

IMPORTANT NOTICE

DTCC Deriv/SERV LLC



Notice #: 563
Date: June 13, 2007
To: Distribution
From: Client Services
Subject: Deriv/SERV Client Services Restructuring

As part of our continuous effort to enhance the level of customer service across all Deriv/SERV product lines, **effective June 18, 2007**, we will retire the Derivserequests@dtcc.com email address and create four (4) new email addresses specific to the service you're querying.

All **Credit** Trade Confirmation inquiries (inclusive of Warehouse and Backload) will be sent to email address: DS_Credit_Inquiries@dtcc.com

All **Rate** Trade Confirmation inquiries will be sent to email address: DS_Rate_Inquiries@dtcc.com

All **Equity** Trade Confirmation inquiries will be sent to email address: DS_Equity_Inquiries@dtcc.com

All **Payment** Reconciliation inquiries will be sent to email address: DS_Payment_Inquiries@dtcc.com

In addition, we will create a more granular telephone hotline menu. Several new options will facilitate the routing of inquiries to the proper individuals within the Deriv/SERV client services group. Client Services will be staffed by with product specialists beginning Monday at 3:00AM New York/ 8:00AM London through Friday at 6:00PM New York / 11:00PM London.

Effective June 18, 2007, the following sub menu options will be available:

Option one (1) via the **UK/Europe/Asia hotline number 44 020 7136 6328**

Functions	Main Menu Path
Client Services or Trade Support Issues	1
Credit Trade Confirmation	(sub menu option 1)
Rate Trade Confirmation	(sub menu option 2)
Equity Trade Confirmation	(sub menu option 3)
Payments Reconciliation	(sub menu option 4)

Option three (3) for Deriv/SERV inquiries, then option one (1) via the **North America 1-888-382-2721**

Functions	Main Menu Path
Deriv/SERV	3
Client Services or Trade Support Issues	1
Credit Trade Confirmation	(sub menu option 1)
Rate Trade Confirmation	(sub menu option 2)
Equity Trade Confirmation	(sub menu option 3)
Payments Reconciliation	(sub menu option 4)

As new product enhancements and services are added onto the Deriv/SERV platform, the Client Services group must evolve in order to provide 'world class' customer service to all member firms. Please do not hesitate to contact me if you have any questions or concerns.