

# AGENT REPORT CARD

**September 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.

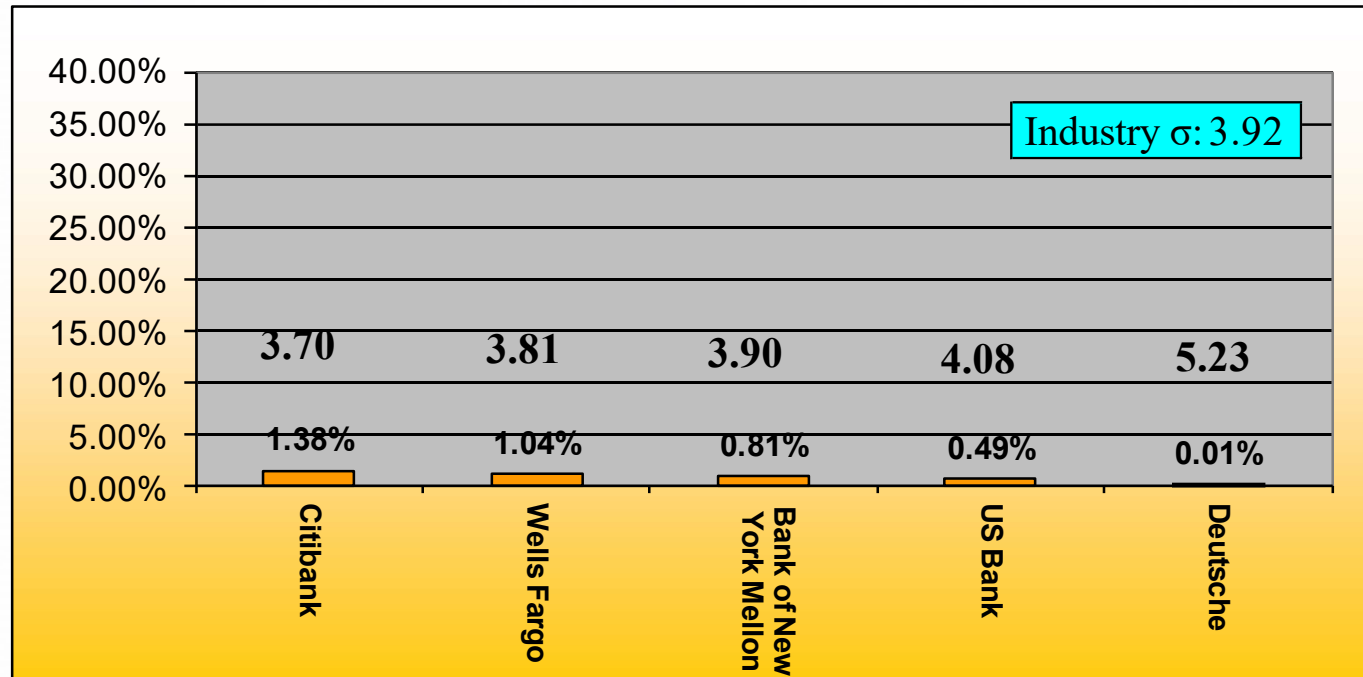
# Agent Report Card - Rankings

<b>Agent Report Card</b> 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	4	5	2	3
Citibank	2	2	3	1
Deutsche Bank	1	1	1	1
US Bank	3	4	4	4
Wells Fargo	5	3	5	5

# Conforming Late Rates

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

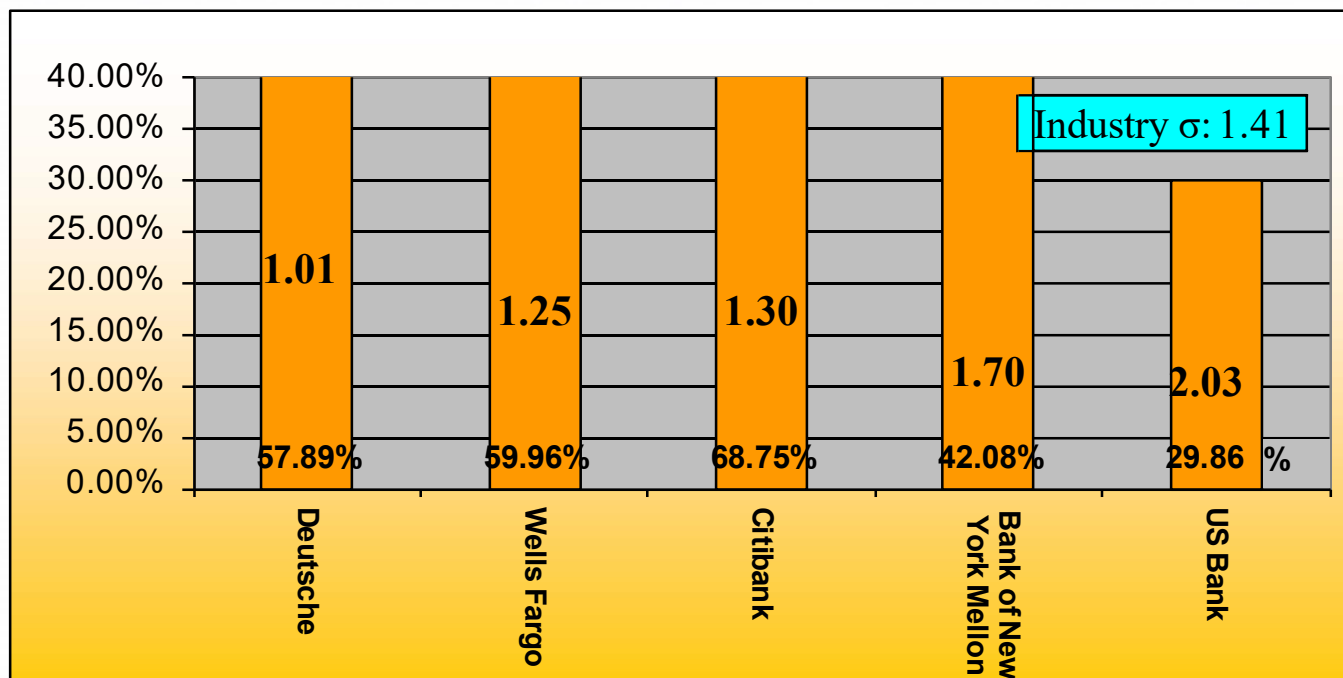
Rates open at COB on P/D –1  
As a percentage of an agent's total rates



Sigma Level	3.70	3.81	3.90	4.08	5.23
Number of Late Rate	77	326	140	79	1
As a Percentage of Total Late Rates From All Agents	12.36%	52.33%	22.47%	12.68%	0.16%
Deviation From the Industry Sigma	-0.22	-0.11	-0.02	0.16	1.31

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

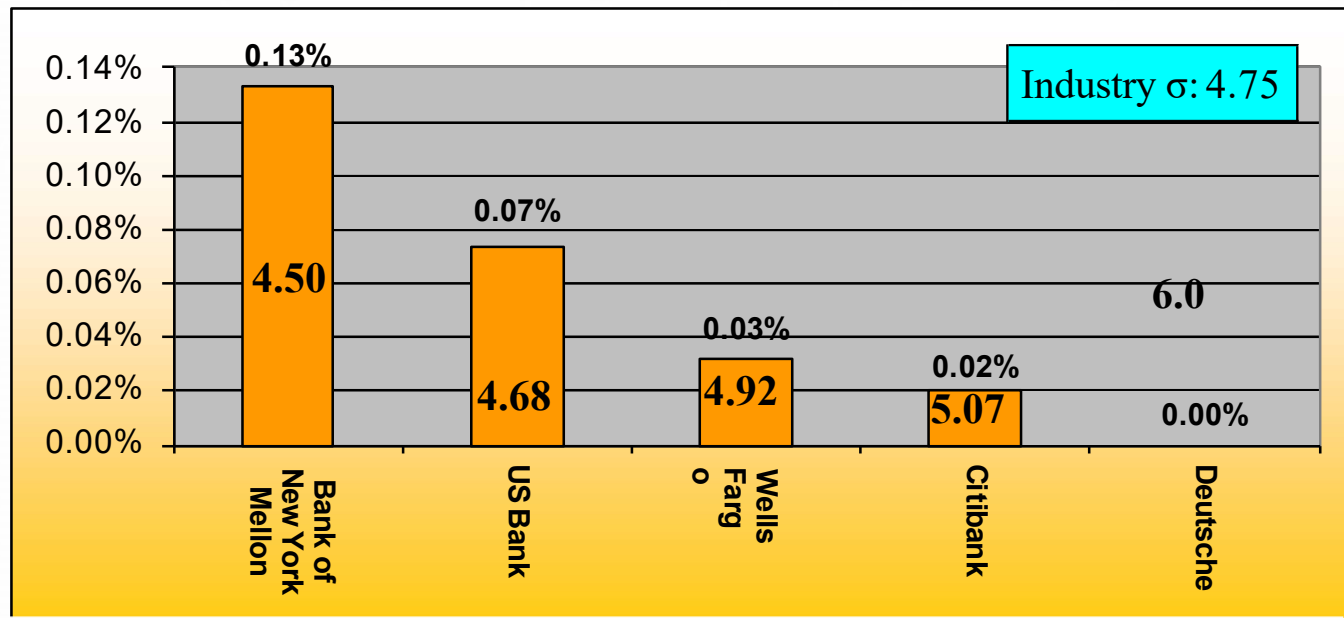
Rates open at COB on P/D -1  
As a percentage of an agent's total rates



Sigma Level	1.01	1.25	1.30	1.70	2.03
Number of Late Rate	22	936	143	223	66
As a Percentage of Total Late Rates From All Agents	1.58%	67.34%	10.29%	16.04%	4.75%
Deviation From the Industry Sigma	-0.40	-0.16	-0.11	0.29	0.62

# All Late Rates CMO/ABS Payable on the 15th and the 25th

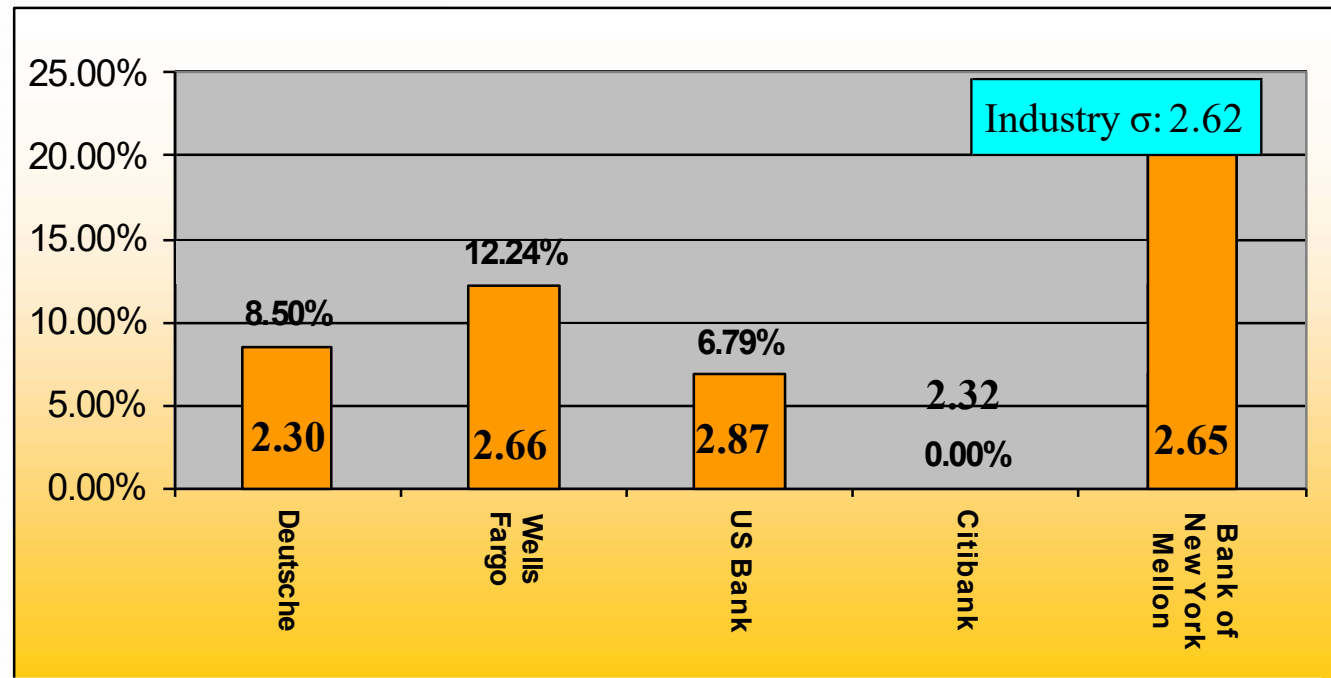
After 3:00 p.m. EST on payable date and subsequent days  
As a percentage of an agent's total Rates



Sigma Level	4.50	4.68	4.92	5.07	6.00
Number of Late Rate	23	12	10	1	0
As a Percentage of Total Late Rates From All Agents	50.00%	26.09%	21.74%	2.17%	0.00%
Deviation From the Industry Sigma	-0.25	-0.08	0.16	0.32	1.25

# All Late Rates CMO/ABS Excluding Payable on the 15th and the 25th

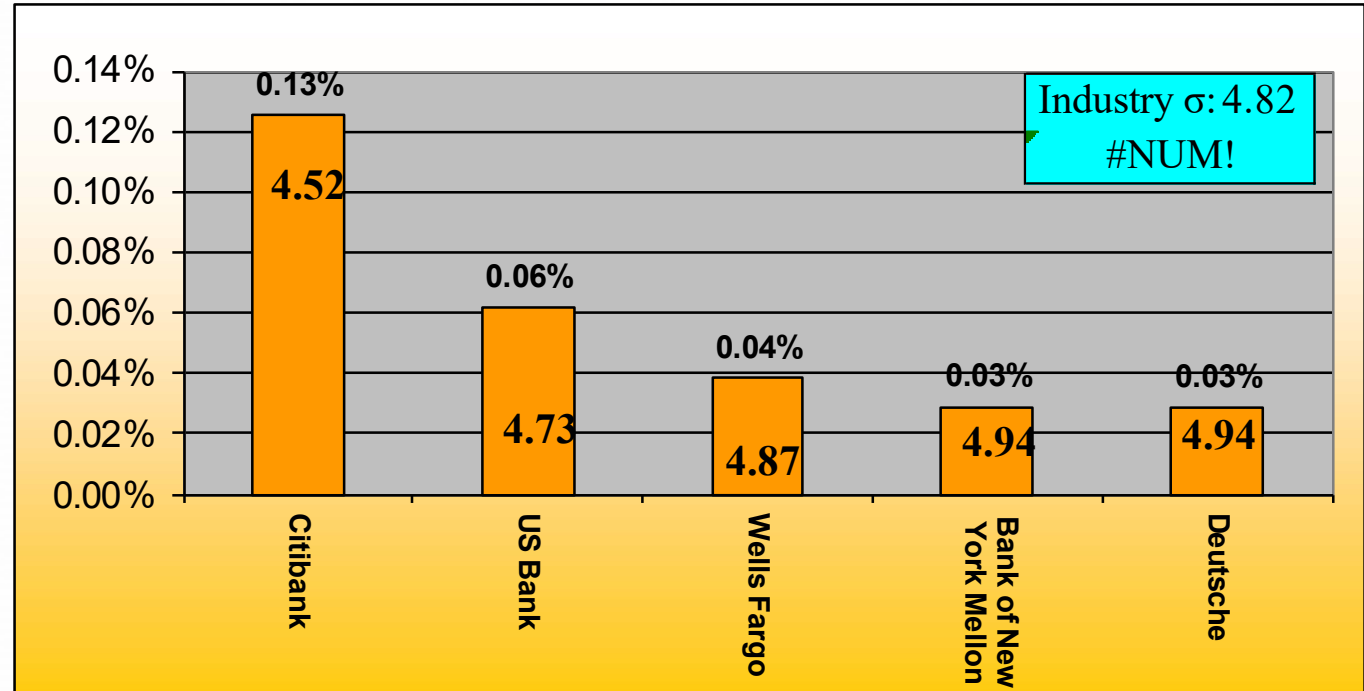
After 3:00 p.m. EST on payable date and subsequent days  
As a percentage of an agent's total Rates



Sigma Level	2.30	2.66	2.87	2.99	6.00
Number of Late Rate	113	191	21	15	0
As a Percentage of Total Late Rates From All Agents	33.24%	56.18%	6.18%	4.41%	0.00%
Deviation From the Industry Sigma	-0.33	0.04	0.25	0.37	3.38

# All Amended Rates CMO/ABS

As a percentage of an agent's total rates

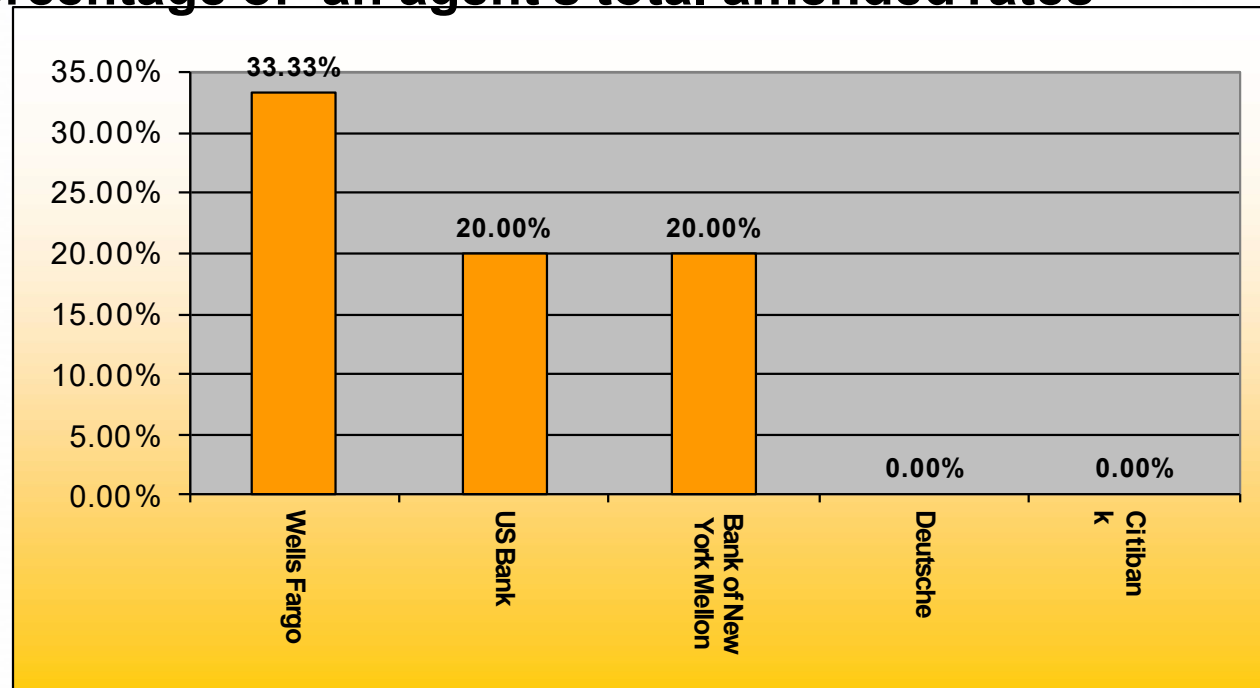


Sigma Level	4.52	4.73	4.87	4.94	4.94
Number of Amended Rates	7	10	12	5	3
As a Percentage of Total Amended Rates From All Agents	18.92%	27.03%	32.43%	13.51%	8.11%
Deviation From	-0.29	-0.08	0.05	0.13	0.13



# All Amended Rates CMO/ABS

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

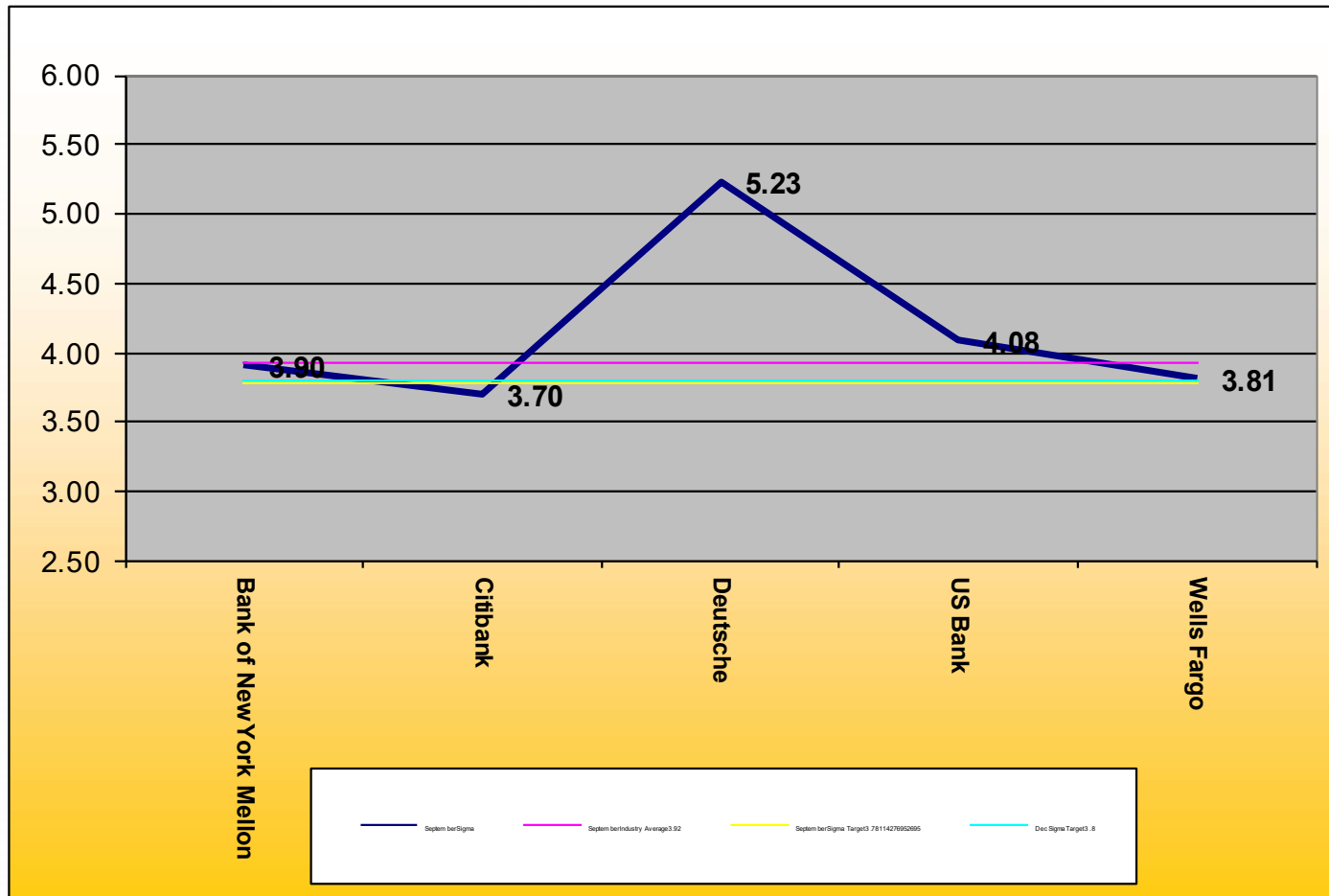


Number of Amended Rates 30 Days +	4	2	1	0	0
As a Percentage of Total Amended Rates From All Agents	57.14%	28.57%	14.29%	0.00%	0.00%

# Monthly Sigma Versus Targets

## Conforming Structured Securities - Payable 15/25

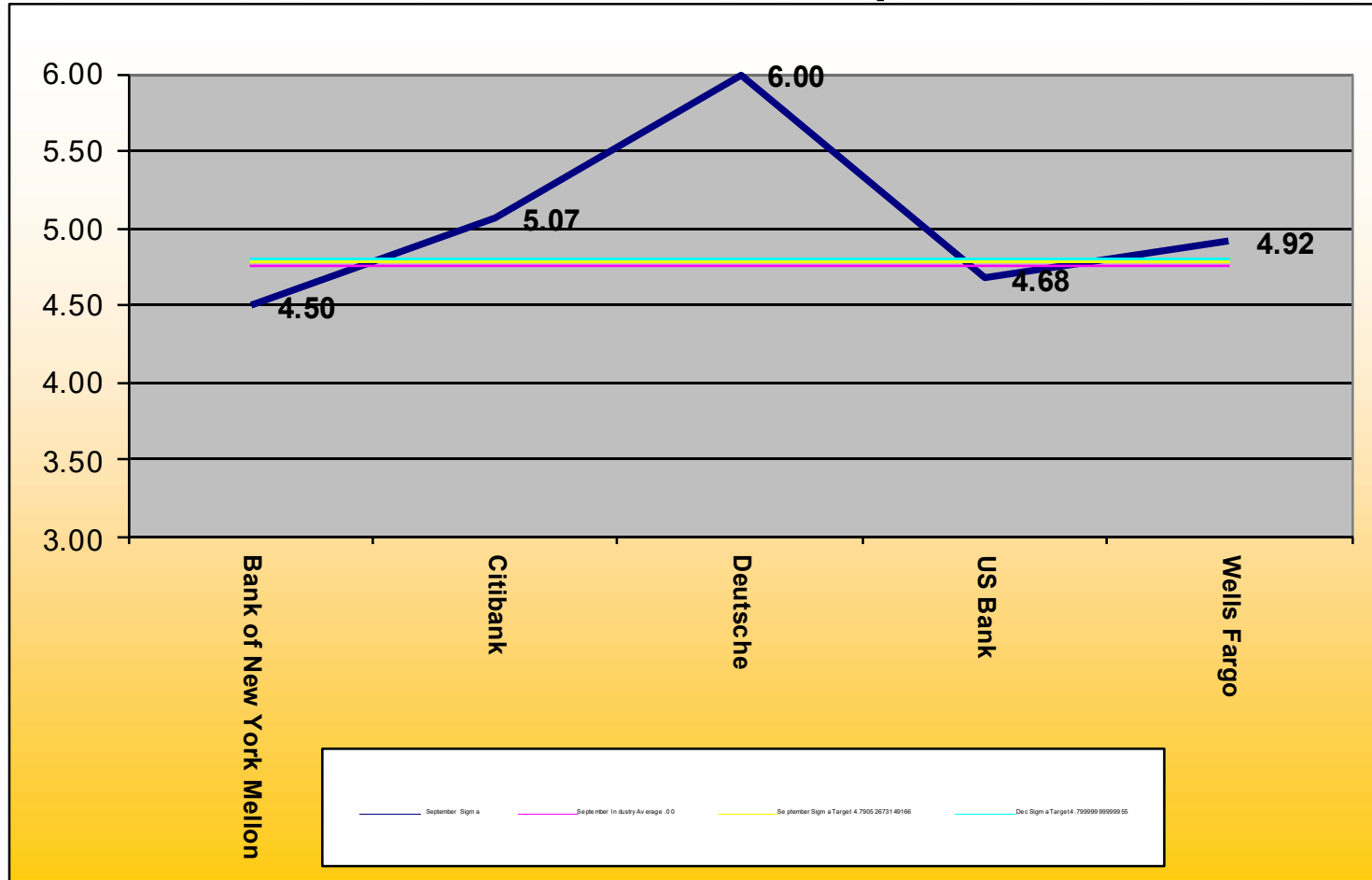
Open rates at COB on P/D-1



# 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

