Switching service providers

Guiding you through change with confidence

Switch to **Vistra**

VISTRA Fund Solutions

Switching service providers can feel daunting, but it doesn’t have to be

As fund structures expand across vehicles, strategies and jurisdictions, operational demands naturally increase. A transition can feel substantial, particularly when reporting accuracy, governance standards and investor confidence must remain uninterrupted.

With the right preparation, clear responsibilities and a proven framework, the transition can move forward smoothly. Reporting continues without disruption, governance routines stay on track and communication with investors remains consistent from start to finish.

At Vistra Fund Solutions, we coordinate the process with discipline and structure. Our teams manage the detail, align all stakeholders and maintain momentum across jurisdictions and timelines so your focus can remain on running the business.

Experience that keeps the process steady

We understand where transitions typically slow down, where pressure points emerge and where attention is most critical. By anticipating issues early and applying close oversight, we keep the process predictable and controlled. The outcome is a transition that reinforces continuity and prepares your organisation for the next phase of growth.

Time to switch?

Recognising when your needs have evolved

High quality operations rely on reliable delivery, clarity and accuracy – essential foundations that support performance and strategic focus. When these expectations are not consistently met, it may indicate that your current operating model is no longer aligned with the way you work today.

Timeliness, accuracy and disciplined record keeping underpin investor confidence and internal efficiency. When these elements fall out of alignment, the impact can be felt across workflows, decision making and future fundraising. Many managers choose to explore a new partner when their ambitions have evolved and they need an operating model that matches their growth trajectory.

Common misconceptions about switching providers

For many managers, the idea of transitioning to a new provider can feel more complex than it is. Concerns about disruption, internal workload or cost often create hesitation.

In reality, with experienced guidance and a structured approach, the process is far more manageable than expected. These are some of the common misconceptions:

"The cost will be high and difficult to recover."

In practice, a well aligned partner often improves efficiency, accuracy and long term scalability.

"The transition will place too much pressure on internal teams."

With a clear plan and defined responsibilities, internal demands remain controlled and manageable.

"Data collection and cleansing will be overly complex."

A structured inventory and validation process maintains accuracy without unnecessary burden.

"Investors may view the change unfavourably."

When transitions are well managed, communication remains consistent and investor confidence is preserved.

"The outgoing provider may not cooperate."

With professional coordination and clear sequencing, these interactions proceed in an orderly manner.

A clearer view of the process

Transitioning administration involves detailed work, but it does not need to be overwhelming. With defined milestones, transparent communication and predictable sequencing, managers often find the experience more straightforward and beneficial than anticipated.

The benefits of a well aligned partner

A partner who understands your operational rhythm brings clarity and confidence to your workflow, allowing you to focus on performance rather than process.

What to expect when you switch

A structured approach to a smooth transition

A successful transition relies on clarity, compliance and continuity across every stage. Whether you are transitioning regulated or unregulated fund structures or SPVs, our approach brings structure, oversight and alignment from day one.

The diagram to the right outlines a typical phased approach for a well-governed migration.

	Steps	Why this matters
1	**Define the operating model and transition plan** We begin by agreeing a clear operating model and transition plan with you. This includes risk assessment, gap analysis, detailed checklists, data and inventory mapping and the definition of a transition period for the fund.	A structured plan provides clarity from the outset. It sets expectations, reduces ambiguity and ensures that fund activity continues while data and inventory are transferred in a controlled way.
2	**Coordinate regulatory and compliance requirements** We manage the coordination of regulatory and compliance requirements, including AML and KYC reviews, AEOI obligations and jurisdiction-specific considerations across all relevant regions.	Regulatory obligations differ by jurisdiction, and transitions can expose gaps if not managed carefully. Coordinated oversight helps maintain compliance continuity and reduces the risk of missed or delayed obligations.
3	**Manage contractual and regulatory formalities** We oversee the formal steps required to complete the change, including finalising service agreements, coordinating resignation notices with the outgoing provider and preparing submissions for relevant regulators.	These formalities often involve multiple stakeholders and strict sequencing. Centralising the process reduces administrative pressure on internal teams and helps prevent delays that can slow the transition.
4	**Coordinate Transfer Agent and data migration** Where a Transfer Agent is involved, we manage the secure transfer of corporate records and data through a digital process with validation checks to protect accuracy and completeness.	Accurate records underpin governance, reporting and investor confidence. A structured, digital migration process protects data integrity and keeps all records aligned with the wider transition timeline.

What defines a capable provider

The standards that underpin effective long-term support

Choosing a new provider is ultimately about confidence – confidence that your partner can manage a transition with precision and deliver the operational discipline your structures require.

The right partner brings technical expertise, transparent communication and robust governance. The capabilities that matter most include:

- ✓ Disciplined onboarding processes that support efficient AML, KYC and investor due diligence.
- ✓ Integrated and secure systems that reduce manual intervention and maintain consistency across reporting cycles.
- ✓ Specialists with experience across regulated and unregulated structures, SPVs and multi jurisdiction requirements.
- ✓ Reliable client service delivered by teams who understand the pressures fund managers face and respond with clarity.
- ✓ Strong governance principles embedded in day to day operations, supporting oversight and audit readiness.
- ✓ Technology that enhances control and visibility, enabling resilient operations for the long term.

Vistra Integration Platform (VIP):

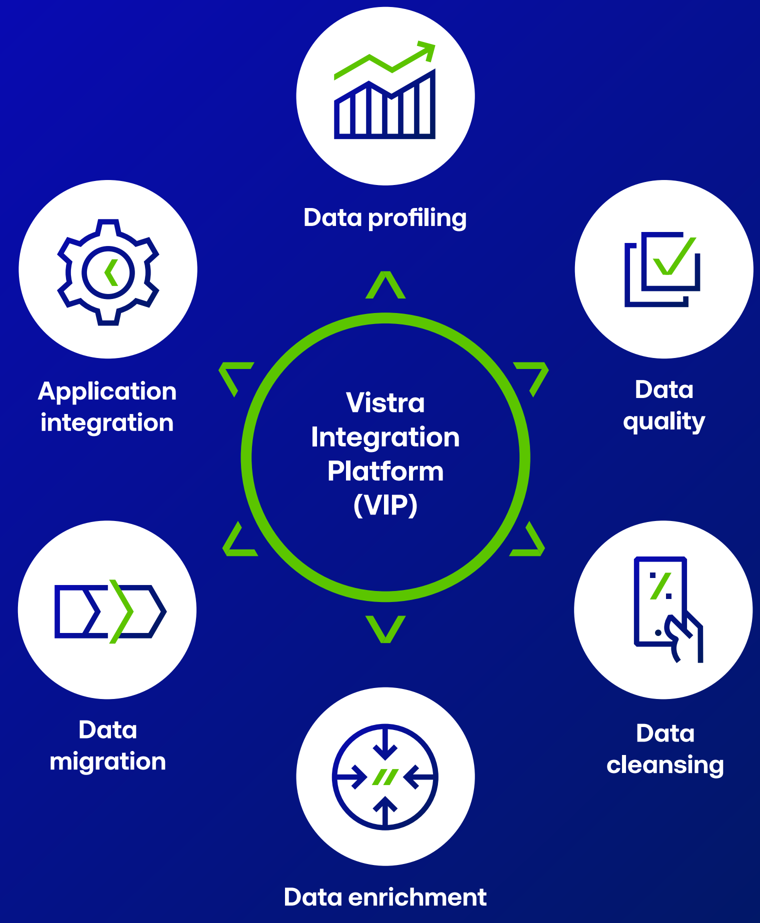
The infrastructure behind a controlled transition

The Vistra Integration Platform provides the technical foundation that keeps a transition structured and secure. It connects systems, improves data consistency and supports a smooth flow of information throughout the migration.

The diagram to the right illustrates how VIP brings order and clarity to the transition process by creating a reliable environment for data movement and validation.

Rather than replacing expertise, VIP strengthens it by giving our teams a more consistent and transparent framework in which to manage change. The result is a process that feels more predictable, more controlled and better aligned with the way you operate.

Every manager works differently. Whether switching is a near term priority or part of a broader operational plan, we tailor the transition approach to your needs. VIP provides structure, and our specialists ensure each step is managed with clarity and confidence.



About **Vistra**

Here at Vistra, **our purpose is progress.** As a close ally to our clients, our role is to remove the friction that comes from the complexity of global business.

We partner with companies and private capital managers along the corporate and private capital lifecycle. From HR to tax and from legal entity management to regulatory compliance, we quietly fix the operational and administrative frustrations that hamper business growth. With over 9,000 experts in more than 170 countries, we can accelerate progress, improve processes and reduce risk, wherever your ambition takes you.

Talk to an expert

vistra.com/funds/switch-to-vistra-fund-admin

Scan the QR code to visit our website and get in touch – we'd love to discuss how our services could support your business.

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February 2026