



B #:	B19927-24
Date:	April 3, 2024
To:	Participants
Category:	Settlement
From:	DTC Settlement Operations
Attention:	Participants and Super Access Coordinators
Subject:	MyDTCC Portal Client Inquiry Requests

MyDTCC PORTAL CLIENT INQUIRY REQUESTS

Effective April 22, 2024, customer inquiries currently submitted to settlementstaff@dtcc.com by email **may** be submitted via the MyDTCC Support feature. Effective June 17, 2024, customer inquiries currently submitted to settlementstaff@dtcc.com by email **must** be submitted via the MyDTCC Support feature. By utilizing the MyDTCC Support feature, clients will be able to open new cases and manage existing support requests in one central location. A training video on how to utilize these new features can be visited at <https://dtcclearning.com/videos-page/8-products-and-services/979-overview-of-mydtcc-support.html>.

Action Required: If you do not have access to MyDTCC portal, please reach out to your Super Access Coordinator to request a web ID be created. If you do not know who your SAC is, you may contact your Relationship Manager. You will need a MyDTCC Web ID to take advantage of these new features and submit new requests via Support at MyDTCC (<https://portal.dtcc.com/>). Additionally, your SAC will need to provision you with one of the following entitlements if you do not already have this access:

- PBS/PTS – Settlement
- Settlement Web

Streamlined, Easy – to – Use Features

What you can do in Support at MyDTCC:

- Submit a new support request.
- Access and manage support requests, view details and updates, add comments, upload files and attachments.
- View a listing of your cases or company cases; filter them by status, date, registration company, or client identifier.
- Collaborate with colleagues by adding comments or attaching files to existing cases. (Colleagues will be notified via email alerting them to access Support at MyDTCC to view any new updates).
- Export up to a year's worth of cases to Excel.

We are excited to offer this new client support feature. If you have any questions, please call Settlement Operations at 1-888-382-2721 (option 1, option 6) or 212-855-5800, Monday – Friday, 8:30am ET to 6:30pm ET.

DTCC offers enhanced access to all important notices via a Web-based subscription service. The notification system leverages RSS Newsfeeds, providing significant benefits including real-time updates and customizable delivery. To learn more and to set up your own DTCC RSS alerts, visit http://www.dtcc.com/subscription_form.php.