

IMPORTANT NOTICE

DTCC Deriv/SERV LLC



#: 659

DATE: May 29, 2008
TO: Distribution
FROM: Deriv/SERV Client Services
SUBJECT: Client Services Inquiry Tracking System

Dear valued customers,

In order to enhance overall customer satisfaction, the DerivSERV Client Services group has implemented a number of changes that will make it easier to track all inquiries and requests emailed to the following mailboxes:

DS_Credit_Inquiries@dtcc.com
DS_Rate_Inquiries@dtcc.com
DS_Equity_Inquiries@dtcc.com
DS_Payment_Inquiries@dtcc.com

At the time your inquiry is assigned to a product specialist, your inquiry tracking number (ie: CALL0123456) will be automatically emailed to your attention along with the below referenced message:

This email confirms receipt of your inquiry to the DerivSERV Client Services group. For your records, please document the above referenced ticket number and expect a response from a Product Specialist by close of business 6pm EST. Thank You.

****VERY IMPORTANT: To ensure efficient processing of your requests, please reference the CALL ticket number in the subject of your email for any follow up questions relating to this inquiry.**

Your original email appears here:=====

As mentioned above, it's very important to reference the inquiry tracking number in the subject of any follow up emails. This is necessary so that we can pro-actively address and maintain an audit trail of all subsequent correspondences relating to a specific inquiry.

Given the complexity of some issues, there may be situations where some inquiries are not resolved by close of business - 6pm EST (11pm GMT). In these situations, each client will receive a follow up email from client services with the following message. If an individual has multiple outstanding requests, they will receive a single email detailing all inquiry tracking numbers at the bottom of the notification.

This email confirms that the below referenced inquiries are still being investigated by the DerivSERV Client Services group. We appreciate your patience and will resolve your inquiries as quickly as possible. Thank You.

****VERY IMPORTANT: To ensure efficient processing of your requests, please reference the CALL ticket number in the subject of your email for any follow up questions relating to this inquiry.**

**CALL0123456 : Break Form Request
CALL0456789 : Trade Reject**

When an inquiry is resolved and is officially 'closed' within the Client Services Inquiry Tracking System, a final notification will be emailed to your attention with the following message:

Subject: Ticket # CALL0478641 has been closed, regarding: Break Form Request

This email confirms that the above referenced inquiry is now Closed. If you have additional questions about this inquiry or a new issue, please do NOT respond to this email. Please call the DerivSERV Client Services group at 1-888-382-2721, option 3 then option 2 (US and Canada) or 44 020 7136 6328, option 2 (UK/Europe/Asia). Thank You.

Your original email appears here:=====

As mentioned above, if an inquiry is officially 'closed' but you have additional questions about the inquiry, it's very important to call the Client Services hotline and address the issue with the product specialist directly. If you have a new problem, please create a 'new' email and send the request to the appropriate mailbox.

Our goal is to address your inquiries quickly and accurately. By automating our internal processes we're now able to better communicate the status of your inquiry throughout the entire life cycle. Please feel free to contact me directly if you have any questions or concerns.

Regards,
Michael C. Pasztor
Director - Global Client Services
DTCC Deriv/SERV
Phone: (212) 855-1679