

# DTCC Insurance & Retirement Services

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## Recent Changes to Our Team

Three important changes are taking place in the DTCC Insurance & Retirement Services Relationship Management Team. Many of you know Jeanann Smith, who has been very instrumental in building out our relationship strategy for the insurance carrier community, including pioneering the very successful Carrier Steering Committee over the last three years. Effective October 1, Jeanann will be joining the product management team under Randi Gordon, working to be your advocate for product development initiatives.

In order to ensure the continuation of the high level of service you have come to expect and deserve, we are pleased to announce that Patti Elliott has joined the I&RS team. Patti will be taking over responsibility for the carrier relationships currently managed by Jeanann Smith. Patti has a strong background in managing DTCC projects for several insurance companies, most recently ING. We are confident that Patti's depth of knowledge around our products and services, in addition to her 10 years of industry experience, will prove to be of great benefit to our customers. Of course Jeanann is still part of the team and will continue to be a valued resource for everyone during transition.

Solution providers play a critical role in bringing the benefits of automation and standardization to our partners and the industry. With this in mind, we now have a dedicated relationship manager, Christopher Poisella, who will work closely with our existing solution provider partners and those interested in exploring partnership opportunities with DTCC I&RS. Chris has recently been responsible for supporting all marketing efforts for our business and others at DTCC. He brings a valuable perspective from his work over the last ten years with a financial services solution provider and as a strategic account manager focused on streamlining business operations for the top twenty-five independent broker/dealer firms.

## Membership Web Show Replay

We recently conducted a web show on becoming a member of DTCC to communicate the many advantages of implementing solutions offered by DTCC Insurance & Retirement Services. If you would like to view a replay of this show, please click [here](#).

## Welcome to Insurance & Retirement Services

We welcome the following new customers:

Broker Dealer Financial Services (NSCC # 5985)

Arvest Investments Inc (NSCC # 4988)

## Customer Satisfaction Survey

We thank those customers and partners who contributed their feedback to our 2009 DTCC Customer Satisfaction Survey. We value your input and strive to continually meet your needs. When asked to rate overall level of satisfaction with Insurance & Retirement Services within the past 12 months, our customers collectively gave us a 100% satisfaction rating. We are honored by this feedback and will continue to listen to your input in order to meet your needs.

## IFT Access

IFT Access is live in production and PSE. Users of this service can submit Broker Identification Number (BIN) and Registered Representative (REP) changes through data entry screens or a spreadsheet upload facility via the internet with a standard web browser. Please contact your relationship manager for more details.

## Replacements Pilot Group

The pilot group continues to meet on a weekly basis to finalize requirements and best practices. We are on schedule to implement the Replacements service to PSE in December 2009.

## September Enhancement Release

This release will be migrated into production on September 24. Please visit the participant section of our website for more details.

## New Enhancement Guidelines

Please note that any enhancement requests must be submitted by November 1st to be eligible for our March 10th release.

## Upcoming Events We Are Attending

9/20-9/22: IRI Annual (Boston, MA)

10/23: NAIBD Fall Symposium (New York, NY)

10/25-10/28: SILA National (Phoenix, AZ)

11/3-11/6: ACORD Implementation Forum (Ft.Lauderdale, FL)

*We may provide you with additional information about our products and services from time to time. If at any time you wish to be removed from our distribution list, please send an e-mail to [privacyoffice@dtcc.com](mailto:privacyoffice@dtcc.com).*



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