



Corporate Trust **CONNECTION**

Winter 2012

Introduction of Loan Agency Services Makes a Splash

This year, U.S. Bank Global Corporate Trust Services leveraged its expertise serving the collateralized debt obligation (CDO) market to successfully launch loan agency services, providing yet another specialized service to our customers.

“This new product developed out of our Center for Loan Excellence strategy,” notes Suzanne Lane, Vice President. “Global Corporate Trust Services has experience with a diverse cross-section of loan and bond financing structures through our stature as a leading provider of trustee, agency and fiduciary services. Now we are using our core competencies to act as an independent loan agent.”

Responsibilities of a Loan Agent

Services provided by a loan agent include:

- Loan closing and settlement at the point of origination, acquisition or transfer.
- End-to-end loan administration, including maintaining positions and register, calculating and distributing payments, and processing assignments and transfers.
- Acting as the conduit between the borrower and all syndicate participants and communicating with all approved parties.

- Ensuring compliance with governing documents and underlying loan covenants.

“As loan agent, we represent the lenders and do the will of the majority of the lenders,” says Jim Hanley, Vice President. “We maintain an electronic data room for financial statements so all the lenders have access to them. All the covenants in the loan documents are available to lenders electronically. We serve as a dedicated single point of contact, simplifying the process for lenders.”

Lenders We Serve

Global Corporate Trust Services administers syndicated new issues, successor agency, middle market loans, “club” deals, debtor-in-possession and bridge financing, exit loans and other types of restructurings.

“Since our launch in January 2012, we’ve been involved primarily in two types of deals – back office outsourcing for middle market deals, and serving as successor agent on large syndicated loans,” Lane says. “For many hedge funds, handling the paperwork is a nuisance. They typically don’t have the

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Did You Know?

Once again, a number of U.S. Bancorp women have been honored by *American Banker* magazine in its annual “Most Powerful Women in Banking” issue (October 2012). Pamela Joseph, Vice Chairman, Payment Services, U.S. Bancorp, marked her seventh appearance on the list. Leslie Godridge, Executive Vice President, Head of National Corporate and Institutional Banking, made the list for the second consecutive year.

Lynn Heitman, Senior Vice President, Retail Payment Solutions, was named among the “25 Women to Watch.”

In addition, a team of 82 U.S. Bancorp women was chosen as a 2012 Top Banking Team, the sixth time a U.S. Bank team has made the list. The team includes Global Corporate Trust Services’ Eve Kaplan, Senior Vice President and Manager, Structured Finance; and Teresa Caspary, Senior Vice President, Western Regional Manager.

“Leading is easy when times are good, but the true test of a leader’s character comes when times are challenging,” says

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IMPACT 21: Technology Upgrades for Customer Information Delivery

Over the past year U.S. Bank Global Corporate Trust Services implemented a new automated account opening process and digital information management system through a Web-based repository. Looking ahead to 2013, plans are underway for a new customer information delivery (CID) system that will enhance service and capabilities.

“We are moving full speed ahead in the digital age with tools designed for efficiency, accuracy and security,” says Dennis Egan, Senior Vice President/Southeast Regional Manager. The CID system is the next evolution of IMPACT 21, which stands for information management and process automation for consolidated trust in the 21st century.

Online Portal in Development

The CID system will allow clients to conduct corporate trust transactions in a secure and encrypted online portal. It will not

replace TrustNow Essentials (a Web-based tool providing access to account information and online reports). However these functions may be integrated in the future. The rollout of the CID system is expected to begin in first or second quarter 2013, with features including:

- **Account listing**, which will display all deals and transactions for a customer, including account names, account numbers, account managers and contact info by deal – serving as a convenient hub for pulling all of this information.
- **Digital access to documents** to enable clients to view governing deal documents and other compliance and transaction documents online. Document upload features will allow clients to upload relevant documents to the system after review and approval.
- **Tickler interface**, which will push out messages to clients regarding compliance items received and those due or past due. This is intended to replace the current process of sending tickler letters or emails to clients.
- **Two-way communication** to include the ability to communicate on CID at the account or party level. This allows clients to submit inquiries within the online portal, with each inquiry automatically mapped to the appropriate person(s) vs. the client making a phone call or sending emails outside the system.
- **Consolidated statement of trust snapshots**, which will provide periodic updated information on total assets and total bonds outstanding by deal and by relationship. This gives the customer a view via the portal of multiple accounts and all items related to trust and bond issues.

Collaborating with Clients

These tools allow close collaboration with clients via an efficient and secure platform for communication, as well as opportunities for viewing documents together and understanding next steps in the process. “This is a partnership with our clients,” Egan notes. “We’re building it with them in mind and we appreciate client feedback so we can improve the process with more robust and interactive features down the road.”

To learn more about U.S. Bank Global Corporate Trust Services, contact your Account Manager.



Introduction of Loan Agency Services Makes a Splash

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infrastructure or desire to support agency functions in-house. Hiring an independent loan agent is a great solution for them. We can handle the role more efficiently and less expensively, and it allows our clients to focus on the strategic initiatives that are crucial to their success.”

As successor agent, Global Corporate Trust Services is prepared to act quickly to review documentation and terms of the existing loan. Swift on-boarding and

transfer of loan processes helps ensure a seamless transition from the original agent.

The Expertise of U.S. Bank

“The introduction this year of loan agency services solidifies U.S. Bank Global Corporate Trust Services’ continued commitment to the loan market,” notes Joe Giordano, U.S. CDO and International Corporate Trust Business Head.

Lane agrees: “Offering loan agency further builds our reputation in the marketplace as a full-service corporate trust and agency service provider. This product launch fulfilled a need for our customers and has been a huge success. We were able to ramp up quickly and develop a strong client base, enabling us to put our experience to work for a large number of clients in a very short time.”

To learn more about loan agency services, contact your Relationship Manager.



Staff members of the U.S. Bank Global Corporate Trust Services Charlotte office.

Serving on a Bond Issue That Leads the Field

This past summer, as the eyes of the world were on the Olympic Games in London, De Montfort University (DMU), 100 miles to the northwest in Leicester, made its own move to go for the gold. It issued a 30-year, 110 million pound bond at 5.375 percent to improve its campus. When looking for a partner to help put the deal together, DMU chose an institution with a reputation for providing the gold standard in service. U.S. Bank Global Corporate Trust Services is proud to have been appointed bond trustee and principal paying agent.

DMU has taken the lead – the transaction is the first public bond issued by a U.K. university since 1998. *Times Higher Education* reports that DMU has been besieged by calls from other universities seeking advice on how to follow suit. “There’s an expectation that now that one university has issued a bond, others will as well,” comments Tom Cubitt, Head of Corporate Trust, Europe.

Cubitt says that in its bid for the trustee and paying agent roles, Global Corporate Trust Services highlighted its outstanding customer service and proactive approach to helping a first-time issuer navigate the operational processes involved in the bond issuance.

“Both DMU and Global Corporate Trust Services are feeling like winners now,” Cubitt exclaims. “This deal provides a good avenue for us to impress upon market participants and decision makers that we have the drive, resources and expertise to serve the conventional debt products market in Europe.”

Spotlight on the Charlotte Office

Internationally known as a center for financial services and recently the host of the Democratic National Convention, the city of Charlotte is also home to a U.S. Bank Global Corporate Trust Services office. “The Charlotte office is considered the headquarters of the corporate and muni business in the Southeast region, covering municipal and corporate trust and escrow management, trust finance management, trust review, CDO and a corporate trust default group,” says Dennis Egan, Senior Vice President/Regional Manager.

A Look at Some Specialty Areas

The Charlotte office includes multiple teams covering a range of corporate trust products and services as well as support functions. Pat Teague, Vice President, Manager, heads up the group specializing in municipal and corporate trust and escrow account management. The group has ranked No. 1 in muni market share for 14 quarters in a row, with greater than 50 percent of market share in North Carolina. Its success is testament to the trust and confidence that our customers place in us, and the exceptional customer service we provide in return.

The Trust Review group, headed by Karen Atkinson, Vice President/Trust Review Manager, supports all of North Carolina, South Carolina, Georgia, Ohio, Kentucky, Virginia, Alabama, Tennessee and Arkansas. The staff of 15 has experience ranging from five to 30 years, and each person brings a unique perspective and a passion for providing creative solutions and exceptional service to our customers.

The Trust Finance Management team, headed by Missy Jennings, Vice President,

Trust Finance Management, includes 25 employees, many of whom have a long tenure in the business. Recently, Sheryl Hart, a 30-year veteran of the group, received the Circle of Excellence Award, given to U.S. Bank employees who provide exceptional service. She is a shining example of the level of service U.S. Bank Global Corporate Trust Services provides.

With about 30 employees, the CDO group, headed by Michele Nestel, Vice President, CDO Operations, is enhancing services and improving technology to meet the changing demands of our clients. The group just started a new business line product related to agency services, expanding to include a broader spectrum in the service chain for loan-related services.

In addition to providing the expertise and service that makes our customers’ jobs easier, the Charlotte office does a tremendous job supporting the community and devoting time to volunteer work. The office has logged more than 300 volunteer hours this year with organizations such as Habitat for Humanity, a local men’s shelter, hospitals and schools.

Healthy Growth

“The U.S. Bank commitment to the corporate trust business is evident in the growth and investment in the Charlotte office,” Egan says. “Our group of ‘pioneers’ helped establish the office in 2006, and since then U.S. Bank has added business lines in Charlotte including capital markets, corporate banking, corporate real estate and a credit group.”

To learn more about the products and services that U.S. Bank Global Corporate Trust Services can provide or to ask about other service lines, contact your Account Manager.

Turn to U.S. Bank for Tender Option Bond Administration

When it comes to tender option bond (TOB) administration, customers are increasingly turning to U.S. Bank Global Corporate Trust Services. In fact, in August 2012 alone, U.S. Bank was awarded the business for nearly \$7.4 billion out of \$7.7 billion in new issuances, or more than 95 percent of the total issued during the month. In addition, through almost three quarters of 2012, U.S. Bank has been named trustee on close to 70 percent of all new TOBs issued.

Some of the benefits of working with U.S. Bank include:

- **Depth and breadth of experience.** TOBs are complex securities whose administration requires in-depth expertise and knowledge of the municipal derivative structures. U.S. Bank devotes significant resources to their administration, and the dedicated 18 team members in our Tender Option Bond group have a long tenure of providing responsive, best-in-class service to our customers.
- **Innovative technology.** Our customers want and need timely access to their TOB portfolios. U.S. Bank offers MuniManager, a comprehensive system that handles the administration of TOB programs and offers customers real-time access to data 24/7 through a secure portal. With the ability to review cash flow reports, daily position balances, fee projections and more, MuniManager allows us to ensure accuracy of data and helps our customers make informed decisions regarding their issuances. MuniManager also provides our clients with the capability to receive daily reconciliation files via secure FTP.



To learn more about TOB services provided at U.S. Bank, please contact Eric Fischer, TOB Business Development Officer, at (212) 361-5216.

Did You Know? *continued from front*

Richard Davis, Chairman, President and Chief Executive Officer of U.S. Bancorp. "I am proud of the U.S. Bank women recognized this year who have led their businesses and helped their customers through tough economic times, and who have inspired us all to remember the promise we share as bankers to fuel our nation's rebounding economy with innovative ideas, capital and expertise."

INVESTMENT PRODUCTS ARE:		
NOT A DEPOSIT	NOT FDIC INSURED	NOT INSURED BY ANY FEDERAL GOVERNMENT AGENCY
MAY LOSE VALUE		NOT GUARANTEED BY THE BANK

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