



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

Beginning December 8, the DTCC Underwriting 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#) to feature business-specific contact information. Leaders within your organization may have separately received a brochure that describes firm-wide changes.

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 Underwriting Support Line menu not only sounds different with our new voice, but also some product menu options will be different. It is important to listen to the new menu before selecting your option.

WHAT IS NOT CHANGING

- The phone numbers and hotlines you use today.
- The DTCC standard for client-focused service and support. Our new Underwriting Support Line will enhance your access to our knowledgeable support teams with the same goal of delivering on the first call.
- Answers to frequently asked questions can be found on our FAQ's section on our webpage: [FAQs Underwriting](#).

NEW MENU OPTIONS

UNDERWRITING

- 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)