

Insurance Services e-news

JULY 2008

Adam Bryan joins DTCC Insurance Services as new General Manager.

DTCC Insurance Services welcomes Adam Bryan as general manager. Adam adds his considerable experience in the customer service and automation areas at DTCC and with Omgeo to the team. Bryan served as president and CEO of Omgeo, DTCC's joint venture with Thomson Financial, for six years before joining DTCC's management team in 2007 as managing director for Customer Satisfaction and Services. Bryan will lead Insurance Services' day-to-day operations including product management, marketing, sales, client implementation and relationship management. Adam can be reached at abryan@dtcc.com or 212.855.1555

NAVA Operations & Technology Conference.

At the 2008 NAVA Ops and Tech conference Insurance Services staff moderated two panel discussions: 1) Licensing & Appointments; which discussed automation initiatives, ROI on implemented solutions, improvements to the rep experience and future initiatives firms are considering. 2) DTCC's STP Enabling Capabilities; which gave insight into how firms are implementing Fund Transfers, LNA Access and Attachments, various firms future vision of STP and an overview of web services and how they facilitate STP. For copies of either presentation, please contact Chris Poisella at cpoisella@dtcc.com or 212.855.5709.

Position files being sent on holidays

Starting with Labor Day 2008, we will begin sending out (POV) Positions files on holidays. It will consist of the 6 regular cycles processed on normal business days. See the recent [Important Notice](#) for details. Sending files out on holidays will eliminate the need to process two days worth of data on the next business day after a holiday. The high volume of data on these "double days" has increased the risk of sending out late files. Processing output on holidays will mitigate this risk. The IPS Advisory Group endorsed this change in process. Please alert your trading partners of your plans to take advantage of this change. Please contact your Relationship Manager or Craig Gurien for more information at cgurien@dtcc.com or 212.855.5649.

New quarterly Insurance Services newsletter (IQ)

Insurance Services soon will be rolling out a new look to the quarterly newsletter now titled (IQ) Insurance Services Quarterly. We will cover a wide array of topics to keep you updated on our business -- both what has happened over the last several months and what is coming up.

Upcoming Events We Are Attending

September 6-9 BISA (Carlsbad, CA)

Thank you for providing feedback on wave 2 of the 2008 customer satisfaction survey.

We thank those of you who received and responded to wave 2 of our customer satisfaction survey. Your feedback will help us better understand where our customers see areas of improvement. The results are now being compiled by our third party survey partner. Once we review the results we will begin to formulate action plans to continue to improve customer service.

DTCC helping the 403(b) plan market meet upcoming regulatory requirements.

In November of 2007, the industry approached DTCC to explore options for establishing a central data-clearing facility to link all parties sharing 403(b) account data using The SPARK Institute industry standard layouts. At a meeting held last month, representatives from major insurance carriers, mutual fund companies, plan data aggregators and SPARK, along with DTCC staff from Insurance Services, Wealth Management Services and Technology endorsed a data-sharing plan that will enable this industry segment to meet a January 1, 2009 regulatory deadline. Please contact Susan Nugent for more information at snugent@dtcc.com or 212.855.5685

September Enhancement Release

Information pertaining to the September 2008 enhancement release can now be found by clicking [here](#) (you will need to enter your user id and password). Testing is scheduled for Thursday, August, 28th and production for Thursday, September 18th. Please refer to the online documentation for more information or contact Craig Gurien at 212.855.5649 or cgurien@dtcc.com.

LNA AccessSM

If you would like to learn more about LNA Access, please refer to our website by clicking [here](#). We have posted a link to the new LNA Access simulator and the LNA Access portal on the site for your ease of navigation. Currently distributors are testing with carriers in our PSE environment. In addition we have several distributors and a carrier who are in production with additional carriers preparing for production. Please contact your Relationship Manager.

Fund Transfers (Update)

Fund Transfers is available in production for use by participants. Fund Transfers automates the instruction to transfer underlying funds and associated service feature changes based on customer instructions to a broker/dealer. Fund Transfers also includes a real-time inquiry from distributor to carrier on the current value of the contract. To learn more, contact your relationship manager or Craig Gurien at 212-855-5649 or cgurien@dtcc.com.

