



PRODUCT PROFILE

Castine's Commission Management System for Brokers

Complete End-to-End CSA Solution for Brokers



Castine's *Commander* system is the #1 commission management solution globally because it does what no other solution can: it enables brokers to expand their CSA business while dramatically simplifying the experience for clients and internal teams. With *Commander*, firms eliminate the operational risk of spreadsheets and gain a secure, scalable, and compliance-ready platform engineered specifically for CSA/RPA management. *Commander* handles **all commission-split logic**, automates reconciliation and research-payment workflows, enforces risk controls, and delivers **real-time CSA balance transparency** — giving brokers the confidence and infrastructure needed to grow.

Because Castine is not broker-owned, our interests are fully aligned with yours. We don't compete for client relationships or commission flow, we strengthen them. *Commander* exists for one purpose: to help brokers grow, govern, and scale their CSA/RPA business with confidence.

Castine supports both your in-house CSA clients and those using external aggregators, all within one unified, efficient workflow. Clients get quick, self-service answers through an intuitive web portal, and your CSA team receives fewer basic inquiries. That empowers your relationship managers to focus on what actually matters most: deeper client engagement and growth. Castine's *Commander* system supports growth without slowing you down, providing portals for every part of your CSA workflow.

- Administrator Portal
- Client Portal
- Customer Service Portal

Administrator Portal. The Administrator Portal gives you full control over CSA setup and governance. You can onboard new CSA clients and vendors, define client-specific commission-split rules, manage CSA payments for in-house proprietary research, and external research, and maintain relationships between asset managers and research providers.



For complex structures, administrators can assign granular permissions to trading, accounting, operations, compliance, and other teams. This portal is separate from the Customer Service Portal, ensuring that each group focuses on its own responsibilities without compromise.

Client Portal. In today's competitive CSA business environment, having a secure site for clients to handle balance inquiries, payment management, monthly statement generation, and trade reconciliation is expected – and essential. *Commander's* Client Portal, along with its self-service tools, allows your CSA Team to concentrate on more strategic issues, ensuring specialized client inquiries are properly addressed. Clients can download trade files, payment history, run reports, monthly statements, and enter and approve payments to brokers and IRPs, while proactively managing their research budget.

Customer Service Portal. This portal equips your customer relationship team to deliver fast and exceptional support to your clients. They receive instant notifications of client payment requests, can view available balances, and track all payment instructions for each broker and IRP. The built-in payment approval workflow ensures every payment is properly authorized before processing. Additionally, when adjustments are required during trade reconciliation, *Commander* provides a complete audit trail to see exactly what was changed, by whom, and for what reason.



Since *Commander* is a cloud-based product, onboarding new clients is quick and teams can access the system securely from any browser or device, without having to rely on programmers to code custom changes.

Self Service. Investment managers and brokers face constant pressure to run their businesses efficiently. Castine recognizes this by equipping *Commander* with intuitive self-service screens for setting up and managing CSA and RPA accounts, eliminating the need for developer involvement. Users can design and run their own reports on demand rather than waiting days or weeks for custom builds. It's the most intuitive and manageable system you'll ever use.

Hosting Choice. You can host in-house, on your own servers, or as a cloud-based solution. Regardless of the hosting option, the system operates 24/7 and is covered by our global ISO27001 certification and rock-solid security.

Local Support. Castine provides implementation and support teams across five countries, delivering local, on-premise assistance during deployment and ongoing operations.

About Castine

Castine has provided solutions to more than 50 brokers and 500 asset managers worldwide. Modules include commission management, compensation, CSA aggregation, client and trader profitability, research invoicing, outsourced trading, and securities lending.

New York, London, Lisbon, Paris, and Buenos Aires