



The Depository Trust &  
Clearing Corporation

## *Agent Report Card*

*January 2011*

# 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 DTC's participants.

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

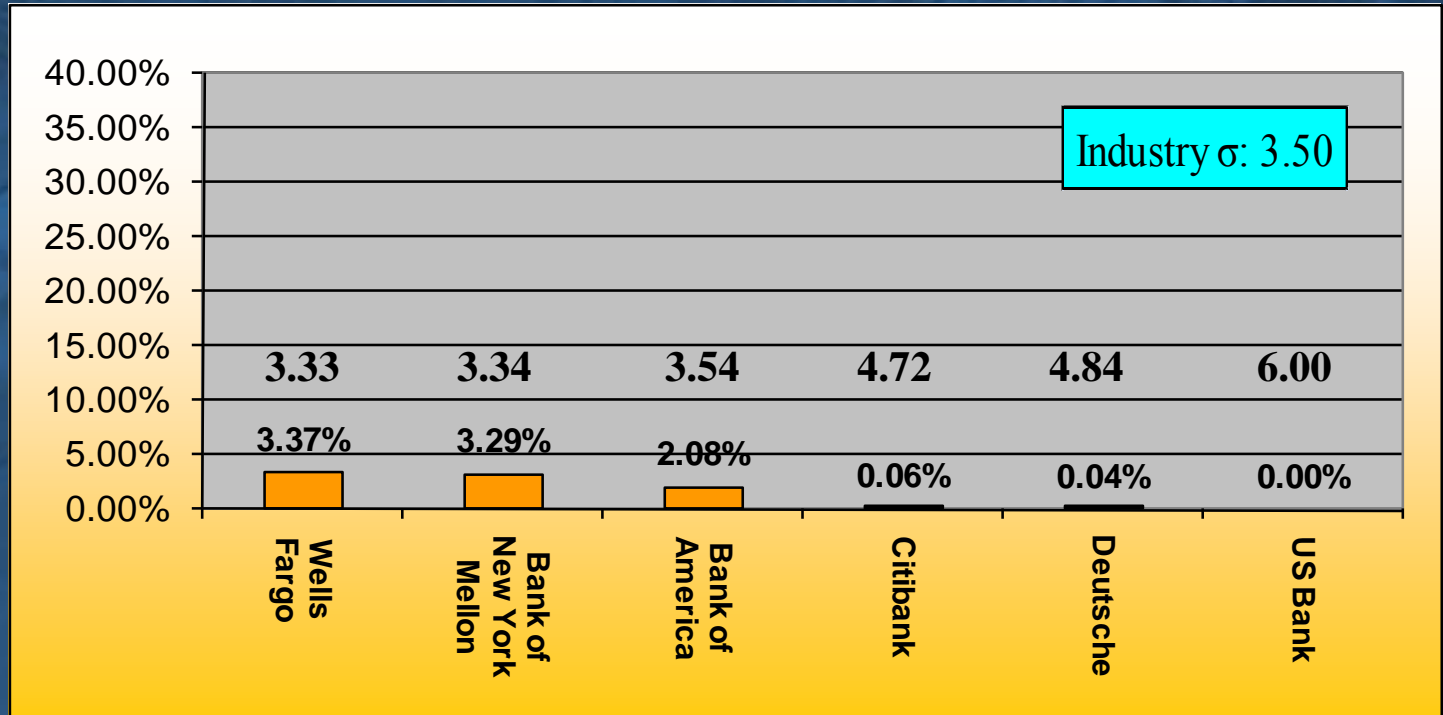
Rankings based on a percentage of an agent's total rates

(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 America	4	1	4	3
Bank of New York Mellon	5	6	3	1
Citibank	3	5	6	5
Deutsche Bank	2	1	2	2
US Bank	1	4	5	4
Wells Fargo	6	3	1	6

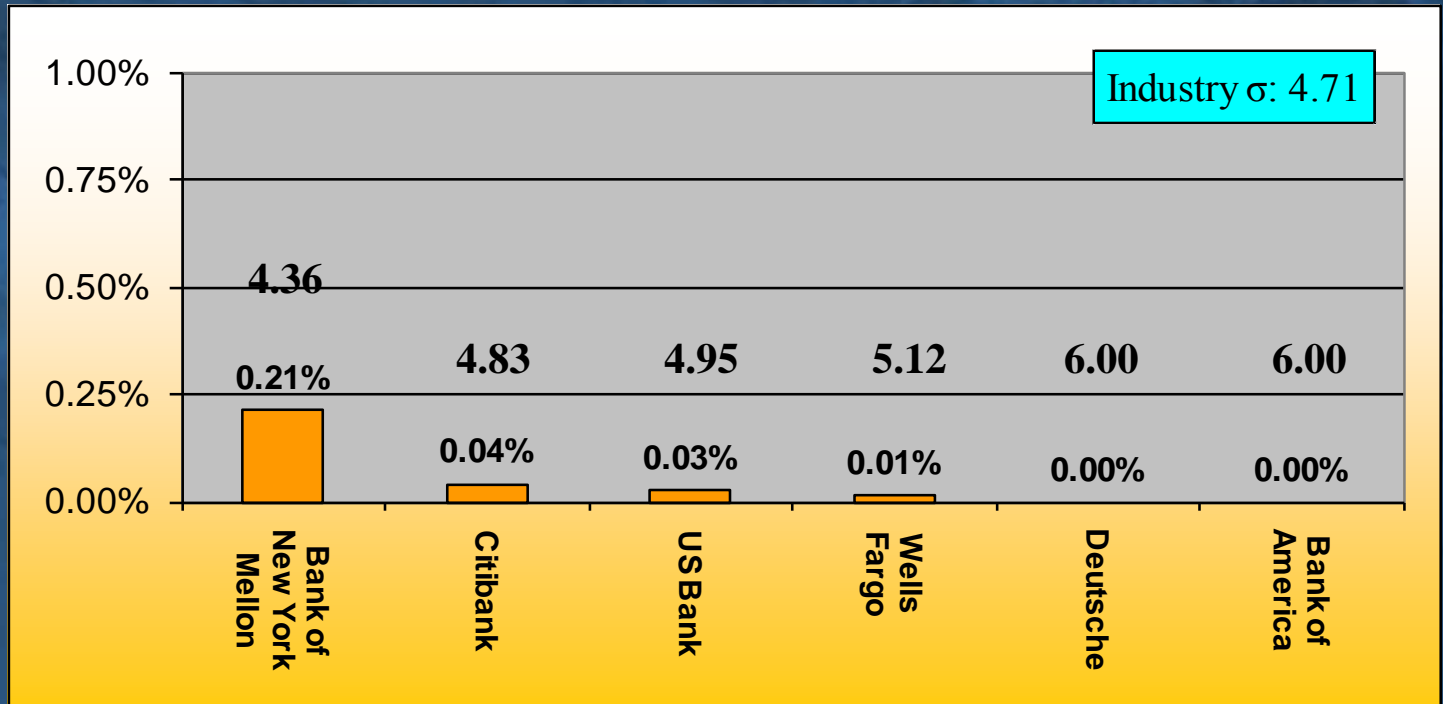


**Conforming Late Rates CMO/ABS Payable on the 15th and 25th**  
**Rates open at COB on P/D -1**  
**As a percentage of an agent's total rates**



Sigma Level	3.33	3.34	3.54	4.72	4.84	6.00
Number of Late Rate	1,375	951	132	3	6	0
As a Percentage of Total Late Rates From All Agents	55.74%	38.55%	5.35%	0.12%	0.24%	0.00%
Deviation From the Industry Sigma	-0.18	-0.16	0.03	1.22	1.34	2.50

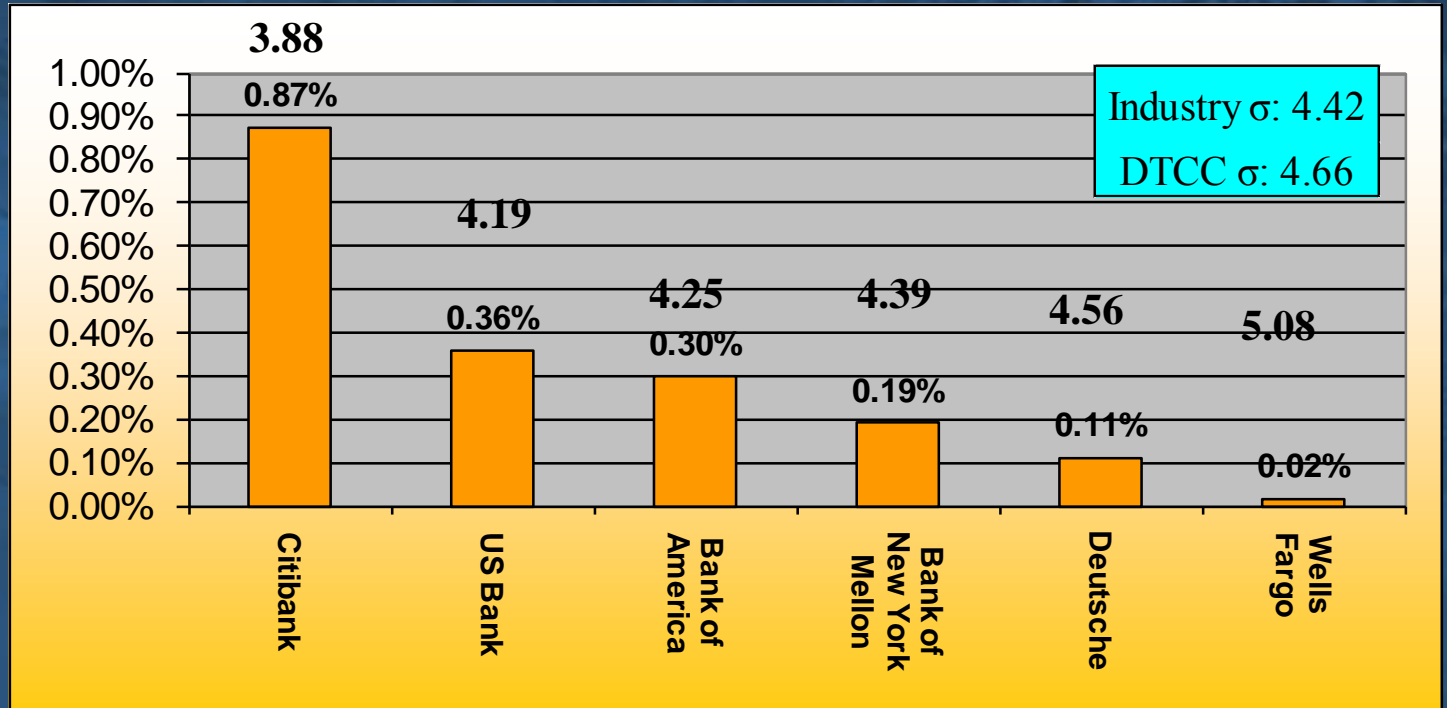
**All Late Rates CMO/ABS Payable on the 15th and the 25th  
After 3:00 p.m. EST on payable date and subsequent days  
As a percentage of an agent's total Rates**



Sigma Level	4.36	4.83	4.95	5.12	6.00	6.00
Number of Late Rate	62	2	4	6	0	0
As a Percentage of Total Late Rates From All Agents	83.78%	2.70%	5.41%	8.11%	0.00%	0.00%
Deviation From the Industry Sigma	-0.35	0.13	0.25	0.41	1.29	1.29

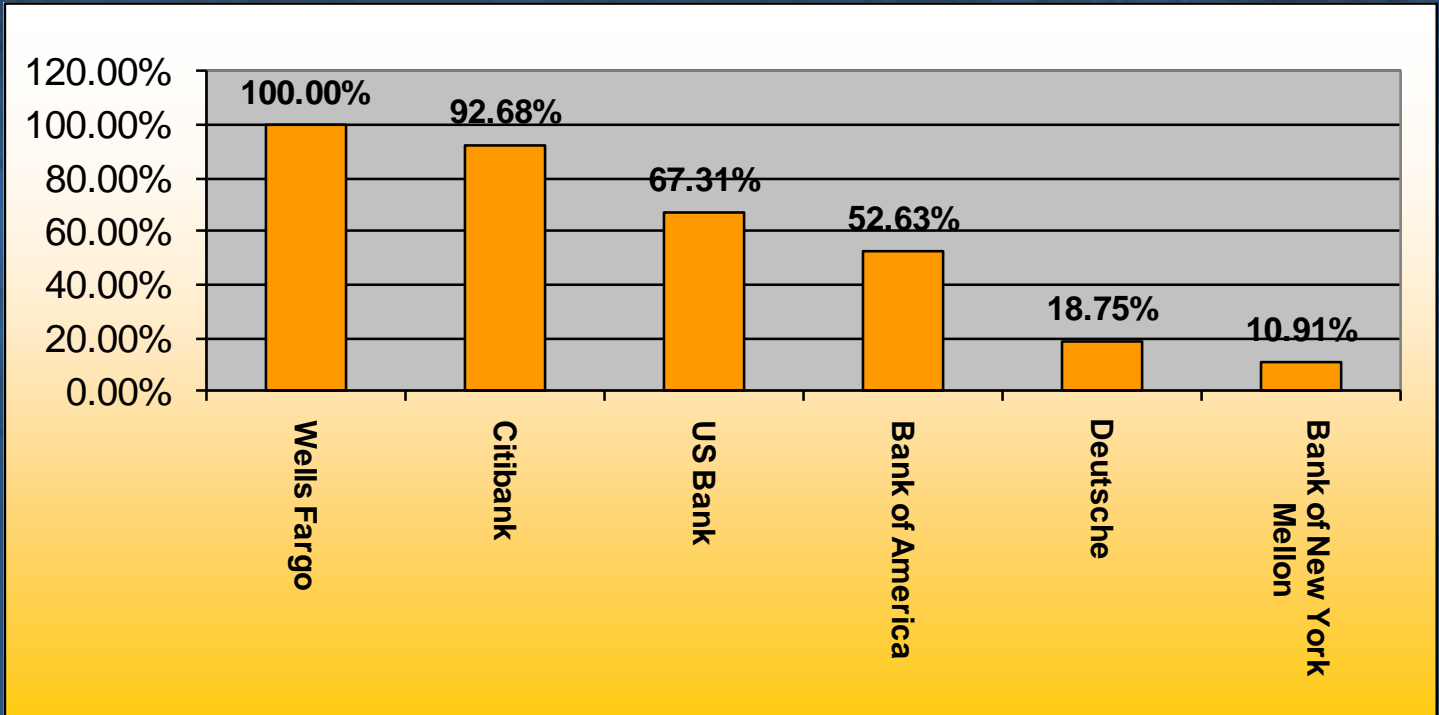
# All Amended Rates CMO/ABS

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



Sigma Level	3.88	4.19	4.25	4.39	4.56	5.08
Number of Amended Rates	41	52	19	55	16	7
As a Percentage of Total Amended Rates From All Agents	21.58%	27.37%	10.00%	28.95%	8.42%	3.68%
Deviation From the Industry Sigma	-0.55	-0.23	-0.17	-0.03	0.14	0.66

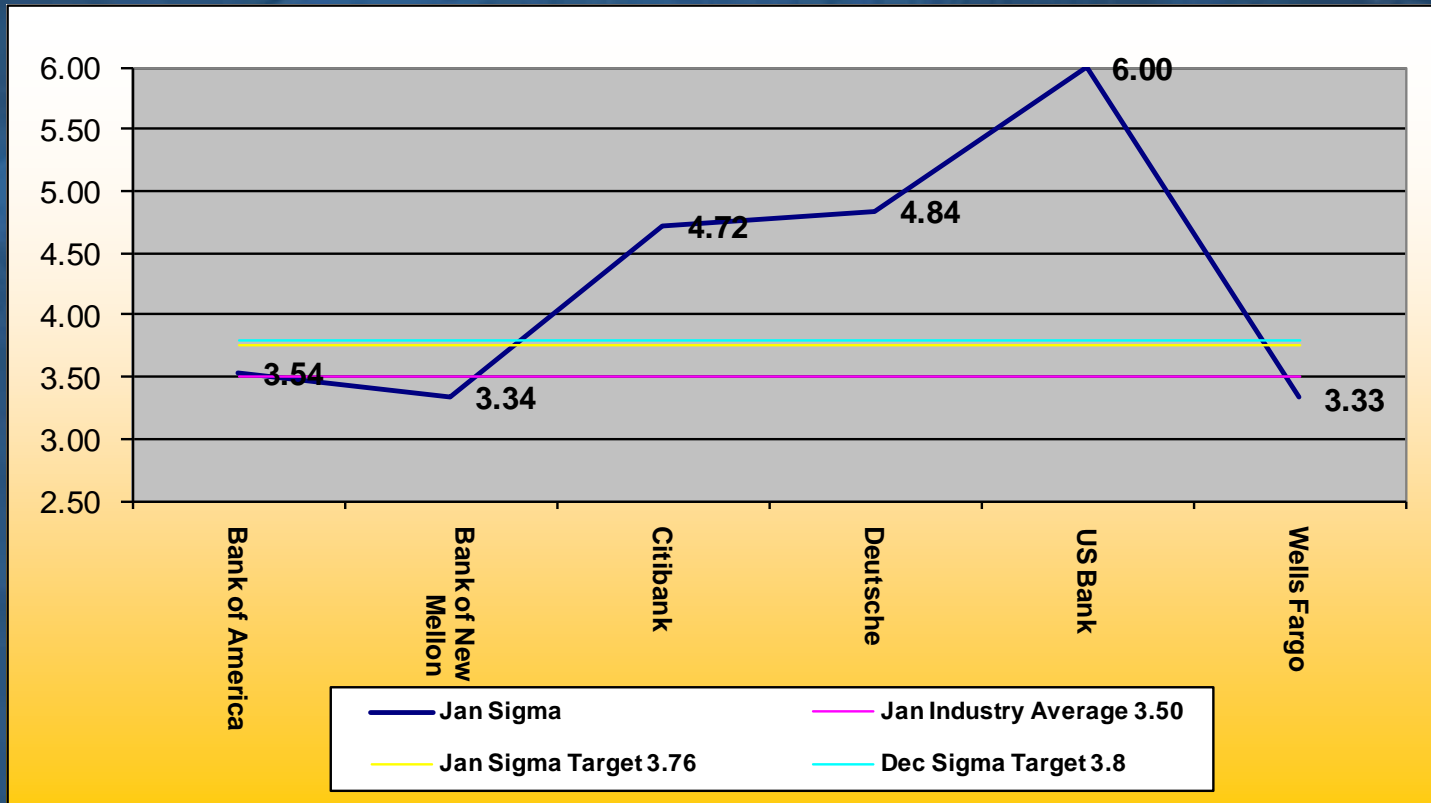
**All Amended Rates CMO/ABS**  
**30 days+ after payable date**  
**As a percentage of an agent's total amended rates**



Number of Amended Rates 30 Days +	7	38	35	10	3	6
As a Percentage of Total Amended Rates From All Agents	7.07%	38.38%	35.35%	10.10%	3.03%	6.06%

# Monthly Sigma *Versus* Targets

Conforming Structured Securities  
Payable 15/25  
Open rates at COB on P/D-1

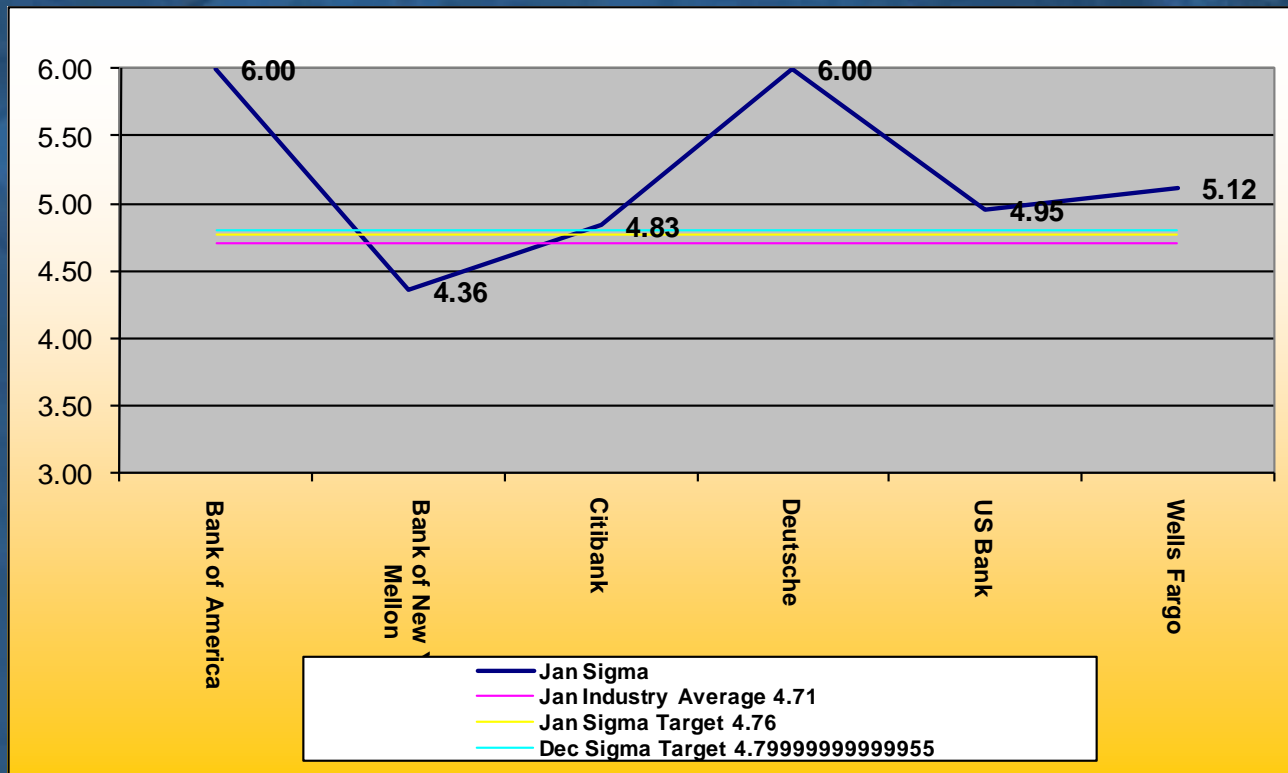


# Monthly Sigma *Versus* Targets

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

