

Dealing desk & Covid-19

Dealing services 100% operational

The period we are going through is unprecedented in its scope and its repercussions on the financial markets and the global economy. The health crisis, emergency measures and generalized lockdown around the world have been and continue to be a major challenge for Asset Managers' trading activities.

Since the beginning of this crisis, we have been putting everything in place to guarantee an operational Dealing service for all customers. Amundi Intermédiation's organization, experience and global presence have played and continue to play a major role in anticipating and managing this exceptional situation.

Interview of Hubert Lemoine – Head of Investment, Schelcher Prince Gestion

“ Throughout this crisis, Amundi Intermédiation's teams are mobilized to meet all our needs. The continuity of services in order dealing allows the managers of Schelcher Prince Gestion to focus on our core business: portfolio management for our clients. Very quickly operational, the dealers have been able to react to meet our best interests in the financial markets. With Amundi Intermédiation we set up effective means of communication, which is very important in the success of the various operations during this period.



Anticipation of lockdown and efficient organization

From the very beginning of the Covid-19 epidemic, Amundi Intermédiation took advantage of its international dimension and its presence in Asia to prepare the management of the crisis in Dealing activities. This sharing of experience has enabled the anticipation and the implementation of measures to guarantee the consistency of the Dealing and Trade-processing services.

This anticipation has enabled the implementation of an efficient organization and action plan, with a team dedicated to crisis management to ensure optimal business continuity, while guaranteeing the safety of employees.

Upstream of the March lockdown, the dealers were divided between the main site, the fallback site and teleworking, in totally secure conditions. They were equipped, at home and from the start of the crisis, with a workstation composed of 2 computers and 3 screens with all applications of the Amundi Intermédiation environment as well as connectivity with partners. One workstation was dedicated to the telephone platform enabling the regulatory recording of conversations.



For this second lockdown, the dealers are split 50% in the main site and 50% teleworking with all the necessary equipment.

This organization has enabled the dealing desks based in Paris, Singapore, Dublin and London to ensure continuity of order execution services for all clients, across all asset classes and all geographical areas.



Continuity of service in the face of unprecedented events

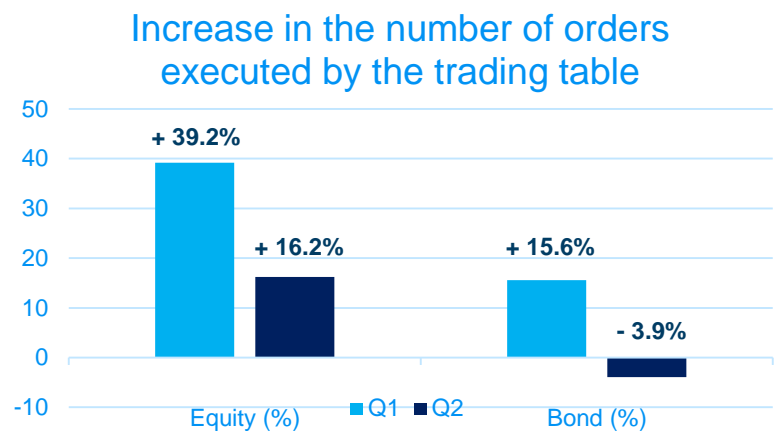
Throughout the crisis and even today, dealers keep offering a high level of service and dealing teams remain fully available to all clients. Despite an observed increase in volumes on certain days and a particularly volatile environment, Amundi Intermédiation's network of counterparties, the global organization and the technology have provided permanent access to the best sources of liquidity.

The Middle Office, repository and support teams are also organized to ensure the continuity of post-execution and reporting services.

Absorption of exceptional activity during Q1 2020

The financial markets were unusually stressed during this period. Although there was a very sharp reduction in liquidity as well as an increase in volatility during the first few weeks of containment, Amundi Intermédiation was able to cope with it.

Indeed, the trading desk benefited from the strength and quality of its network of more than 250 counterparties and its size (with more than 2.2 million orders traded in 2019) to meet the needs of all clients.



Percentage increase in the number of orders executed by Amundi Intermédiation between 2019 and 2020. Source: Amundi Intermédiation (09/2020)

It is important to keep in mind that dealing desks continue to ensure "best-selection" and "best-execution" for all clients, and that this crisis is still ongoing.

A leading Dealing Buy Side community

Amundi Services provides buy-side **outsourced Dealing solution** operated by **Amundi Intermédiation** for all asset classes and geographies. Our client join a leading Buy-Side Dealing community and benefit from a first class platform. The Dealing experts organised by asset classes and by markets are solely dedicated to deliver performance and best execution with a deep market knowledge and a client centric approach.

4 Dealing centers **50+** Dealers **2.2 M** Orders executed in 2019



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