

FAQ – Calero Rebrand

Q. Does this new name indicate a change in control?

A. No, this is simply a name evolution.

Q. Does the move away from the MDSL brand indicate that Market Data services are no longer actively supported?

A. Market Data/FinTech products and solutions remain a core component of our technology expense management offering. We remain committed to growth and development in the FinTech space and will continue to support our customers with best-in-class Market Data expense management software.

Q. Does the change to the new company name mean the company's legal name has also changed?

A. No. We are not changing our legal entities.

Q. Will email addresses be changing?

A. Yes. All employees with @mdsl.com addresses will change to @calero.com addresses in the form firstname.lastname@calero.com. The migration will be completed by the end of Q2.

Q. Will the login page link/URL change?

A. No, the URL that you use to access the system will not change at this time.

Q. Does this rebranding impact the functionality of the system or the future roadmap?

A. No, the software will function just as it did before the rebranding. It will also not change the development roadmap – Calero will continue to focus on driving new innovations into our solution to provide best-in-class simplicity, automation, and insight to our customers.

Q. Will my reports, AP Feeds, and other integrations still work?

A. Yes! All reports, emails, AP Feeds and other integrations will still work and will not be impacted by this re-branding. You may see the new company name and logo on certain documents, but the data delivery and integration services you use and rely on today will not change.

Q. Will the rebranding impact my licenses?

A. No, your licenses will not be impacted.

Q. Will the rebranding have any impact on my services with Carriers (i.e., Invoice collection, Quoting, Ordering, Managed Bill Pay, etc.)?

A. No, all your current services will continue as they did before.

Q. Will the name of the platform change?

A. Yes. Moving forward, the platform will be known as Calero.com.

Q. Which platform user interfaces are changing and when?

A. The platform will be updated with the new name and logo as of January 23, 2023. White-labelled customers will continue to see their logo in the solution, but any instances of “Calero-MDSL” will be removed.

Q: How will this impact customer remittances?

A: There will be no impact to “pay to” or addresses associated with customer payments.

Q: Will business registrations be impacted or require change (e.g. VAT, D&B numbers, US Tax IDs, etc.)

A: There will be no impact to active business registrations. As appropriate, we will update the “DBA” reference from “Calero-MDSL” to “Calero.” Updated W-9s with the new “DBA” will be available upon request.

Q. Does the rebranding have any impact on existing agreements or contracts?

A. No. Existing agreements do not need to change.

Q. What impact does this change have on Customer invoicing?

A. The only change to our customer invoices will be the use of the new “Calero” logo. This change will be implemented on all invoices sent to customers after February 1, 2023.

Q. How are banking relationships impacted? Is there need to change name or accounts with banks?

A. No, this does not require a change to banking relationships.

Q. What name will be on LOAs?

A. The legal entity that signed the relevant customer agreement, DBA Calero.

Q. Are current SOC and ISO certificates still valid?

A. Yes, current certifications are all still valid.

Q. Do customers need to log in any differently?

A. No, there is no change to customer login.

Q. Will data shared via SharePoint still be accessible or will this change?

A. Customers should still use the same URL for SharePoint, this will not change.

Q. Will the URL a customer uses to login change?

A. No.

Q. Are there any changes to the Client Support desk?

A. Yes, all Auto Attendant queues which provide callers with the option to navigate to a support desk, sales, finance, or office enquiries are being updated with the new company name.