
 - Enterprise architecture and IT investment management
 - IT Portfolio management
 - Business goals to drive ROI
- Monitoring the ongoing effectiveness of IT Governance programs and control infrastructure

2:30 – 3:00 p.m.

Break in Exhibit Hall

3:00 – 4:15 p.m.

Track A Mobile Device Showcase

MODERATOR
Todd Christy
Chief Technology Officer
Pyxis Mobile, Inc.

John Golob
Vice President, Channel Sales
Good Technology

Adam Kornak
*Enterprise Mobility Business Manager -
Financial Services*
Microsoft

Patrick McElrea
*Marketing Manager -
Alliances, Enterprise Business Unit*
Research In Motion Ltd.

Gary Taylor
*Director, Technology Acquisition and Enterprise
Business Development*
PalmSource

Companies are starting to pour more money into wireless technologies in 2005 because of the success of their initial deployments. But, what technologies should you invest in to get the most value for your buck? Jupiter Research reports that the number of PDA users in the United States reached just more than 14 million in 2003 and will grow to 20 million by 2008. Mobile phone use in the U.S. is expected to reach 160 million users by the end of next year. Can all this wireless technology help the financial industry?

This showcase will focus on several wireless solutions that could help your firm in both the front and back office.

3:00 – 4:15 p.m.

Track B Technology Outfitting of the Trading Desk / A Day in the Life of a Trade

MODERATOR
Andy Luro
Managing Consultant
Venture Financial Systems Group, Ltd.

James Leman
President
SunGard Trading Systems

Andrew Sommers
Senior Vice President, Director of Applications
Putnam Investments

With the onslaught of compliance and regulatory requirements, ever changing technology options and continual introduction of new products, the technology used to support the trading desks at most firms has been forced into a mode of continuous evolution.

This session will look at the technical challenges and opportunities available to support trading. Our panelists will take you through a day in the life on the desk from the opening to closing bell, and how technology has impacted everything from inhouse front-to-back-office integration, the integration with exchanges and markets, message protocols (e.g., FIX, SWIFT, etc.), and the applications themselves.

4:15 – 4:30 p.m.
Break

4:30 – 5:30 p.m.



Keynote Speaker The Road Ahead: Forces Shaping the Future Andrew Zolli, Author and Futurist

We live in a time of accelerating change in virtually every area of human society, from technology and demography to global culture and business. There are

so many trends and seemingly disconnected events it can be hard even to know what to pay attention to. There are, however, deep patterns and connections, and by exploring them, we can come to understand the logic and triggers of change.

In this provocative and entertaining tour of the road ahead, leading futurist Andrew Zolli will help attendees understand major technological, environmental, and business themes for the next twenty years. Andrew's keynote will articulate—in plain English—the challenges and opportunities appearing on the horizon, and what organizations should be doing now to prepare for a future that is full of surprises.

5:30 – 6:30 p.m.
Reception in Exhibit Hall

Thursday, May 19

8:00 – 9:00 a.m.
Registration & Continental Breakfast

9:00 – 10:15 a.m.
The Customer Advocacy Imperative

Ron Shevlin
Vice President
Forrester Research, Inc.

The confluence of two trends — increasing consumer involvement in their financial lives and ongoing industry scandals — has created an imperative for investment firms to become trusted advisors. The impact of this imperative reaches far beyond the desk of advisors, though, to the core processes and operations of the firm. IT's role in helping firms demonstrate customer advocacy will be critical.

Forrester Research's Ron Shevlin will present the essential concepts behind this "Customer Advocacy Imperative" and what it means to financial firms and to IT professionals. This session will address questions such as:

- Which market forces and end-user behaviors will dominate IT?
- How can investment firms use IT to demonstrate advocacy?
- What will be the most crucial challenges to IT organizations?
- How will the confluence of market forces, end-user behaviors and technology advances affect IT and society?
- Which technology advances will foster advocacy and dominate the IT landscape?
- Who will be selling the winning technologies?

10:15 – 10:30 a.m.
Break

10:30 a.m. – 12:00 noon
Chief Information Officers' Roundtable

MODERATOR
Kerry Massaro
Editor in Chief
Wall Street & Technology

Gary Hegedus
Executive Vice President and Chief Information Officer
BISYS

John Killeen
*Chief Technology Officer, First Vice President, Global
Private Client Technology*
Merrill Lynch

Mike Rizzo
Chief Information Officer
Boston Financial

Ra'ad Siraj
Chief Information Officer
Eaton Vance Management

Dan Wright
*Senior Vice President, Operations and
Chief Technology Officer*
Pioneer Investment Management USA, Inc.

Today's CIO's face more challenges than at any time in the history of mutual funds. How do CIO's respond to increasing pressure to reduce costs without sacrificing quality and productivity? What role does I.T. play in regaining the trust of investors? Our panel of CIO's will discuss which factors are impacting the success of their strategic initiatives.

12:00 noon – 1:30 p.m.
Luncheon

1:30 p.m.
Conference Closes