

## NEW MENU OPTIONS FOR DTCC CLIENT SUPPORT LINE – LAUNCHING DECEMBER 8, 2018

Beginning December 8, the DTCC Client Support Line will offer a simplified menu for incoming calls. Our goal is to provide a more efficient path to a live agent skilled in the product or service you have selected. At the same time, we have redesigned the Client Center on DTCC.com ([www.dtcc.com/client-center#](http://www.dtcc.com/client-center#)) to feature business-specific contact information.

Our team of experts is ready to provide the high quality of support DTCC is known for, quicker and easier than ever before. We trust you will find this document helpful in preparing for this change.

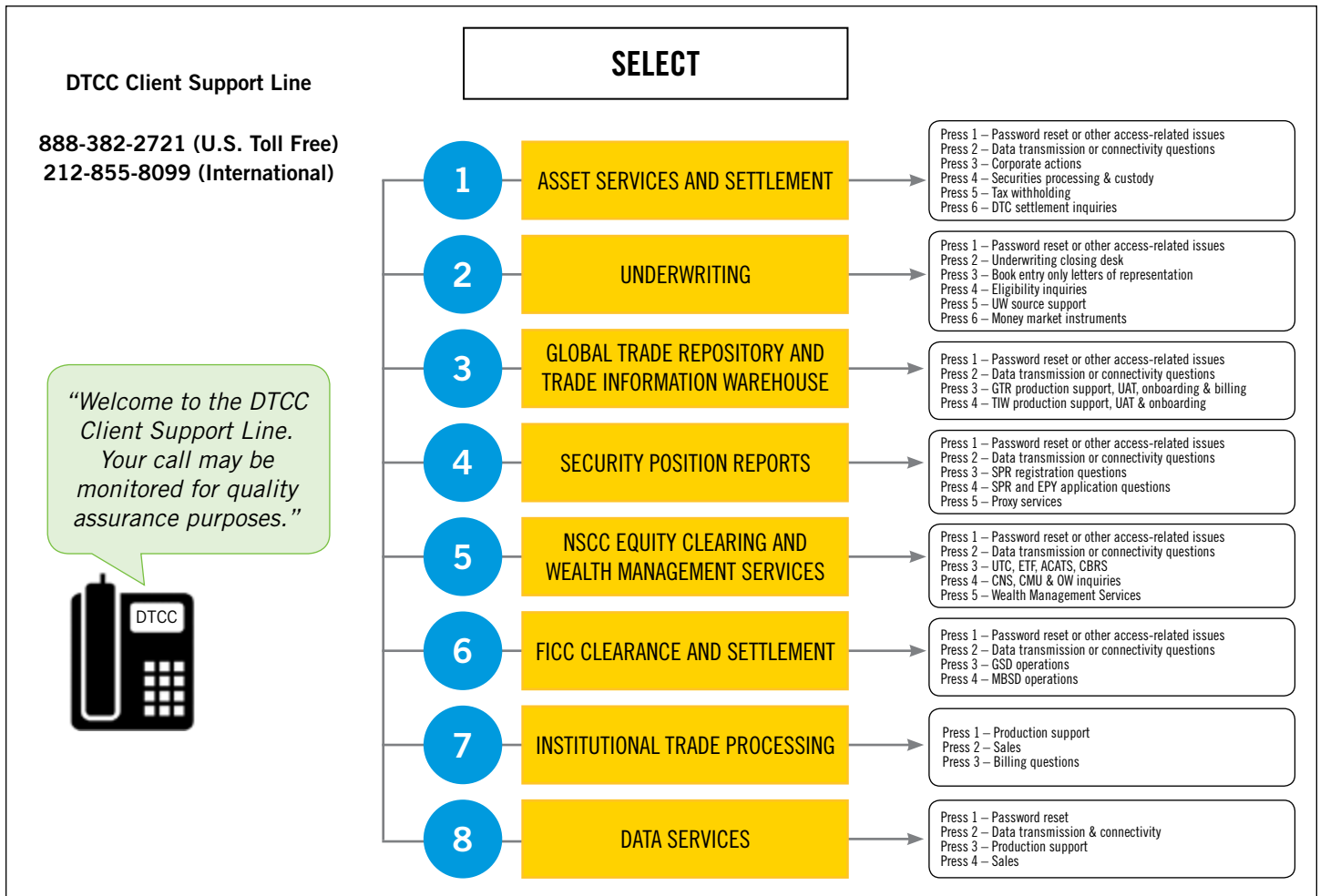
### WHAT IS CHANGING

- The Client Support Line menu not only sounds different with our new voice, the options are now organized by products and services – and all DTCC offerings are represented.
- Some product menu options will be different. It is important to listen to the new menu before selecting your option.
- Some products now offer the option to enter a case number or request an automated call back while keeping your place in line.

### WHAT IS NOT CHANGING

- The phone numbers and hotlines you use today.
- Your relationship managers and contacts. They will have better tools to identify and address your needs more quickly.
- The DTCC standard for client-focused service and support. Our new Client Support Line will enhance your access to our knowledgeable support teams with the same goal of delivering on the first call.

### NEW MENU OPTIONS



## CHANGES BEFORE AND AFTER

### EXISTING CLIENTS WILL NOTICE A DIFFERENCE:

- Options will change for most clients
- All products have been added to the menu
- Password resets are in each product menu
- Billing options are in each product menu

CALL TREE TODAY	BEFORE CHANGE	AFTER CHANGE
For Password Resets	Option 1 – all products	Select product first – then option 1
Equity and Fixed Income Clearance & Settlement	Option 2	DTC Settlement Moved to Option 1 NSCC Equity Moved to Option 5 FICC Moved to Option 6
For Global Trade Repository and Trade Information Warehouse including Equity Derivatives Repository and Equity Cash Flow Matching, press 3	Option 3	Option 3 (No Change)
For Reorg, Stock and Cash Dividends, Principal & Interest, Redemptions, Tax Withholding, Security Processing and Custody, press 4	Option 4	Option 1
For technical issues, file transmission, testing, and disaster recovery planning questions (NSCC/ Wealth Management), press 5	Option 5	Option 5 (No Change)
For Security Position Reports, Proxy Services, Underwriting and Billing, press 6	Option 6	Security Position Reports and Proxy Services Option 4 Underwriting Option 2 Billing – Instructions by product
For LoanSERV, press 7	Option 7	No longer a DTCC product choice
Institutional Trade Processing, press 7	Not represented	Option 7
Data Services	Not represented	Option 8

## CLIENT CENTER – DTCC.COM

Our Client Center page ([www.dtcc.com/client-center#](http://www.dtcc.com/client-center#)) has been redesigned to make it easier to connect with us. Each product listing includes hours of operation, a listing of hotlines and client support links at your fingertips.

The image shows two screenshots of the DTCC Client Support website. The left screenshot shows the main 'CONTACT US' page with a 'CONTACT US BY BUSINESS' section highlighted in a red box. A red arrow points from this box to the right screenshot, which is a detailed view of the 'CONTACT US' page. This detailed view lists various services and their contact information:

- CONTACT US**
- CLEARING SERVICES**
  - EQUITIES CLEARING**
    - Work Hours: 8:30 – 5:00p (U.S. EST)
    - 800-282-2721
    - 212-455-4079 (NY)
  - FIXED INCOME – EQU**
    - Work Hours: 8:30 – 4:30p (U.S. EST)
    - 212-455-7000
  - FIXED INCOME – MBS**
    - Work Hours: 7:00a – 6:00p (U.S. EST)
    - 212-455-7000
  - FIXED INCOME – CM**
    - Work Hours: 7:30a – 4:00p (U.S. EST)
    - 800-282-2721
    - 212-455-4079 (NY)
- BILLING SUPPORT**
  - 888support@dtcc.com

For more information contact your Relationship Manager or Super Access Coordinator.  
 For Billing Questions, email [billingsupport@dtcc.com](mailto:billingsupport@dtcc.com). For support with entitlements, email [entitlements@dtcc.com](mailto:entitlements@dtcc.com).  
 For support with ITP, email [itpbilling@dtcc.com](mailto:itpbilling@dtcc.com).