

2020 CLIENT SURVEY RESULTS

COVID RESPONSE

DTCC



STABLE AND RESILIENT

Clients noted DTCC's continued **seamless execution, stability and certainty** throughout the pandemic

ALMOST

90%

OF SIFMU CLIENTS

ALMOST

70%

OF SOLUTIONS CLIENTS



EFFECTIVE COMMUNICATION

Clients find DTCC's COVID related communications to be **proactive and informative**

ALMOST

85%

OF SIFMU CLIENTS

OVER

60%

OF SOLUTIONS CLIENTS



FLEXIBLE AND SUPPORTIVE

Clients appreciate DTCC's **high level of client support and flexibility** throughout the pandemic

OVER

80%

OF SIFMU CLIENTS

OVER

60%

OF SOLUTIONS CLIENTS

DTCC's client outreach has been **timely and supportive** in helping navigate through operational challenges

NEARLY

80%

OF SIFMU CLIENTS

OVER

60%

OF SOLUTIONS CLIENTS



EXCEPTIONAL RESPONSE

Clients rated DTCC's performance in **client communications, business execution and stability** in response to the pandemic as exceptional

ALMOST

90%

OF SIFMU CLIENTS

ALMOST

70%

OF SOLUTIONS CLIENTS