

DTCC Client Service Contacts

Local: 888-382-2721 / (888-DTC-CSC1)

International: +1 212-855-8099

	Functions	Operating Hours (EST)	Main Menu Path	Direct Hotline Number (If Available)
Password Resets	Password Resets (Interactive Voice Response System)	24 hours/ 7 days	1-1	
	To register for the Password Reset System	24 hours/ 7 days	1-2	
	To speak with a customer service agent for assistance with resetting your password	24 hours/ 7 days	1-3	
Equity and Fixed Income Clearing and Settlement	Government Security Division (GSD)	Mon - Fri 7:00 a.m. to 6:00 p.m.	2-1	212-855-7600
	Mortgaged Backed Securities (MBS)	Mon - Fri 7:00 a.m. to 5:30 p.m.	2-2	212-855-7886
	Equity Clearance – CNS and CMU	Mon - Fri 7:00 a.m. to 6:00 p.m.	2-3	
	DTC Settlement	Mon - Fri 8:30 a.m. to 6:30 p.m.	2-4	212-855-5800
Deriv / SERV	GTR - Global Trade Repository	Sun 5:00 p.m. to Fri 9:00 p.m.	3-1	Deriv/SERV International +44 207 136 6328
	Trade Information Warehouse – CLS Settlement, Successor & Credit Event Processing, Equity Derivatives Repository, Equity Cash Flow Matching and Payment Reconciliation	Mon- Fri 3:00 a.m. to 6:00 p.m.	3-2	
	Login related issues	24 hours/ 7 days	3-3	
Asset Services	Redemptions, including Maturities, full and partial calls	Mon - Fri 8:30 a.m. to 5:30 p.m.	4-1	
	Principal, Interest and Cash Dividends	Mon - Fri 8:30 a.m. to 5:30 p.m.	4-2	
	Reorganization, Stock Dividends and Dividend Reinvestment	Mon - Fri 8:30 a.m. to 5:30 p.m.	4-3	
	Securities Processing, including deposits and withdrawals, and Custody	Mon - Fri 8:30 a.m. to 5:30 p.m.	4-4	
	U.S. and International Tax Withholding	Mon - Fri 8:30 a.m. to 5:30 p.m.	4-5	
	Billing (Send inquiries to billingsupport@dtcc.com)	Mon - Fri 8:30 a.m. to 5:30 p.m.		
Technical Menu	NSCC connectivity and technical support. Includes UTC, ETF, ACATS and CBRS support	Mon - Sat 12:00 a.m. to 4:30 p.m.	5-1	
	DTCC Web Registration Issues	24 hours/ 7 days	5-2	
	DTC connectivity, technical support and disaster recovery planning	Mon - Sat 12:00 a.m. to 4:30 p.m.	5-3	
	Investment Product Services connectivity and technical support - includes Mutual Funds, AIP, and Insurance & Retirement Services	Mon - Sat 12:00 a.m. to 4:30 p.m.	5-4	

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Technical Menu (Continued)	For FICC connectivity and technical support	Mon - Sat 12:00 a.m. to 4:30 p.m.	5-5	
	For Global Trade Repository (GTR), Deriv/SERV and Loan/SERV Connectivity and technical support	Sun 5:00 p.m. to Fri 9:00 p.m.	5-6	
	To notify DTCC about a major outage or critical systems failure at your site	Sun 3:00 p.m. to Sat 3:00 p.m.	7-7	
Security Position Reports and Proxy Services	SPR or EPY applications for existing users	Mon - Fri 8:30 a.m. to 5:30 p.m.	6-1-2	212-855-5191
	SPR registration	Mon - Fri 8:30 a.m. to 5:30 p.m.	6-1-3	
	Proxy Services, including shareholder meetings, shareholder demands and dissenter rights	Mon - Fri 8:30 a.m. to 5:30 p.m.	6-1-4	
	Billing (Send inquiries to BillingSupport@dtcc.com)	Mon - Fri 8:30 a.m. to 5:30 p.m.		
Underwriting / UW Source	UW Source Password Resets	Mon - Fri 9:00 a.m. to 5:00 p.m.	6-2-1-1	866-724-4402
	UW Source Registration	Mon - Fri 9:00 a.m. to 5:00 p.m.	6-2-1-2	
	UW Source Training, Field Definition, System Navigation, or Other Technical Issues	Mon - Fri 9:00 a.m. to 5:00 p.m.	6-2-1-3	
	Municipal Issue Eligibility	Mon - Fri 9:00 a.m. to 5:00 p.m.	6-2-2-1	
	Corporate Issues Eligibility	Mon - Fri 9:00 a.m. to 5:00 p.m.	6-2-2-2	
	Money Market Instruments	Mon - Fri 9:00 a.m. to 5:00 p.m.	6-2-4	
	Underwriting Closing Desk	Mon - Fri 9:00 a.m. to 5:00 p.m.	6-2-5	
	Billing (Send inquiries to uwbilling@dtcc.com)	Mon - Fri 9:00 a.m. to 5:00 p.m.		
	BEO LOR Submission Instructions	Mon - Fri 9:00 a.m. to 5:00 p.m.	6-2-3-1	
	BEO LOR Delivery Timeframes and Signature Policies	Mon - Fri 9:00 a.m. to 5:00 p.m.	6-2-3-2	
BEO LOR Blank Letters of Representation	Mon - Fri 9:00 a.m. to 5:00 p.m.	6-2-3-3		