



<b>B #:</b>	0641-15
<b>Date:</b>	April 6, 2015
<b>To:</b>	All Participants
<b>Category:</b>	Operations
<b>From:</b>	Asset Services – Corporate Actions Transformation Product Management Team
<b>Attention:</b>	Operations Managers/Cashiers/Officers
<b>Subject:</b>	Inquiries Regarding Corporate Actions Processing Within the Corporate Actions Web (CA Web) Environment

Over the course of client testing of the Corporate Actions Web (CA Web), DTC’s Corporate Actions Transformation Product Management team provided support by responding to inquiries submitted to the [catransformation@dtcc.com](mailto:catransformation@dtcc.com) mailbox.

With the advent of the successful migration of the Distributions lifecycle functionality to production on March 30, 2015, clients should now direct their corporate actions inquiries to the normal production channels, which are outlined below.

**All inquiries regarding announced or unannounced events in CA Web should be opened via WINS (Web Inquiry Notification System) or by calling the DTC Client Help Center (CHC) Hotline. There are no changes to how we support these inquiries. Only clients requiring assistance with onboarding, mapping, and testing ISO 20022 messaging should continue to direct inquiries to the [catransformation@dtcc.com](mailto:catransformation@dtcc.com) mailbox. If you require access to WINS, please have your Access Coordinator send an email requesting access on your behalf to [entitlements@dtcc.com](mailto:entitlements@dtcc.com).**

The CHC Telephone Hotline Number is: 1 (888) 382-2721:

- Option 4, then Option 1 for Principal, Income and Redemptions.
- Option 4, then Option 2 for Reorganizations, including Stock Dividend and Dividend Reinvestments.
- Option 4, then Option 3 for Security Processing and Navigation.

Questions about this notice can be directed to your Relationship Manager.