



Important Notice
The Depository Trust Company

B #:	19866-24
Date:	March 15, 2024
To:	DTC Participants
Category:	Securities Processing Service Update
From:	DTC Asset Services Product Management Team
Attention:	Officers / Operations Managers / Operations Users / Business Continuity Managers
Subject:	Enhancements to the MyDTCC Inquiry Support Portal for Securities Processing Inquiries

On October 13, 2023, the Depository Trust Company (DTC) enhanced the MyDTCC Support Portal for Securities Processing inquiries to provide Participants a new path to submit inquiries / requests that were previously submitted via e-mail.

Effective March 29, 2024, the email boxes listed below will be retired and Participant inquiries will only be accepted through the MyDTCC Inquiry Support portal accessible via MyDTCC.com (Please see the attachment below for an illustration.)

Email boxes that will be retired:

- **Custody Cusip Eligibility**
 - CustodyEligibility@dtcc.com
- **Branch Deposit Services (BDS)**
 - BDSInquiries@dtcc.com
- **Custody Reorg**
 - CustodyReorgManual@dtcc.com
 - BackEndCustReorg@dtcc.com

After March 29, access to the MyDTCC Portal is required. If not already provisioned, Participants are urged to reach out to their Super Access Coordinator (SAC) and request the following entitlement:

- PBS/PTS – Securities Processing (PRD539)

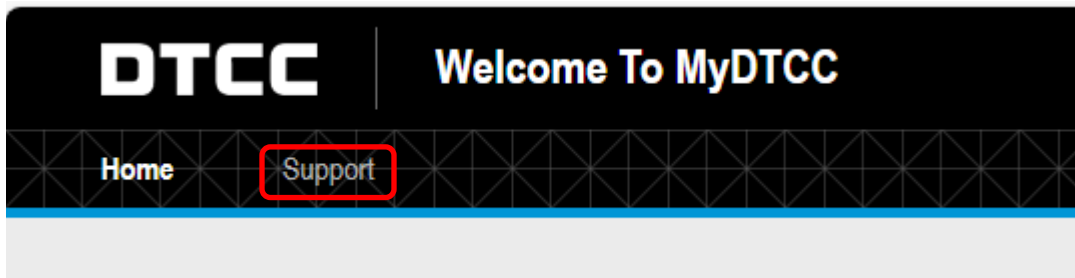
Note: If you don't already have an SAC, you may request one be established for your firm by sending an email to DTCIntegration@dtcc.com. An Integration liaison will facilitate your request and advise of required documentation and forms.

Questions regarding this notice can be directed to your Relationship Manager.

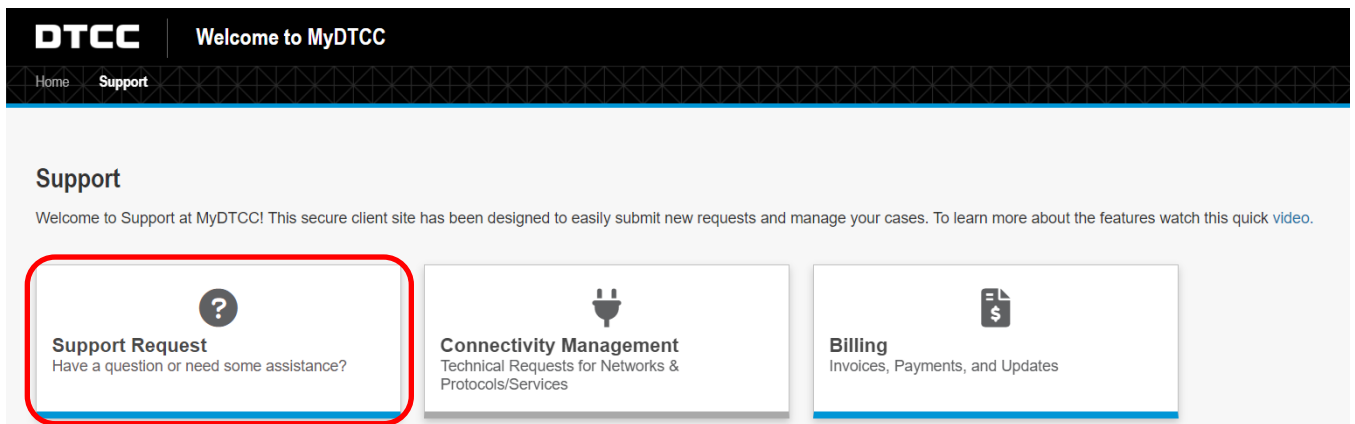
DTCC offers enhanced access to all important notices via a Web-based subscription service. The notification system leverages RSS Newsfeeds, providing significant benefits including real-time updates and customizable delivery. To learn more and to set up your own DTCC RSS alerts, visit http://www.dtcc.com/subscription_form.php.

Custody / Securities Processing Support Inquiry Submission Screenshots

Select “Support” from upper left-hand section of the MyDTCC portal



Select “Support Request”



Select “Product or Service”


DTCC | Welcome to MyDTCC

Home **Support**


Support / New Request

Open a New Request

1 How can we help you, ?



Product or Service
Errors, Transactions, Files,
Reports, Asset Services



Connectivity Support
Connectivity & Protocol Issues
(SFTP, FTPS, C:D, MQ)

2

3

4

Select "Custody / Securities Processing"

✓ How can we help you, [avatar]?

Product or Service
Errors, Transactions, Files,
Reports, Asset Services

Connectivity Support
Connectivity & Protocol Issues
(SFTP, FTPS, C:D, MQ)

2 Select a product

Product or service

Select one...

- Asset Services
- CNS
- Custody / Securities Processing**
- Settlement

3 C

4 S

5 Enter details

Select the topic tile applicable to the inquiry to be submitted

✓


3


4


5


Select a product
Product or service
Custody / Securities Processing

Choose a topic


**Custody Reorg/Reorg
Deposits**
Securities Processing


Custody Services
Securities Processing


Deposits
Securities Processing


**New York Window /
Direct Clearing**
Securities Processing

Select a subject

Enter details

Select the subject from the drop-down subject menu applicable to the inquiry to be submitted.

Note: Subject options will vary depending on the topic selected

The screenshot shows a web interface with a vertical navigation bar on the left containing a checkmark icon, the number 4, and the number 5. The main content area is divided into two sections: 'Choose a topic' and 'Select a subject'.

Choose a topic

Four topic cards are displayed:

- Custody Reorg/Reorg Deposits**
Securities Processing
- Custody Services**
Securities Processing
- Deposits**
Securities Processing (This card is highlighted in blue)
- New York Window / Direct Clearing**
Securities Processing

Select a subject

A dropdown menu labeled 'Subject' is open, showing a list of options:

- Select one...
- Branch Deposit Services (BDS)
- Custody Cusip Set Up
- DAM (Deposit Automation Management)
- DAM Deposit Adjustments
- Restricted Deposit Services (RDS)

Enter details for the data fields and description and select “Submit”

Note: Detail data requirements and mandatory fields will vary depending on the subject selected

Select a subject

Subject
Branch Deposit Services (BDS)

Enter details

CUSIP* Share Quantity*

Please enter a CUSIP.

ARF / C ID(s) Courier Tracking Number

Description*

Preferred Timezone
--None--

“Your Request was Submitted” pop up window will display with request number for the inquiry submitted.

Your Request was Submitted

Your request [redacted] has been successfully created. View updates, add comments, or upload files on the Case Detail screen.