



Insurance Services e-news

FEBRUARY 2008

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IMPORTANT: March 2008 Enhancement Release

In order to address concerns related to the risk of new business applications not being processed, Insurance Services at DTCC will postpone the implementation of PS00217 (Enforcement of NAVA Data Conformity Service Feature Changes) as part of the March 2008 release. **We will support both the old and new method of identifying service features until further notice.** This enhancement will only impact firms that use APP/SUB or that use the 13-15 Service Feature Record in Positions and Values. For firms that have already implemented the change to support the new method of identifying Service Features, Insurance Services will support both versions; however, it is extremely important that you check with your trading partners to verify their ability to support the new version. The decision to delay this implementation was reviewed and approved by the IPS Advisory Group. We apologize for any inconvenience. Please contact Craig Gurien should you need any additional information at cgurien@dtcc.com or 212.855.5649.

Insurance Networking News – “Asked & Answered”

In the “Asked and Answered” column of the February edition of Insurance Networking News, Lana Macumber, director of strategy and business development for Insurance services answers questions related to the industry Straight-Through- Processing (STP) initiative. Find out what she has to say about perceptions of the process, starting points for implementation and more STP related insight. If you have questions, Lana can be reached at lmacumber@dtcc.com or 515.462.3488.

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Customer Satisfaction Survey (Wave 1) Update

A letter signed by Mike Bodson, Executive Managing Director at DTCC was recently e-mailed to wave 1 recipients of the 2007 Customer Satisfaction Survey. The letter communicates our emphasis on continuous improvement and customer satisfaction through actions that will take place during 2008. Specifically, the letter describes activities relating to action plans addressing four enterprise-wide themes: External Communications, Problem Resolution, Asset Service Quality of Information, and Technology/Connectivity. Please feel free to contact your Insurance Services relationship manager if you have any questions related to the survey.

New Identity Authentication Process Implemented

DTCC has piloted a new identity authentication system to verify the identity of individuals requesting password resets, unlocking of accounts, digital certificate replacements or other security type inquiries. Full implementation began in mid-January.

When an individual calls DTCC’s Customer Support Center (CSC) with a request that requires identity authentication, the agent will ask the caller for their name and home address. This information will be used by a third party application connected to numerous public databases to formulate unique security questions related to readily available public information about the caller. The CSC agent will ask the caller the security questions generated by the application. Once the caller’s answers meet the prescribed criteria, identity authentication is complete and the agent will address the caller’s inquiry.

Please note the public information about the caller is not recorded by either DTCC or the application vendor.

Password Reset Process

Please be advised that for all T1 lines (FTP and NDM) except for PCWeb the password used for submission of files needs to be changed every 90 days. An automatic “password change” message will appear to remind you. If the required change is not made in time or the old password is tried too many times (in error) the user will be “locked” out of the system. This also occurs in the test region, but since it is not used every day, the situation is less frequent.

L&A Accesssm

Development work is on-going and we are on schedule to begin pilot testing next month. Shortly, we will have sample L&A Access data entry screens available for our customers to review.

Attachments Update

Use case analysis and process flows are complete and available on the Insurance Services website. During this month we will be reaching out to our participants to finalize a pilot work group. Pilot testing is scheduled to begin in 2Q 2008 with a live date scheduled for 3Q 2008. All dates will be confirmed by pilot participants. If you are interested in joining the pilot, please contact your RM or Randi Gordon at 212.855.5654 or rbgordon@dtcc.com.

Replacements Update

The pilot work group has begun. Members of the group are currently validating process and business rules towards preparing for pilot testing. Pilot testing is scheduled to begin 3Q 2008.

Upcoming Events We Are Attending

Feb 20-23 NTSAA National Conference (San Antonio, TX)

Feb 24-27 NAVA Marketing (La Quinta, CA)

Feb 28-29 SIFMA Savings & Retirement (Washington, DC)

