

Menu Options for DTCC Underwriting Support Line

The DTCC Underwriting Support Line offers a simplified menu for incoming calls, providing a more efficient path to a live agent skilled in the product or service you have selected. At the same time, the redesigned Client Center on DTCC.com (www.dtcc.com/client-center#) features business-specific contact information for all other contact needs. Leaders within your organization may have separately received a brochure that describes firm-wide changes.

Please refer to the below chart for guidance on the Underwriting Support Line menu options.

NEW MENU OPTIONS



- Press 1 – Password reset or other access-related issues
- Press 2 – Underwriting closing desk
- Press 3 – Book entry only letters of representation
- Press 4 – Eligibility inquiries
- Press 5 – UW source support
- Press 6 – Money market instruments

DTCC Underwriting Support Line

1-866-724-4402 (U.S. Toll Free)

1-212-855-3752 (Closing Desk)

DTCC Client Support Line

United States: 1-888-382-2721 (Underwriting Opt #2)

International: 1-212-855-8099 (Underwriting Opt #2)

For more information contact your Relationship Manager or Super Access Coordinator.

For Billing Questions, email billingsupport@dtcc.com. For support with entitlements, email entitlements@dtcc.com.