



**PROJECT: AIM INVESTMENT STATEMENTS**  
**Segment: Transactional: Statements**

*Program objectives*

- Reduce costs and increase speed of delivery by moving production of statements in-house.

*Significant results reported by user*

- Time required to test client data before statements are print-ready has been reduced by 75%.
- Savings of \$500,000 by eliminating redundant mailings.

**AIM Statement**

**AIM Family RESP**  
 January 1 to June 30, 2001

Your AIM account number  
**23456789**

Your Access ID: 12

Your financial advisor  
 Ted Advisor CFP, CA  
 Phone 416.228.5500  
 800.874.6275

Scotia Capital Inc  
 PO Box 830 Stn Main  
 7 Inglis Place  
 2nd Floor  
 Truro NS B2N 5G6

Investments in your account

	Your account value Value on January 1, 2001	Value on June 30, 2001
<b>Mutual funds</b>		
AIM Canadian Premier Class DSC	\$5,120.57	\$5,483.35
Trimark Select Canadian Growth Fund DSC	\$7,993.08	\$9,432.76
AIM Canada Growth Class <sup>1</sup>	\$5,120.57	\$5,483.35
AIM Global Telecommunications Class <sup>2</sup>	\$7,993.08	\$9,432.76
<b>Total value of your mutual fund holdings</b>	<b>\$7,993.08</b>	<b>\$9,432.76</b>
<b>Segregated funds</b>		
Trimark Select Balanced Seg Fund DSC	\$5,120.57	\$5,483.35
<b>Total value of your segregated fund holdings</b>	<b>\$5,120.57</b>	<b>\$5,483.35</b>
<b>Total value of your account</b>	<b>\$13,113.65</b>	<b>\$14,916.11</b>

<sup>1</sup> Part of AIM Canada Fund Inc.    <sup>2</sup> Part of AIM Global Fund Inc.

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**AIM Statement**

JANE UNITHOLDER  
**AIM Family RESP**  
 January 1 to June 30, 2001  
 Your AIM account number: 23456789

**Change in the value of your account since it was opened**

You opened your account in March 1997

Total deposits since you opened your account	\$13,532.31
Total withdrawals since you opened your account	\$26,863.87
Deposits minus withdrawals	\$13,331.56
Change in the value of your account	\$1,584.55
Value of your account on June 30, 2001	\$14,916.11

Total deposits reflect the total dollar amount of your purchases and transfers into this account. Total withdrawals reflect the market value of your redemptions and transfers out of this account.

**Mutual fund transactions during this statement period**

Date	Details	Amount (\$)	Deductions (\$)	Units/shares this transaction	Unit/share balance	Unit share price(s)	Total value (\$)
Jan 1 99	Opening balance				11.5174	1000.694	7,993.08
Jan 1 99	CESS purchase	0.00	0.00	0.0000	69.5729	7.362	5,120.57
Mar 15 99	Distribution	15.58	0.00	0.2072	69.7001	7.520	5,247.46
Dec 31 99	Closing balance				71.6778	7.650	5,483.35

Your average cost per unit/share is \$8.7299

**Trimark Select Canadian Growth Fund DSC**

Jan 1 99 - Opening balance 11.5174 1000.694 7,993.08

You have no transactions for this period.

Dec 31 99 - Closing balance 11.5174 1000.619 9,432.76

Your average cost per unit/share is \$8.7269

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Segment	Transactional: Statements
<b>Participants</b>  <b>Client</b>  <b>Print Provider</b>  <b>Software Application</b>	<p>AIM Funds Management, <a href="http://www.aimfunds.ca">www.aimfunds.ca</a>, a Canadian investment firm.</p> <p>In-house facility including Océ equipment and a Xerox DP1805.</p> <p>DOC1 Software from Group 1, <a href="http://www.g1.com">www.g1.com</a>, was selected to produce the AIM statements. Group 1 Software is a provider of software for data quality, marketing automation, customer relationship documents and direct marketing applications</p>
<b>Program</b>  <b>Target Audience</b>  <b>Distribution</b>  <b>Description</b>	<p>AIM customers.</p> <p>Produces over four million bilingual mutual fund statements bi-annually and 750,000 tax receipts annually.</p> <p>AIM wished to reduce its costs by moving the production of its statements in-house. Due to the large volume and bilingual nature of their client statements, AIM required a scaleable and easy-to-use software solution. AIM selected DOC1 from Group 1 Software to meet its needs.</p> <p>The use of DOC1 has accelerated AIM's document development process. Originally, AIM required four months to test client data before statements were print-ready. This testing phase has been reduced by 75%.</p> <p>Previously, AIM's client statements and tax receipts were printed and mailed separately at an annual cost of \$500,000 CDN. AIM was able to eliminate this cost by combining the production and mailing of the statements and tax receipts.</p> <p>AIM can now include client-specific broker information on each customer statement including their broker's name, address, telephone number and email address. The customer's Personal Identification Number (PIN) is also printed on the statement. The broker's copy of the customer statement contained the same financial data, but did not include confidential client information such as their PIN.</p> <p>Targeted messaging capabilities also allowed AIM to proactively inform its customers about changes in the format of its statements and names of mutual funds.</p>



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 DIGITAL PRINT*

*September 2001*