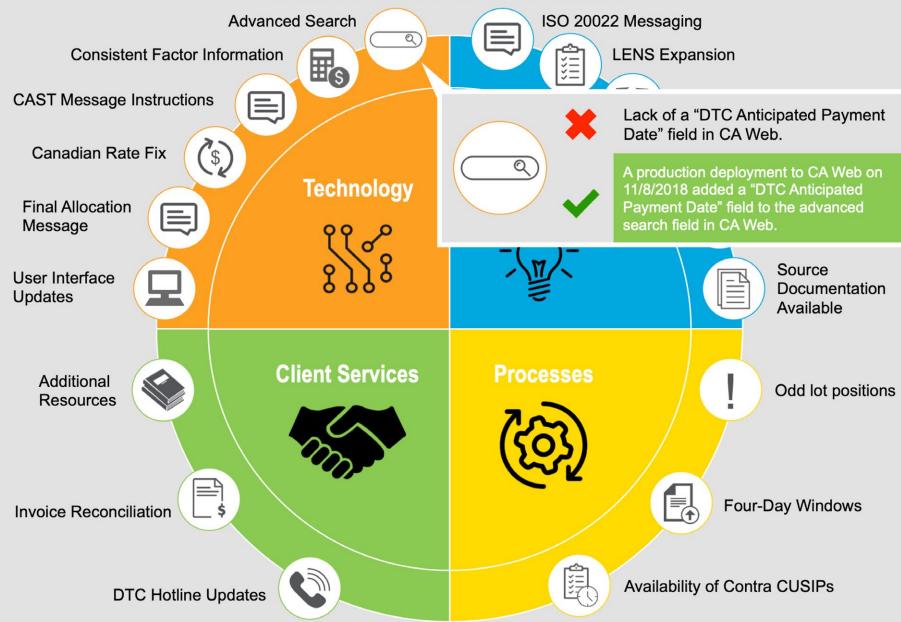
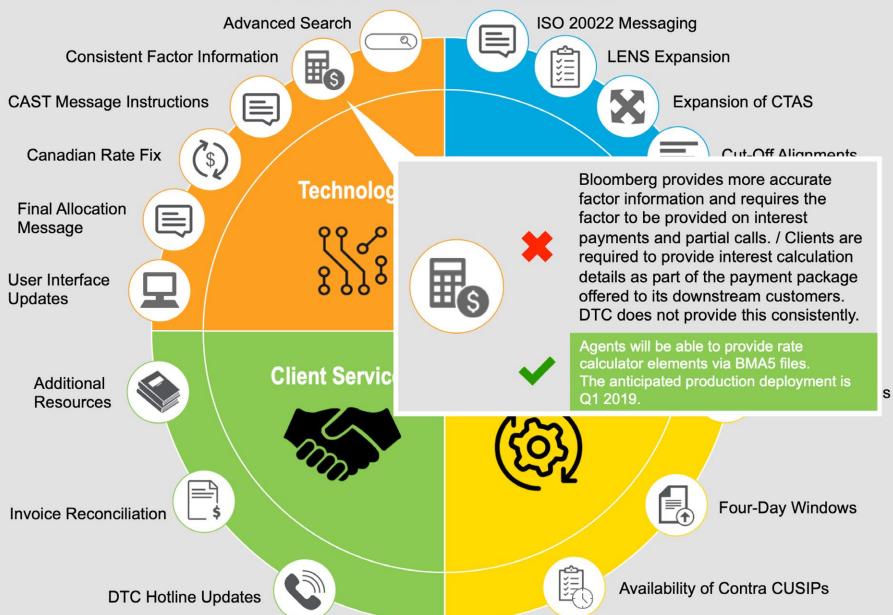
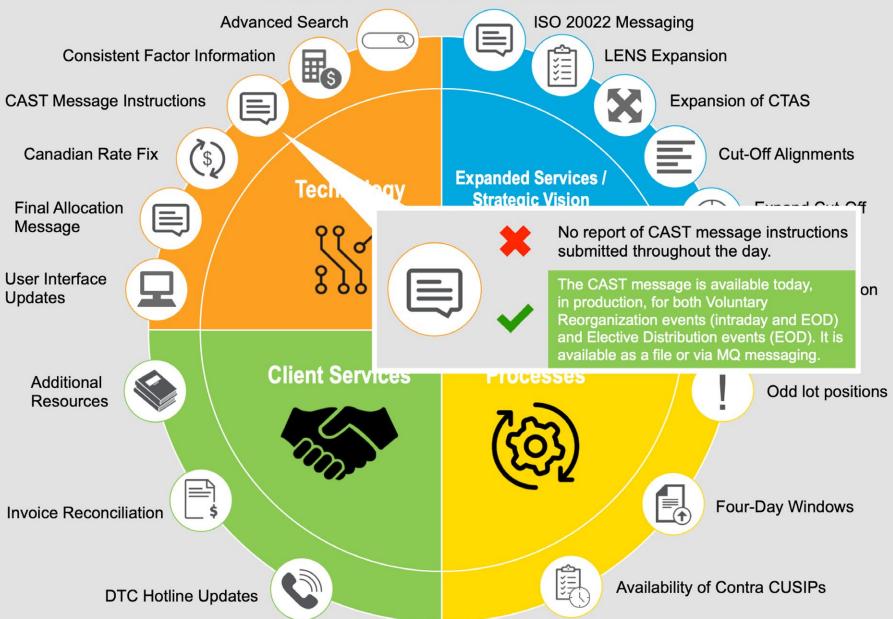


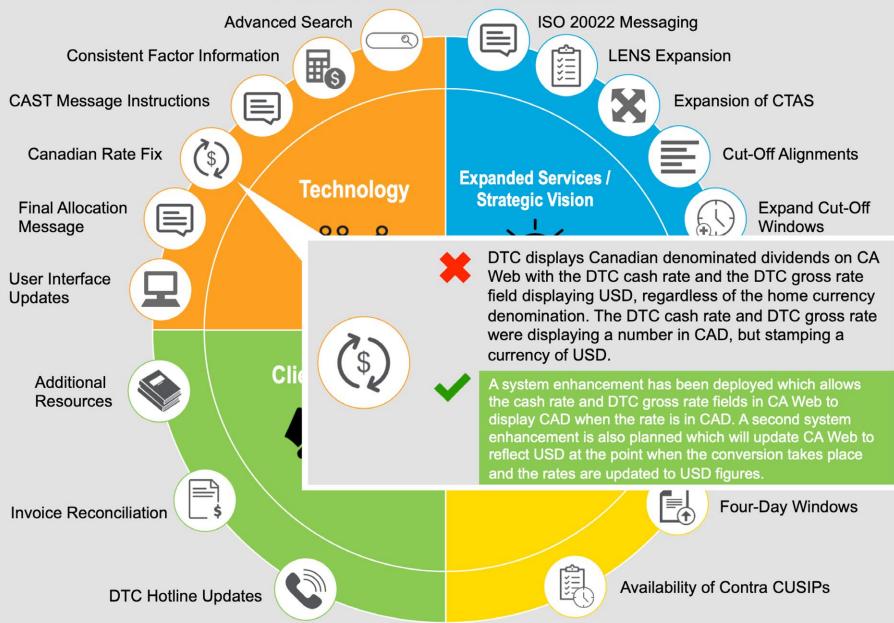
Corporate Actions Processing

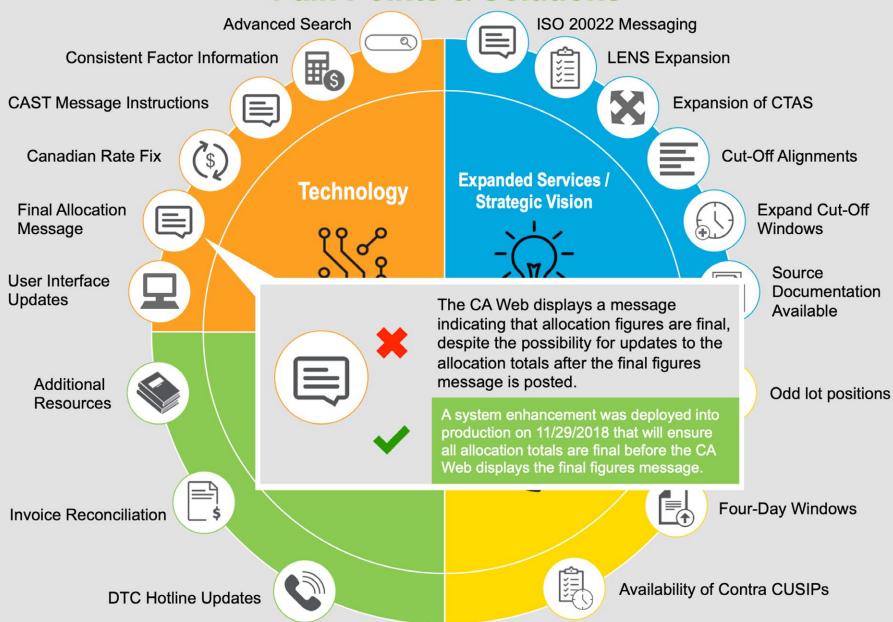


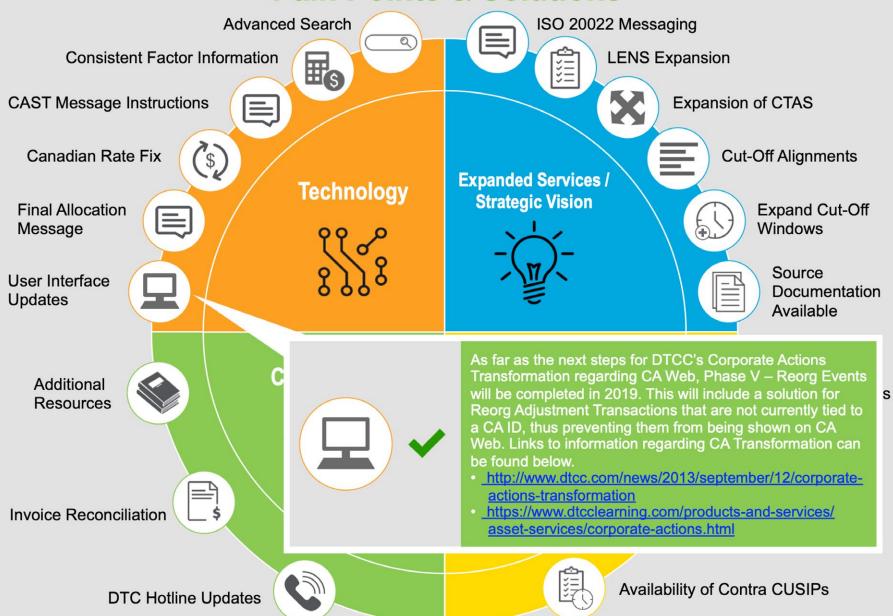


Corporate Actions Processing

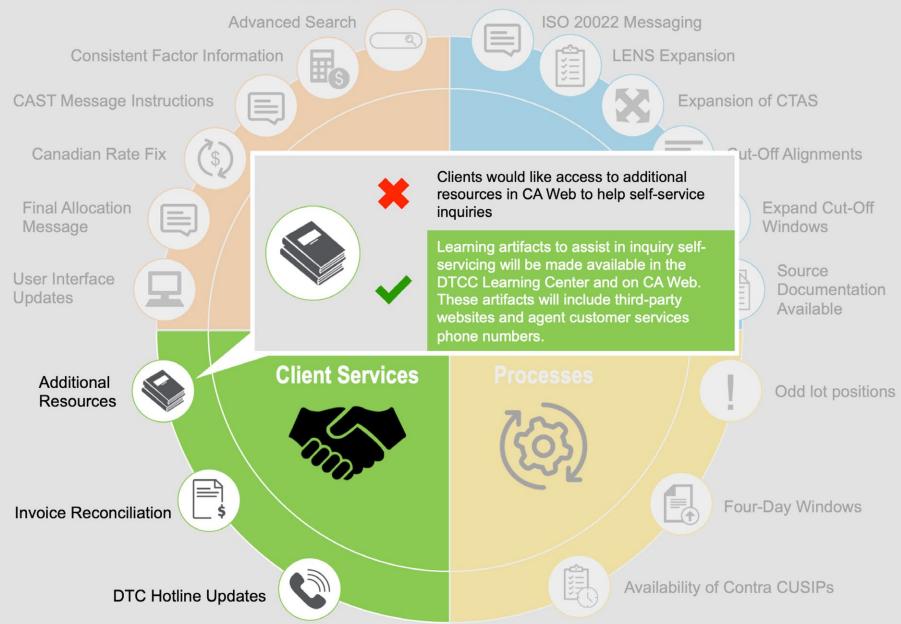




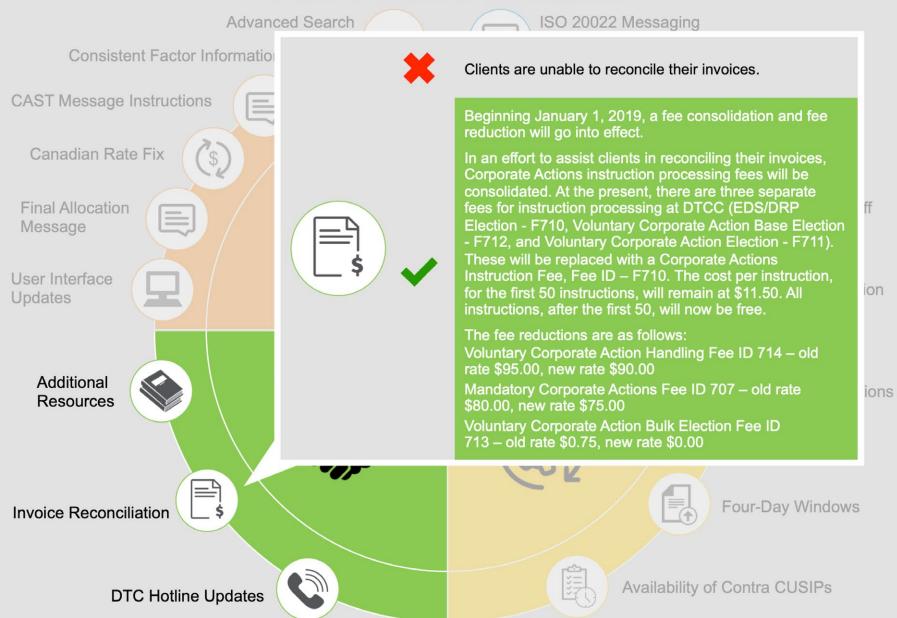




Corporate Actions Processing



Corporate Actions Processing



SO 20022 Massaging

Pain Points & Solutions





When calling the DTC hotline, the customer service representative advises the client to open a WINS ticket.

In an effort to provide a more streamlined service to our clients and create ease around the submission of inquiries, a new hotline number, specific to Corporate Actions, will be available beginning on January 2, 2019. The new hotline number is (+1) 813-470-1349.

The direct line will bypass the DTCC Client Support line menu which requires clients to select numerous options to get to the Corporate Actions area. It is expected that this new hotline will create efficiencies for our clients and ensure that inquiries are routed to the correct departments.

The direct number will also be published on the redesigned Client Center 'Contact Us' page at www.dtcc.com/client-center#. Other information added to the updated webpage includes hours of operation, a list of hotlines for other departments, and client support links.

Additionally, the DTCC Client Support Line will still be available for clients.

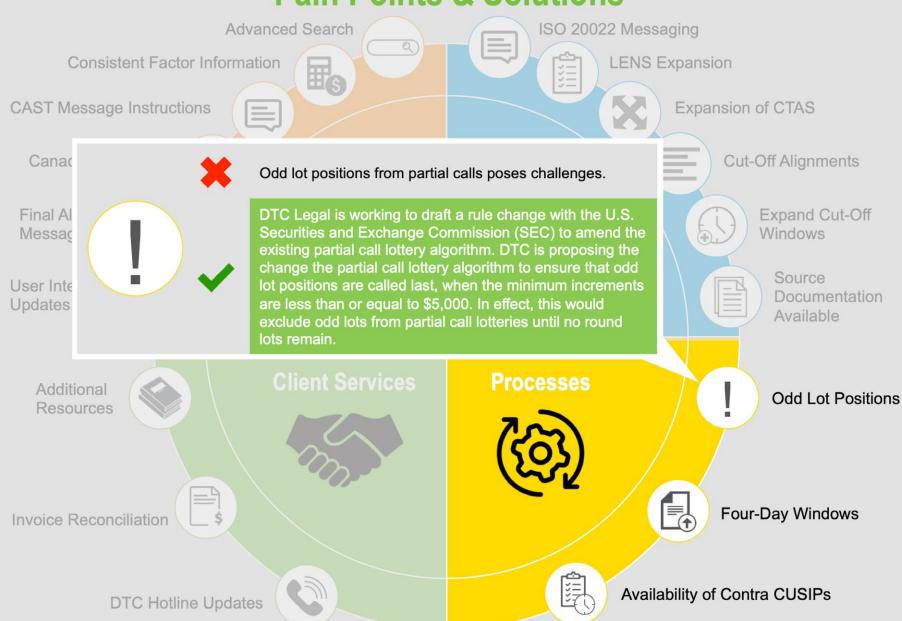
U.S. Toll-Free 888-382-2721

International (+1) 212-855-8099

DTC's Asset Services and Billing Support (ASBS) teams will provide guidance and assistance to clients with the opening of a WINS ticket over the phone when a hotline inquiry is received.



Corporate Actions Processing



Corporate Actions Processing



Corporate Actions Processing



Corporate Actions Processing

Pain Points & Solutions

Advanced Search

Consistent Factor Information





ISO 20022 Messaging





Expansion of CTAS



Cut-Off Alignments







Expand Cut-Off Windows



Source Documentation Available

Processes



0

Odd lot positions



Four-Day Windows



Availability of Contra CUSIPs



Lack of automation in the Voluntary Reorganization instruction process.





DTC hosted a series of industry calls and working sessions over the course of 2018 in regards to moving forward with industry automation – ISO 20022 messaging – for Voluntary Reorganization instructions. In total, 51 clients, expressed interest in having DTC automate the instructions process. The events in scope include: tenders/exchanges including consents and Dutch auctions, mergers with elections, optional repayments for puts, rights subscriptions, and mandatory tenders with the right to retain. The goal is to have this service made available to clients beginning in 2020.

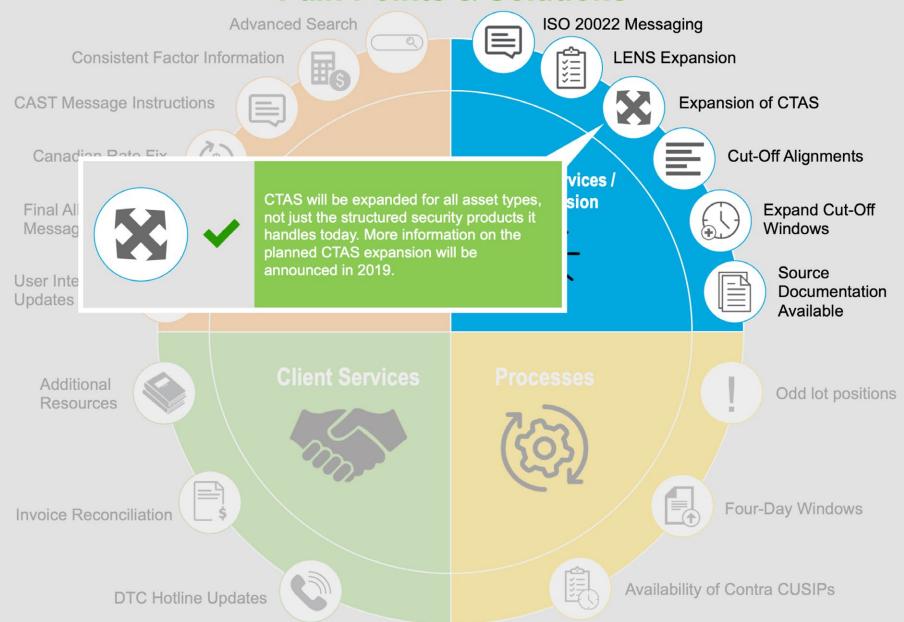
Invoice Reconciliation



Corporate Actions Processing

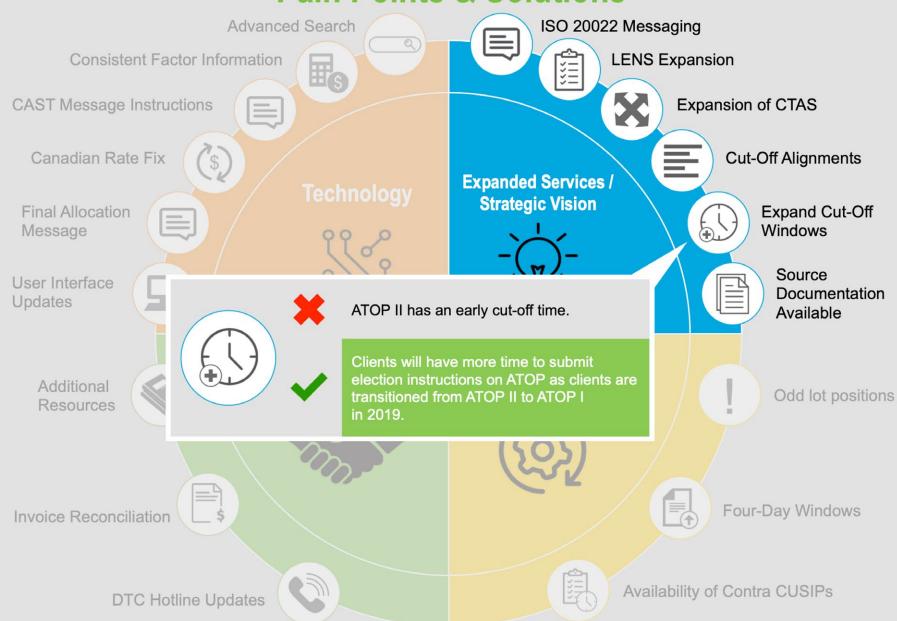


Corporate Actions Processing





Corporate Actions Processing



Corporate Actions Processing

