#### DTCC

### **AGENT REPORT CARD**

February 2020

### **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 <a href="Green">Green</a>.

### **Agent Report Card - Rankings**

#### **Agent Report Card**

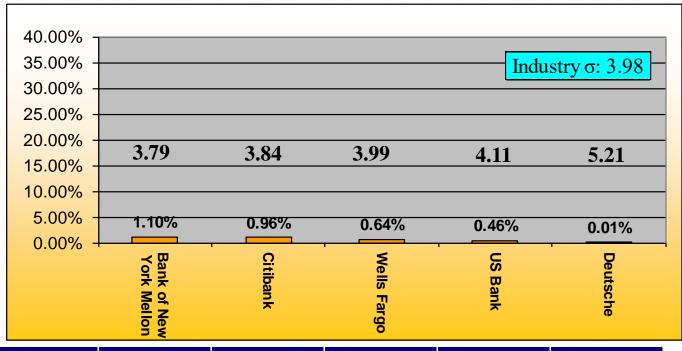
Rankings based on a percentage of an agent's total rates

(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

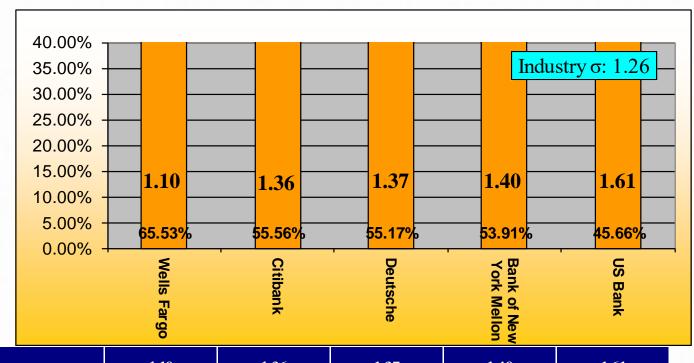
# Rates open at COB on P/D –1 As a percentage of an agent's total rates



Sigma Level	3.79	3.84	3.99	4.11	5.21
Number of Late Rate	182	61	175	74	1
As a Percentage of Total Late Rates From All Agents	36.92%	12.37%	35.50%	15.01%	0.20%
Deviation From the Industry Sigma	-0.19	-0.14	0.00	0.12	1.23

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

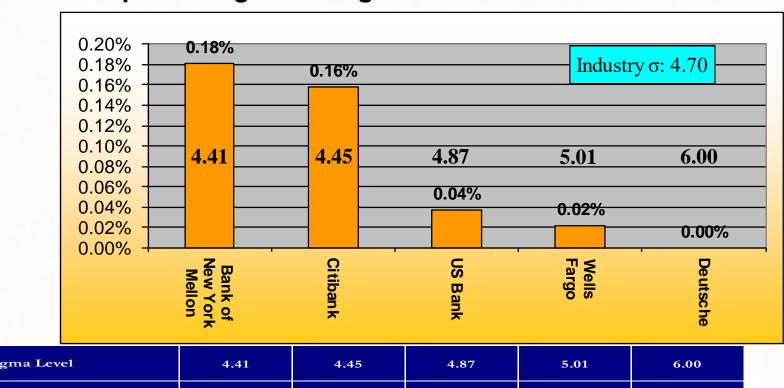
# Rates open at COB on P/D –1 As a percentage of an agent's total rates



Sigma Level	1.10	1.36	1.37	1.40	1.61
Number of Late Rate	675	60	192	131	100
As a Percentage of Total Late Rates From All Agents	58.29%	5.18%	16.58%	11.31%	8.64%
Deviation From the Industry Sigma	-0.16	0.10	0.11	0.14	0.35

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

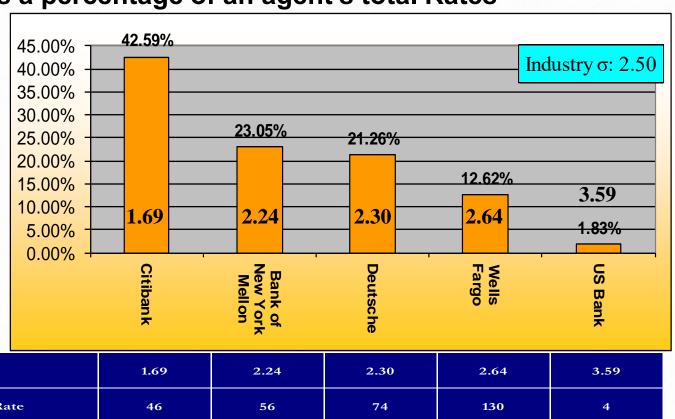
## After 3:00 p.m. EST on payable date and subsequent days As a percentage of an agent's total Rates



Sigma Level	4.41	4.45	4.87	5.01	6.00
Number of Late Rate	30	10	6	6	0
As a Percentage of Total Late Rates From All Agents	57.69%	19.23%	11.54%	11.54%	0.00%
Deviation From the Industry Sigma	-0.29	-0.25	0.17	0.31	1.30

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

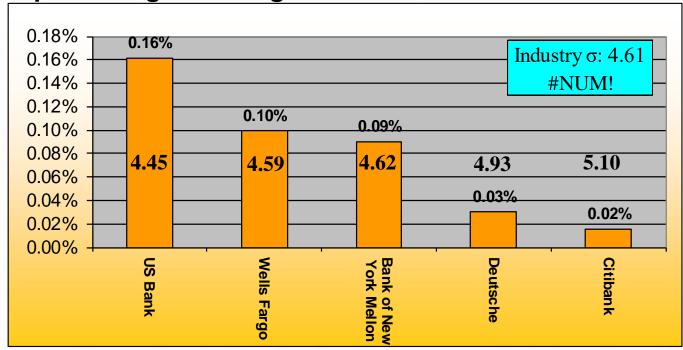
# After 3:00 p.m. EST on payable date and subsequent days As a percentage of an agent's total Rates



Sigma Level	1.69	2.24	2.30	2.64	3.59
Number of Late Rate	46	56	74	130	4
As a Percentage of Total Late Rates From All Agents	14.84%	18.06%	23.87%	41.94%	1.29%
Deviation From the Industry Sigma	-0.81	-0.26	-0.20	0.15	1.09

# All Amended Rates CMO/ABS

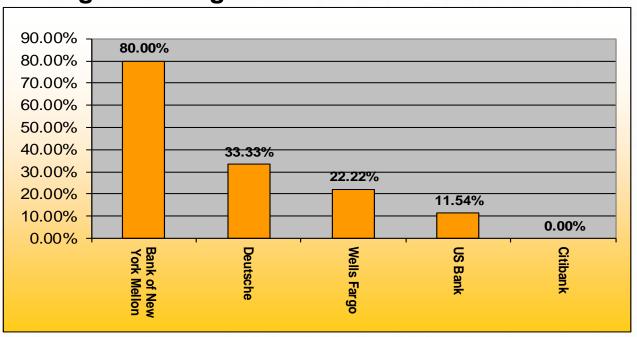
#### As a percentage of an agent's total rates



Sigma Level	4.45	4.59	4.62	4.93	5.10
Number of Amended Rates	26	27	15	3	1
As a Percentage of Total Amended Rates From All Agents	36.11%	37.50%	20.83%	4.17%	1.39%
Deviation From	-0.16	-0.01	0.01	0.32	0.50

# All Amended Rates CMO/ABS

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

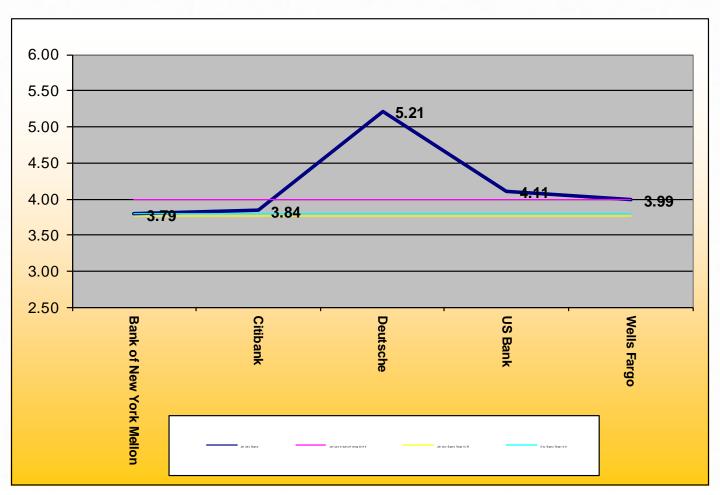


Number of Amended Rates 30 Days +	12	1	6	3	0
As a Percentage of Total Amended Rates From All Agents	54.55%	4.55%	27.27%	13.64%	0.00%

## Monthly Sigma Versus Targets

Conforming Structured Securities - Payable 15/25

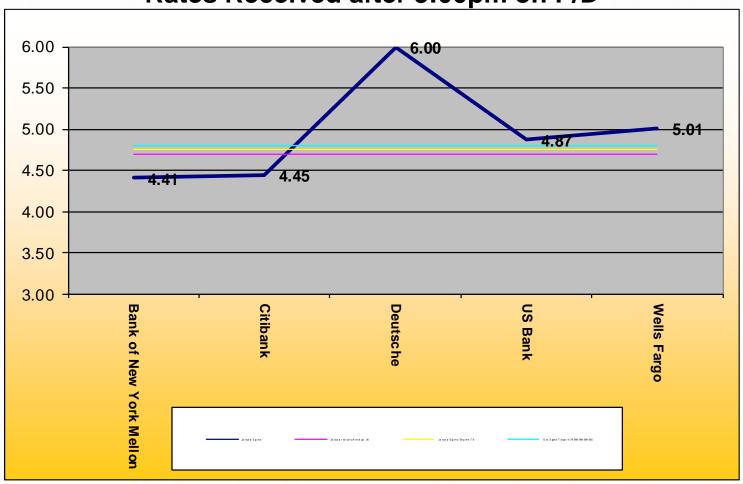
#### Open rates at COB on P/D-1



## **Monthly Sigma Versus Targets**

### All Structured Securities – Payable 15/25





### **Monthly Sigma Versus Targets**

All Structured Securities – Amended Rates

#### As a percentage of Total Rates

