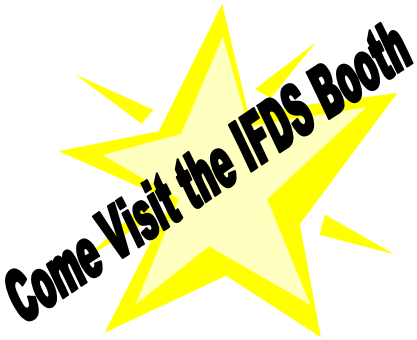
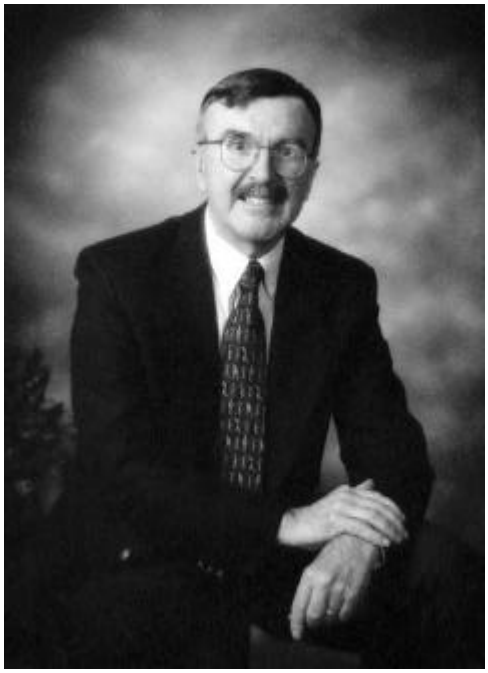
Information

(Issued - 1st May 2001)
International Financial Data Services
11th Fund Forum International 2001
Grimaldi Forum – Monaco





11th Fund Forum International – 2001

Main Conference 4th-5th July 2001
Summit Days 3rd & 6th July 2001
Grimaldi Forum - Monaco

Thursday 5th July 2001 – 15.20
Customer Strategies – Stream F

Charles H Eppinger
President & Chief Operating Officer

Charlie will be addressing the conference on the following key areas: -

Examining Best of Class Service as a Customer Strategy

1. What is the role of service in an overall strategy?
2. Increasingly sophisticated service requirements in a changing market
3. Leveraging technology to improve service
4. Understanding that service excellence is more than just technology

Notes for editors & more information

ICBI – The International Centre For Business Information produces large scale, annual, multi-streamed international conferences featuring up to **90** speakers across a broad range of sectors from energy to structured finance.

Established in 1993, ICBI is a division of IIR the world's largest training and conference organisation. Since our inception we have successfully produced over 150 large-scale industry events in major European cities, attracting over 40,000 senior participants from Fortune 500 organisations from all over the world.

Our success has been founded on developing strategic, in-depth and market driven events designed to meet the information needs of today's top industry executives. Many of the conferences have become flagship events in their specific sectors, enjoying a large and loyal following.

Visit the website at http://www.icbi.com

European Financial Data Services (EFDS) is the European subsidiary of a joint venture between Boston-based **State Street Corporation** (NYSE:STT), the world's leading specialist in meeting the needs of sophisticated global investors and **DST Systems Inc** (NYSE:DST), a Kansas City-based leader in the design, development and operation of proprietary shareholder accounting software systems.

EFDS is today recognised as the UK's leading provider of ASP (Application Service Provision) and BPO (Business Process Outsourcing) solutions to the collective investment industry. Supporting over 3.0 million investor accounts, and with over 750 staff based in Brentwood, Essex.

For more information visit the EFDS web site on	www.efds.com
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