



B #:	1686-12
Date:	October 30, 2012
To:	All Participants
Category:	Settlement; Operations
From:	General Counsel's Office
Attention:	Managing Partner/Officer; Operations Partner/Officer; Settlement Manager/Cashier; Treasury Operations Manager/Officer
Subject:	DTC Client Update on Hurricane Sandy – Note New Client Support Hotline Numbers

As you may have seen on the news, lower Manhattan has been significantly affected by flooding and power outages, including our headquarter location at 55 Water Street. Because of this, all clearing, settlement and other processes have been shifted to our alternate data and operations centers. Our alternate sites are operational, and employees are equipped to work remotely.

We will continue to provide transaction processing and settlement today, following our company-established emergency response procedures. DTC will follow normal processing schedules for all transactions and applications.

Deadlines for DTC participants' fund, settlement and other processes will be as usual, and all other services will proceed normally, with the exception of all physical certificate processing services.

Given the impacts to lower Manhattan and the inaccessibility of our headquarters, all certificate-based services – deposits, withdrawals, envelope and New York Window services – continue to be suspended until further notice. We will keep you informed about next steps on these services.

If you have any issues or concerns, or need to notify us of your contingency plans, please use the following list of numbers to reach DTCC Operations staff in our Tampa office:

Customer Support Center

855-229-6762

csc@dtcc.com

**Client Account Representative Team
Clearance/Settlement/Depository Services**

813-470-1220

813-470-1230

813-470-1221

813-470-1617

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813-470-1231
813-470-1222

WMS/Insurance

813-470-1532
813-470-1163

Customer Help Center

813-470-1169
813-470-1203
813-470-1141
813-470-1581
813-470-1561

Settlement

813-470-1021
813-470-1029

CNS/CMU

813-470-1033
813-470-1022

FICC-GSD

813-470-2615

FICC-MBSD

813-470-2638

Voluntary Reorganization

813-470-1020
813-470-2230
813-470-1191

Mandatory Reorganization

813-470-1131
813-470-1213
813-470-1136

Stock Dividend/Tax Services/Dividend International

813-470-1075
813-470-1568
813-470-1254

Dividends/Redemptions

813-470-2210
813-470-1550

813-470-1160
813-470-1591

Operations Balancing and Control

813-470-1130
813-470-1192
813-470-1166

Underwriting

813-470-1010 (alternative closing call hotline, stay on the line , do not use the options)

813-470-1031
813-470-1043
813-470-1057
813-470-1053
813-470-1065