

DTC Points of Contact for Agents

Please refer to the list below for contact information on DTC's operational departments

RESOURCES	CONTACT
Agent Services	
Documentation for establishing DTC transfer agent eligibility ⁱ , or to provide DTC notification of a change in agent status on a security (SEC Rule 17ad16) including redemption, paying, and dividend disbursing agents, should be emailed to:	TAServices@dtcc.com
FAST Agent Eligibility	
Inquiries from transfer agents interested in participating in the Fast Automated Securities Transfer Program (FAST) should be emailed to:	DTCCSolutionsAA@dtcc.com
Establishing Connectivity to DTC	
Inquiries about connectivity to DTC (for PTS, PBS, file transfer, or ANIRA) for the Connectivity, Activation, and Production Support (CAPS) team, should be emailed to:	PIPRequests@dtcc.com Call 888-382-2721, option #5, then option #3
System Access Coordinator Form	
The Super Access Coordinator (SAC) Form, used to designate an individual to authorize adding/deleting sign-on IDs and to request entitlements for DTC system functions, should be emailed to:	SACForms@dtcc.com
Entitlement Requests	
DTC function entitlement requests, submitted by the Super Access Coordinator (SAC) for transfer agent employees, should be emailed to:	Entitlements@dtcc.com
FAST Issue Eligibility	
Requests from FAST agents to add a DTC-eligible security ⁱⁱ to FAST and for any changes in the FAST status of a security in the program (change of transfer agent, removal from FAST, etc.) should be emailed to:	FAST_Implementation@dtcc.com
Direct Registration System	
Direct Registration System Request Forms to add DRS service to a FAST security should be emailed to:	DTCCDirectRegistrationSystem@dtcc.com
FAST TA & Direct Registration System Retirement	
Requests for FAST agents that are closing their books of records and hold a Direct Registration System Limited Participant Account should be emailed to:	FAST_Implementation@dtcc.com & DTCAA@dtcc.com

DTC Points of Contact for Agents

Transfer Fees	
Invoices from transfer agents for transfer fees above the standard draft amount, which must include the SCL number(s) and description of the fee, should be emailed to:	TransferAgentFee@dtcc.com
Accounts Payable	
Agent inquiries regarding Accounts Payable, such as payment or invoice status, should be emailed to:	APHelpDesk@dtcc.com
Underwriting	
Agent inquiries regarding New Issue Closings or DTCC Eligibility should be directed to the Underwriting hotline: For information about new issue eligibility please visit: http://www.dtcc.com/matching-settlement-and-asset-services/underwriting	(866) 724-4402
Principal and Income	
Notices and documentation about partial or full calls, defeasances and pre-refundings, as well as maturity payments should be emailed to:	RedemptionNotification@dtcc.com
Notices and documentation regarding Auction Rate announcements should be sent to:	Dividendannouncementsauctionrates@dtcc.com
Notices and documentation regarding Variable Rate Demand Obligation (VRDO) announcements should be sent to:	Divvrdo@dtcc.com
Notices and documentation regarding American Depositary Receipts (ADR) announcements should be sent to:	Adr702@dtcc.com
Notices and documentation regarding Default Notices should be sent to:	DividendDefaultPayments@dtcc.com
Return of Overpayment Claims should be sent to:	ReturnofOverpayment@dtcc.com
Standing instructions (agent account information and the authorized signers for those requests) are required to be on file for all return of payment requests. For updates to these details or for agents providing instructions for the first time, please send the information to:	StandingInstructions@dtcc.com
Paying agent changes (DDA, pay method, etc.) should be sent to:	DDAChangeRequest@dtcc.com
Certificate of Deposit Repurchase requests should be sent to:	RedRepurchase@dtcc.com
Responses to requests from this mailbox regarding conforming/non-conforming issues should be sent to:	StructuredSecurities@dtcc.com

DTC Points of Contact for Agents

Treasury buyback/repurchase requests should be sent to:	TreasuryBuyback@dtcc.com
Audit requests from municipalities should be sent to:	CDConfirmations@dtcc.com
Post pay date rate change requests (on all event types) should be sent to:	Announcement_Rate_Change_Request_NYC1@dtcc.com & AnnouncementsRateChangeRequests@dtcc.com
Detailed data for the Fast Pay program should be sent to:	FastPay@dtcc.com
Detailed data files for DCN Lite should be sent to:	P&IPaymentDetail@dtcc.com
Notifications of Survivor Options should be sent to:	CDDeathPuts@dtcc.com
Notices and documentation about income payments (dividends and bond interest) should be emailed to:	DividendAnnouncements@dtcc.com
Mandatory Corporate Actions	
Notices and documentation for mandatory corporate actions, including name changes, reverse splits, mergers without elections, mandatory exchanges, unit separations, plans of arrangement, share consolidations, ADR terminations, or bankruptcies, should be emailed to:	MandatoryReorgAnnouncements@dtcc.com
Voluntary Corporate Actions	
Notices and documentation for voluntary corporate actions, including puts, tenders, voluntary exchanges, mergers with elections, and conversions, should be emailed to:	VoluntaryReorgAnnouncements@dtcc.com

ⁱ Information on acceptable documentation and timeframes for notification to DTC are outlined in detail in the DTC Operational Arrangements, which should be referenced in addition to this resource. <http://www.dtcc.com/~media/Files/Downloads/Settlement-Asset-Services/Underwriting/operational-arrangements.pdf>

ⁱⁱ For new securities, transfer agents must go through DTC's Underwriting Department for new issue eligibility.