

# AGENT REPORT CARD

**December 2019**

# Agent Report Card

This report highlights the performance of the top agents responsible for the processing of CMO/ABS securities in two specific areas of concern:

- 1) The unavailability of timely rate information.
- 2) Inaccurate rate information that requires amendment and therefore post payable date adjustments to DTCC's Clients.

The impact of each agent on last month's performance is reflected in bar charts showing "late/amended" information.

In addition, the top three agents with the best record in each category have been highlighted in Green.

# Agent Report Card - Rankings

## Agent Report Card

Rankings based on a percentage of an agent's total rates

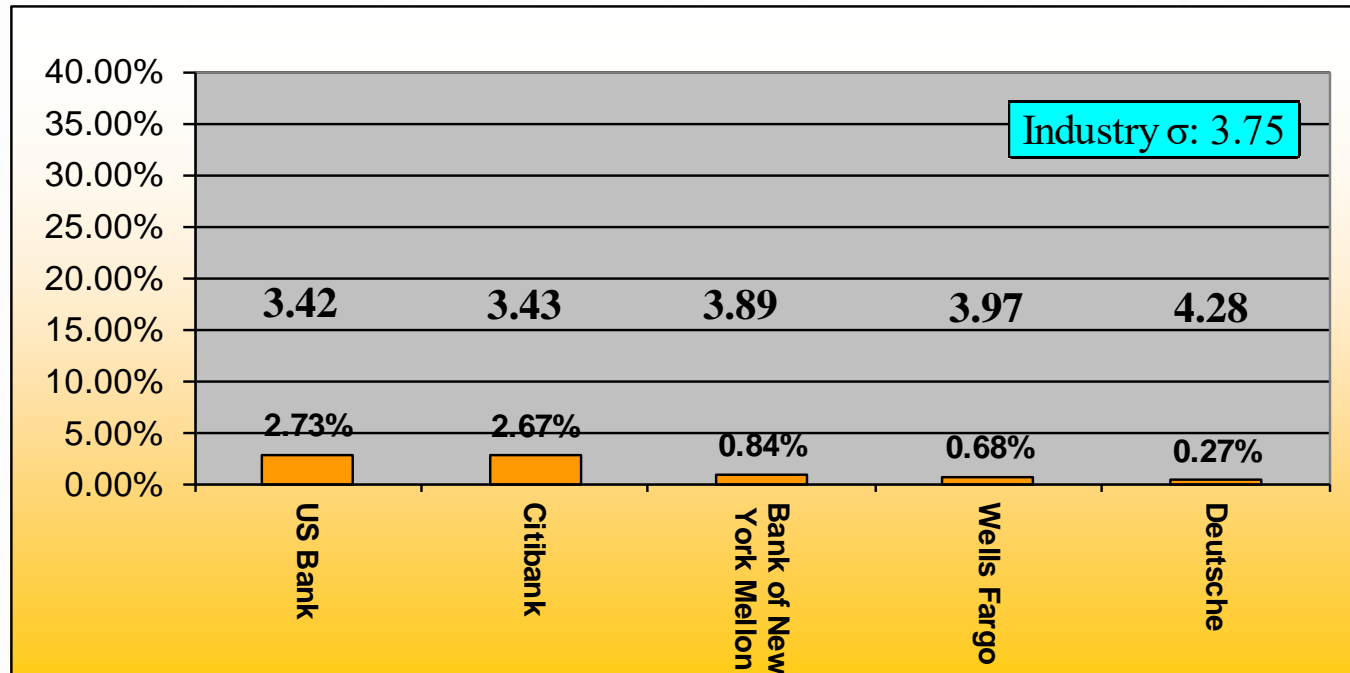
(Best three in each category highlighted in green)

	Rates Open at COB P/D - 1	Late Rates after 3:00 pm Cut-off on P/D	Amended Announcements	Amended Announcements 30 Days + after P/D
Bank of New York Mellon	2	3	3	2
Citibank	3	3	1	3
Deutsche Bank	1	2	2	1
US Bank	5	1	5	4
Wells Fargo	4	5	4	5

# Conforming Late Rates

## CMO/ABS Payable on the 15th and 25th

Rates open at COB on P/D -1  
As a percentage of an agent's total rates

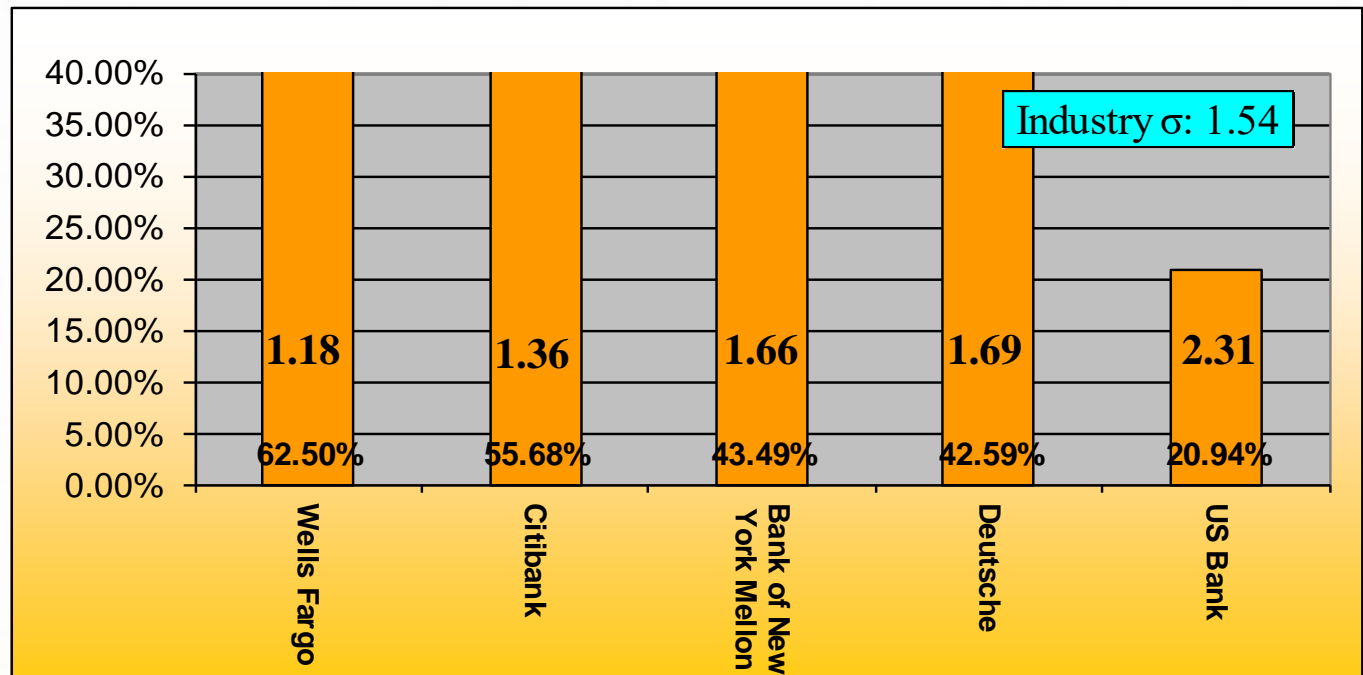


Sigma Level	3.42	3.43	3.89	3.97	4.28
Number of Late Rate	437	165	141	203	27
As a Percentage of Total Late Rates From All Agents	44.91%	16.96%	14.49%	20.86%	2.77%
Deviation From the Industry Sigma	-0.33	-0.32	0.15	0.22	0.54

# Conforming Late Rates

## CMO/ABS All Payable Date excluding the 15th and 25th

Rates open at COB on P/D -1  
As a percentage of an agent's total rates

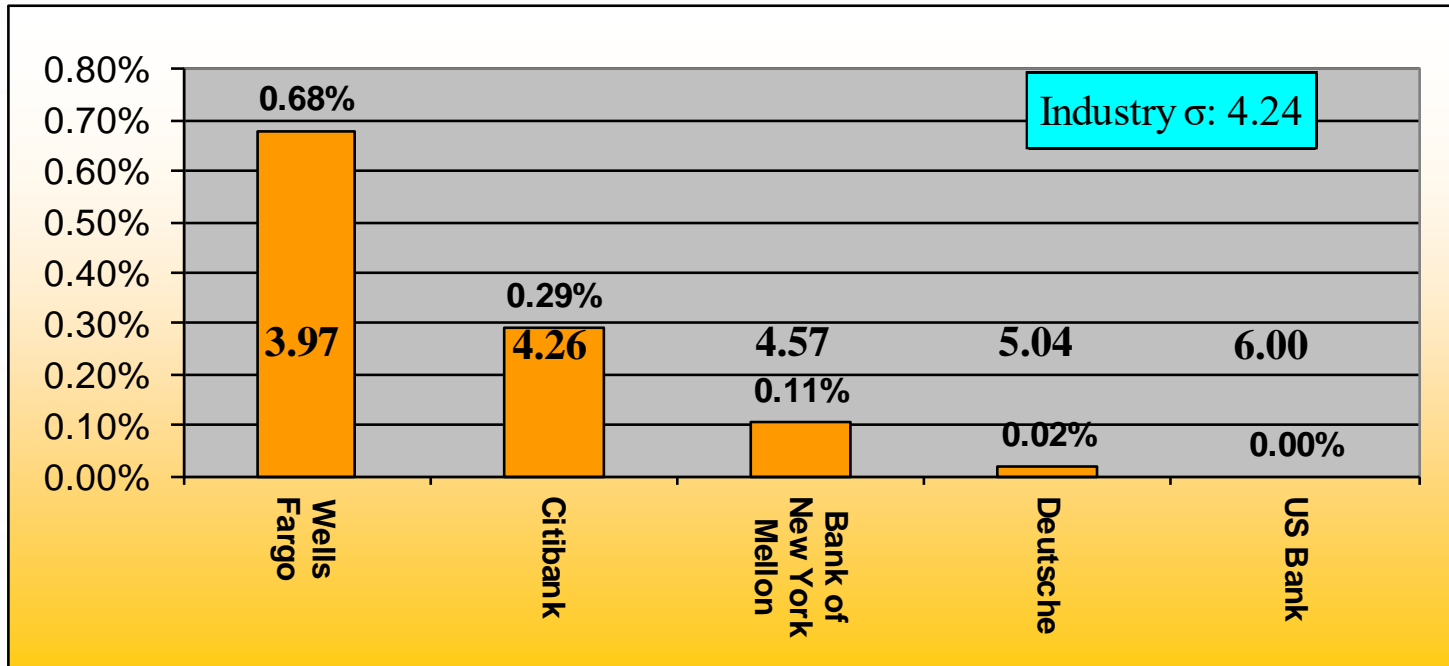


Sigma Level	1.18	1.36	1.66	1.69	2.31
Number of Late Rate	1,200	49	371	112	169
As a Percentage of Total Late Rates From All Agents	63.12%	2.58%	19.52%	5.89%	8.89%
Deviation From the Industry Sigma	-0.36	-0.18	0.12	0.15	0.77

# All Late Rates

## CMO/ABS Payable on the 15th and the 25th

After 3:00 p.m. EST on payable date and subsequent days  
As a percentage of an agent's total Rates

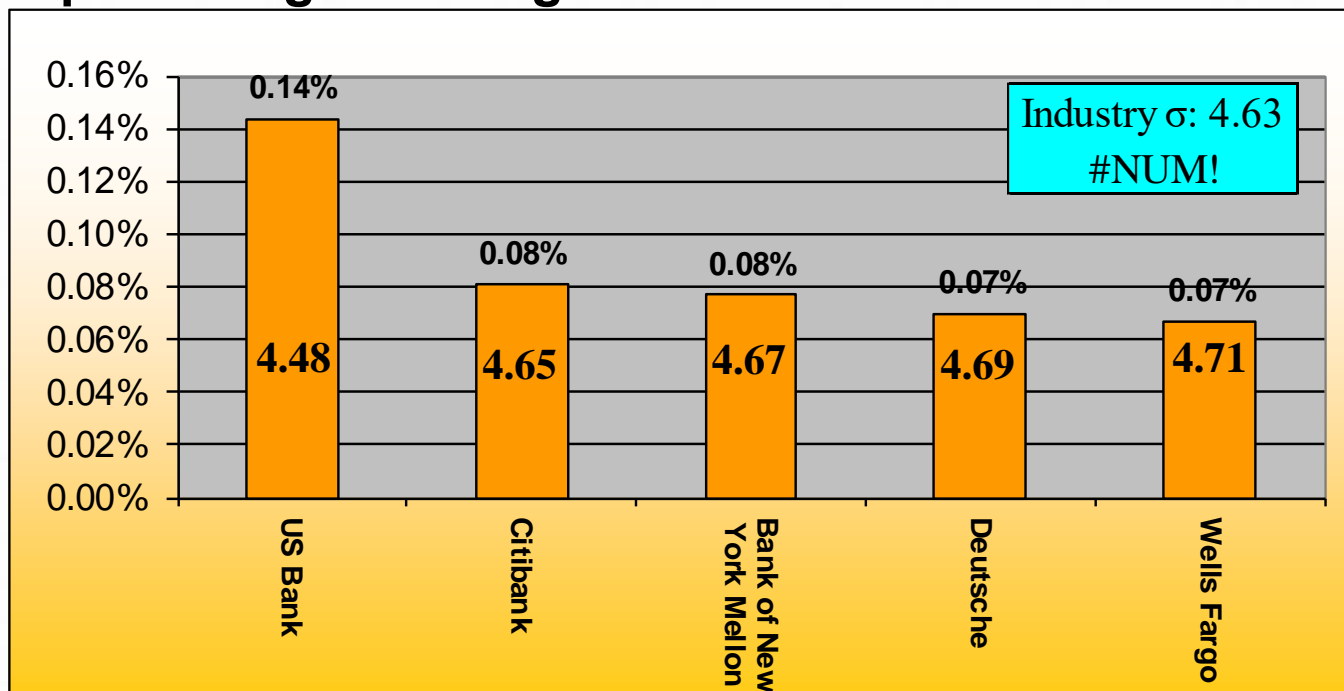


Sigma Level	3.97	4.26	4.57	5.04	6.00
Number of Late Rate	203	18	18	2	0
As a Percentage of Total Late Rates From All Agents	84.23%	7.47%	7.47%	0.83%	0.00%
Deviation From the Industry Sigma	-0.27	0.01	0.33	0.80	1.76

# All Amended Rates

## CMO/ABS

As a percentage of an agent's total rates

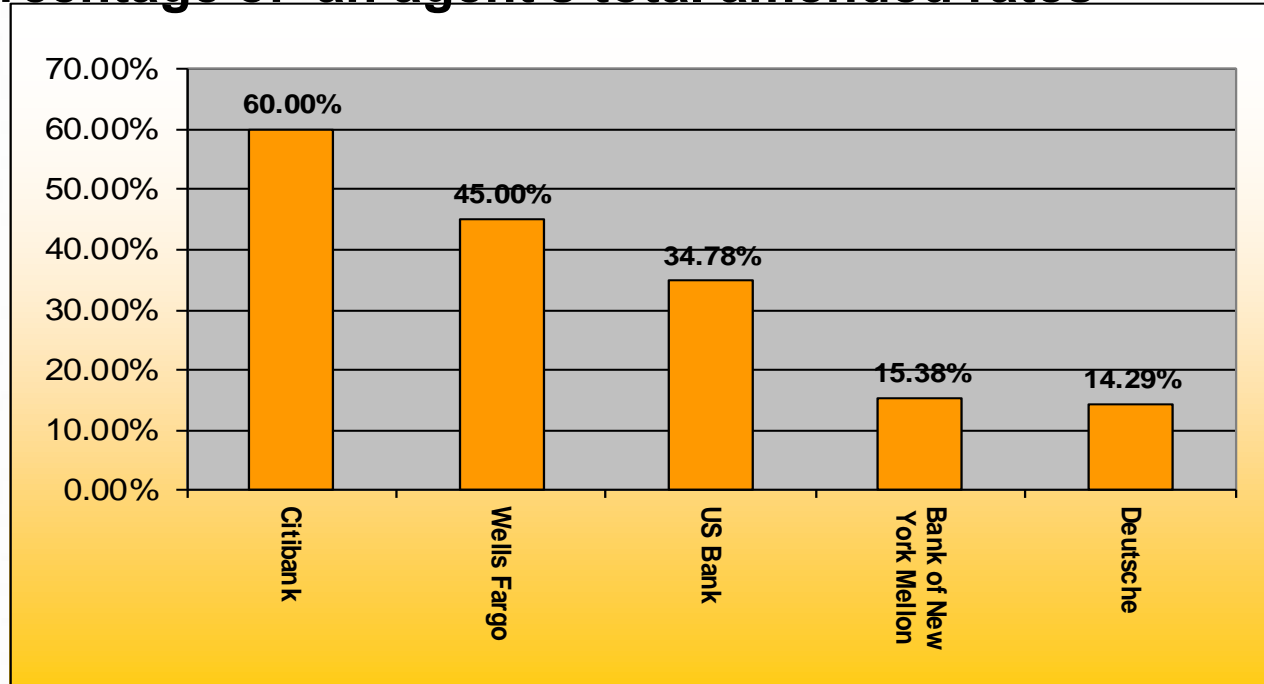


Sigma Level	4.48	4.65	4.67	4.69	4.71
Number of Amended Rates	23	5	13	7	20
As a Percentage of Total Amended Rates From All Agents	33.82%	7.35%	19.12%	10.29%	29.41%
Deviation From	-0.15	0.02	0.03	0.06	0.07

# All Amended Rates

## CMO/ABS

**30 days+ after payable date**  
**As a percentage of an agent's total amended rates**



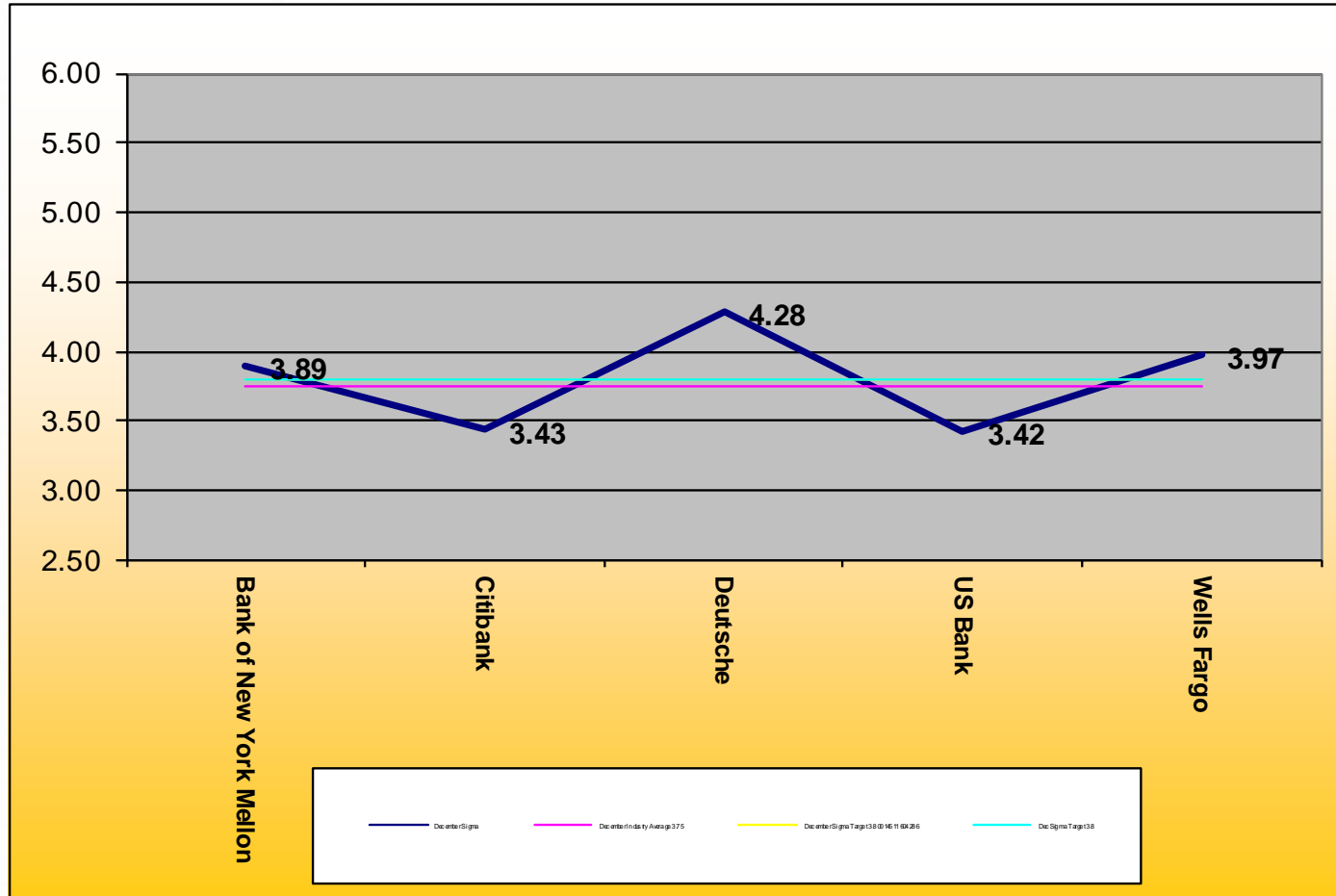
Number of Amended Rates 30 Days +	3	9	8	2	1
As a Percentage of Total Amended Rates From All Agents	13.04%	39.13%	34.78%	8.70%	4.35%



# Monthly Sigma Versus Targets

## Conforming Structured Securities - Payable 15/25

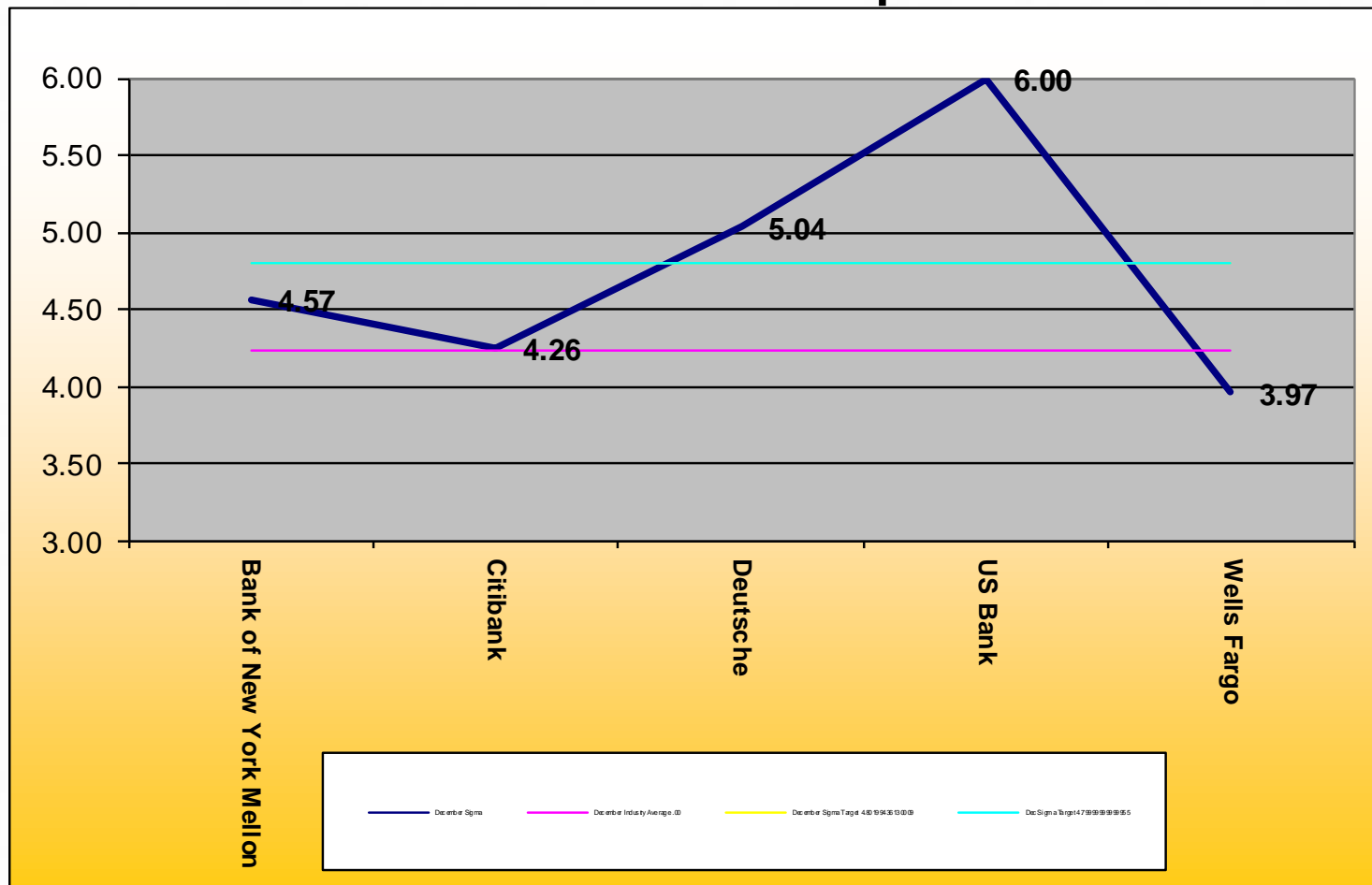
Open rates at COB on P/D-1



# Monthly Sigma Versus Targets

## All Structured Securities – Payable 15/25

### Rates Received after 3:00pm on P/D



# Monthly Sigma Versus Targets

## All Structured Securities – Amended Rates

As a percentage of Total Rates

