



# Insurance Services e-news

OCTOBER 2007

## Now Online! Customer Implementation Guide

The CIG is designed to guide customers through the implementation process and to serve as a central portal to resources. CIG is primarily intended for those functioning in the administrative and/or system developer roles for insurance carriers and distributors preparing to use the IPS system. The guide is organized to allow you to access information as a training tool as well as an ongoing reference for information such as processing times, fees, layouts, and standard usage. [Click here](#) to take a look.

## 2007 Customer Satisfaction Survey

Thank you to those who took the time to complete our 2007 Customer Satisfaction survey. The results are in and we are currently analyzing the information. We appreciate the feedback and certainly look forward to learning how we can better serve our customers. Relationship management team members will be reaching out to customers over the next months to communicate results and any action items we will be taking to improve your overall DTCC customer experience.

## 22c-2 Deadline (Reminder)

October 16 is fast approaching. That's the day the SEC has said funds must be able to obtain shareholder data within omnibus accounts from insurance carriers, broker/dealers, banks, trust companies and other intermediaries that hold shares on behalf of their investors. Are you ready? Do you have a solution in place so you'll be in full compliance with the SEC's Rule 22c-2? On Thursday October 4th our Wealth Management division will be hosting a web show on "Networking for Standardized Reporting. Contact your Relationship Manager or Jeanann Smith for more information at [jsmith@dtcc.com](mailto:jsmith@dtcc.com) or 614.405.2004.

## Would you like us to help you uncover new opportunities to further streamline your business using Insurance Services' suite of products?

If you answered yes, we would be happy to help you uncover areas of opportunity by evaluating your existing trading relationship penetration and discussing the benefits of implementing products you may not currently be using. Please contact your relationship manager or Susan Nugent at [snugent@dtcc.com](mailto:snugent@dtcc.com) or call 212.855.5685 for more information.

## Holiday Processing Reminder

Columbus Day, Monday, October 8th is a Bank Holiday. DTCC will be open for business. All IPS edits will be accepted and processed. Output will be produced for all non-money settlement jobs (ACATS/IPS, AAP, FAR, POV). Output for settlement jobs (APP, COM, L&A, SUB) will be produced on Tuesday, October 9th.

## Insurance Services Web Address (Reminder)

The best source for public and participant information is the Insurance Services section of the new DTCC website. The new site can be accessed directly at the following URL; <http://www.dtcc.com/products/insurance/>.

## Participant Information & Efficiency Report (P.I.E.R.)

Coming in 2008, Insurance Services will launch a reporting tool that will allow participants to retrieve predefined reports illustrating monthly statistics for IPS product usage as well as comparisons to other DTCC participants in various products. Members will be able to retrieve their reports from our DTCC WebDirect platform. Please contact your relationship manager for more information.

## Fund Transfers (Reminder)

Fund Transfers, which will enable the automated processing of fund transfers within variable insurance products, will begin pilot testing on October 8th, and is expected to go live in the 4th Quarter of 2007. If you are interested in learning more, please contact your relationship manager or Craig Gurien at [cgurien@dtcc.com](mailto:cgurien@dtcc.com) or call 212.855.5649.

## Attachments (Looking to Finalize Pilot Group)

Currently the attachments working group is conducting weekly calls and looking for pilot firms. The pilot group will be formed by the end of October. Please contact Randi Gordon at [rbgordon@dtcc.com](mailto:rbgordon@dtcc.com) or 212.855.5654 if you are interested in participating.

## Replacements (Looking to Finalize Pilot Group)

This is a reminder that pilot firm meetings for Replacements begin this month. Firms that are interested in participating during the pilot phase should contact Cory Stark at [cstark@dtcc.com](mailto:cstark@dtcc.com) or call 212.855.1683. The projected launch date for Replacements is during the 3rd quarter of 2008.

## Upcoming Events

- October 7-9: SIFMA Annual Meeting
- October 28-30: LIMRA Annual Meeting
- October 28-30: ACORD Plenary Session

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*In November Insurance Services will be celebrating its 10th anniversary (1997-2007). Stay tuned for more information.*  
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