

# Frequently Asked Questions (FAQs): ACCOUNT ADMINISTRATION

## 1. How do I obtain a copy of the DTCC Fees?

The User Guides to the Fee Schedule for DTCC's subsidiaries are accessible in the CLIENT CENTER section of this website, under [Rules and Procedures](#).

## 2. Who do I contact for questions about or a copy of my bill?

Contact the Customer Service Group at 1.888.382.2721 (U.S. and Canada)  
1.212.855.8099 (International).

## 3. How do I find out who my Access Coordinator is?

Contact the Customer Service Group at 1.888.382.2721 (U.S. and Canada)  
1.212.855.8099 (International).

## 4. How many Access Coordinators can one firm have?

There is no limit to the number of Access Coordinators a firm can designate. It is recommended that the firm have at least two designated Access Coordinators.

## 5. How do I update my Access Coordinator profile?

Contact the Customer Service Group at 1.888.382.2721 (U.S. and Canada)  
1.212.855.8099 (International).

## 6. Where do I find a Directory of DTCC members or participants?

For member directories click the links below:

- [NSCC Members](#)
- [FICC – GOV Members](#)
- [FICC – MBS Members](#)
- [DTC Participants](#)

## 7. Who is my assigned Relationship Manager?

For core Depository (DTC) and Clearing (NSCC) Services contact Relationship Management at 1.800.422.0582.

For Insurance or Mutual Funds contact Mutual Funds at 1.888.382.2721 (option 6, sub option 7, sub option 2).

**8. How do I update (i.e. add, delete or modify) my “Registered Users” profile?**

Your Access Coordinator should send an email to the Registration Support Group [webrsg@dtcc.com](mailto:webrsg@dtcc.com). Make sure to include:

- Registration Update Request Type
  - New
  - Modify Existing
  - Delete a Registered User
- User ID
- User Name
- Company Name
- Contact Telephone #