



<b>Z #:</b>	Z0032
<b>Date:</b>	October 30, 2012
<b>To:</b>	All DTC, FICC and NSCC Participants
<b>From:</b>	General Counsel's Office
<b>Attention:</b>	Managing Partner/Officer; Operations Partner/Officer; Settlement Manager/Cashier; Treasury Operations Manager/Officer
<b>Subject:</b>	DTCC 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. Our subsidiaries, DTC, FICC and NSCC, including Mutual Funds Services and Alternative Investment Products services will follow their normal processing schedules for all transactions and applications.

Deadlines for NSCC and FICC clearing fund, 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  
[cse@dtcc.com](mailto:cse@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