### DTCC

### **AGENT REPORT CARD**

June 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 <a href="Green">Green</a>.

## **Agent Report Card - Rankings**

### **Agent Report Card**

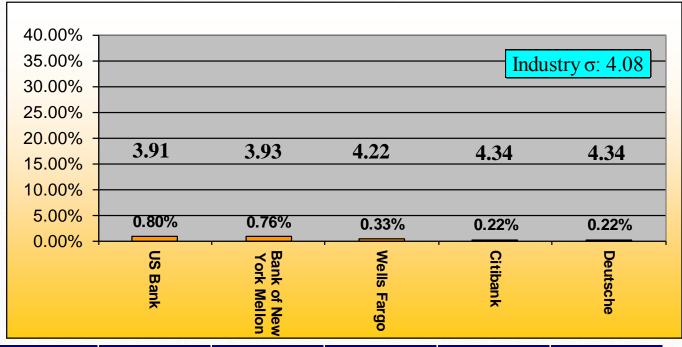
Rankings based on a percentage of an agent's total rates

(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	5	5	4	4
Citibank	1	3	1	3
Deutsche Bank	2	2	2	1
US Bank	4	4	5	5
Wells Fargo	3	1	3	1

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

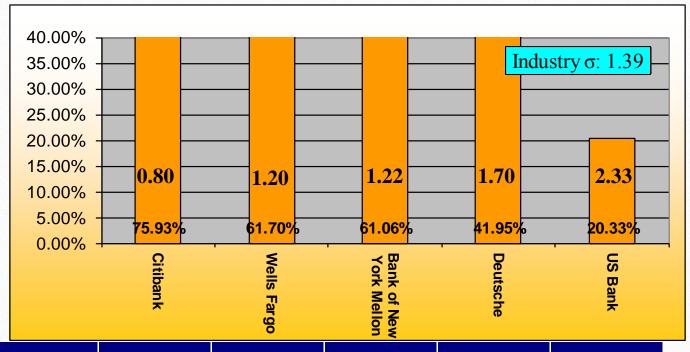
## Rates open at COB on P/D –1 As a percentage of an agent's total rates



Sigma Level	3.91	3.93	4.22	4.34	4.34
Number of Late Rate	127	135	104	12	24
As a Percentage of Total Late Rates From All Agents	31.59%	33.58%	25.87%	2.99%	5.97%
Deviation From the Industry Sigma	-0.17	-0.15	0.14	0.26	0.26

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

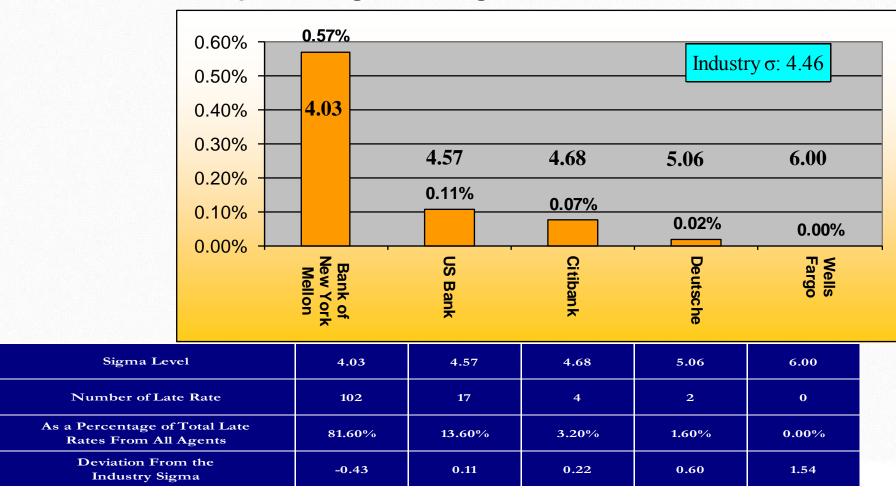
# Rates open at COB on P/D –1 As a percentage of an agent's total rates



Sigma Level	0.80	1.20	1.22	1.70	2.33
Number of Late Rate	41	1,060	323	86	87
As a Percentage of Total Late Rates From All Agents	2.57%	66.37%	20.23%	5.39%	5.45%
Deviation From the Industry Sigma	-0.59	-0.19	-0.17	0.31	0.94

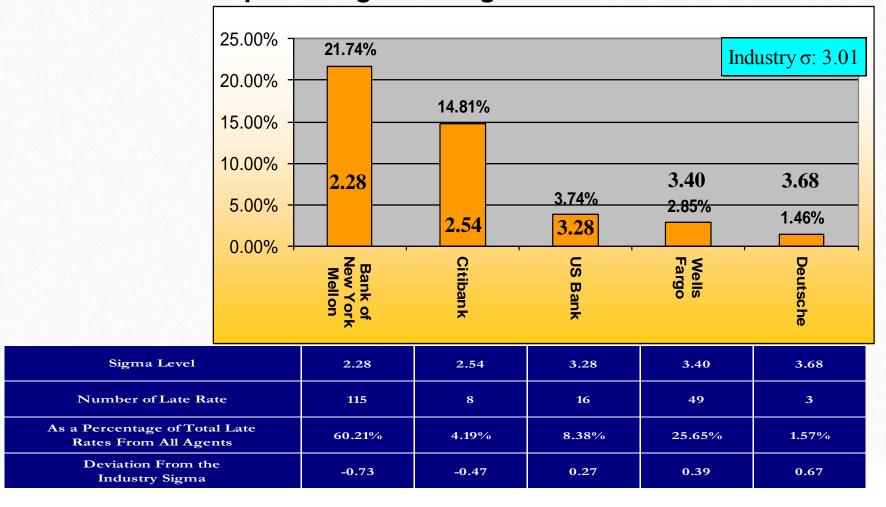
# All Late Rates CMO/ABS Payable on the 15th and the 25th

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



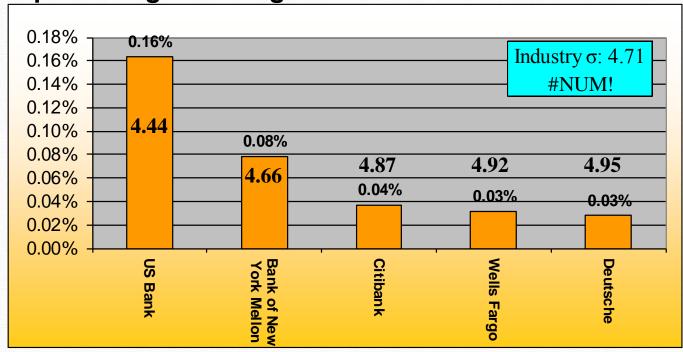
# All Late Rates CMO/ABS Excluding Payable on the 15th and the

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



# All Amended Rates CMO/ABS

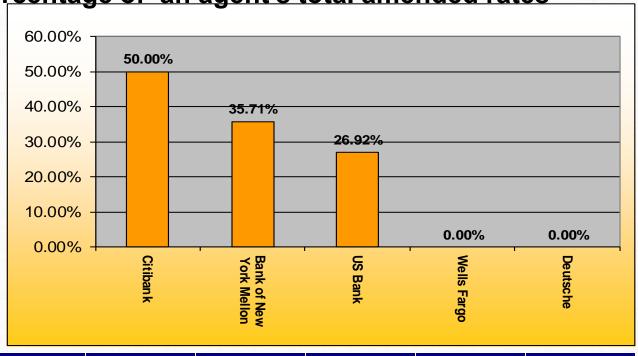
#### As a percentage of an agent's total rates



Sigma Level	4.44	4.66	4.87	4.92	4.95
Number of Amended Rates	26	14	2	10	3
As a Percentage of Total Amended Rates From All Agents	47.27%	25.45%	3.64%	18.18%	5.45%
Deviation From	-0.26	-0.04	0.17	0.21	0.25

# All Amended Rates CMO/ABS

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

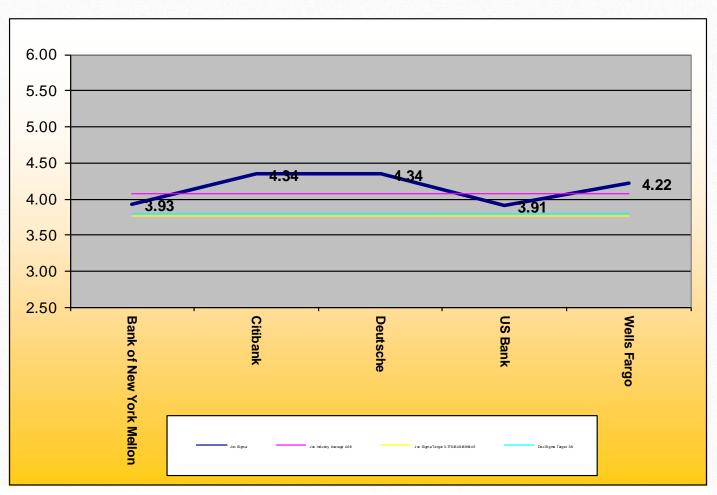


Number of Amended Rates 30 Days +	1	5	7	0	0
As a Percentage of Total  Amended Rates From All Agents	7.69%	38.46%	53.85%	0.00%	0.00%

## **Monthly Sigma Versus Targets**

**Conforming Structured Securities - Payable 15/25** 

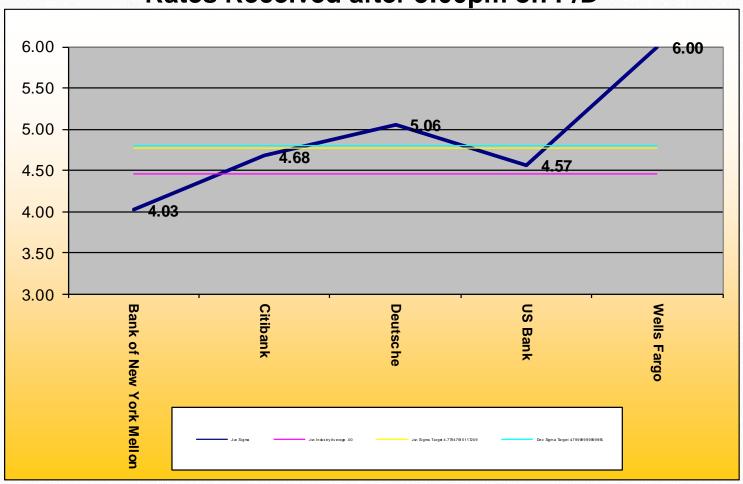
#### Open rates at COB on P/D-1



## **Monthly Sigma Versus Targets**

All Structured Securities – Payable 15/25





### **Monthly Sigma Versus Targets**

All Structured Securities – Amended Rates

#### As a percentage of Total Rates

