DTCC

Important Notice

The Depository Trust & Clearing Corporation

B #:	z0263
Date:	April 30, 2024
To:	All DTC, NSCC and FICC Members / Participants and Service Providers
Category:	Service Update
From:	DTCC Enterprise Services
Attention:	Operations and Technology staff; Cybersecurity Control Officers
Subject:	New Client Channels to Report an Outage or Cyber Event

In alignment with our mission to create opportunities to protect and advance the global financial markets, we are introducing new client entry points for **reporting an outage or cyber event**.

New Client Entry Points: Report an Outage or Cyber Event

- **Report an Outage or Cyber Event Hotline, +1 (212) 855-1086 will be launched and available effective Monday May 6.** DTCC Support Analysts globally have been trained to handle incoming client calls and escalate client-impacting outages or cyber events immediately to initiate incident triage and response.

- **MyDTCC Report an Outage or Cyber Event hyperlink will be released on June 8, 2024.** From the MyDTCC Portal homepage, clients can click on the "Report an Outage or Cyber Event" link and complete a short form describing the details of the issue. This will trigger a "Critical" case and internal alert notifications to expedite response.

Usage Guidelines

These new entry points should only be used when reporting an outage or cyber event. Please refer to the following usage guidelines:

- DTCC systems are unavailable or inaccessible.
- Severe system latency or critical processing delays are impacting business operations.
- Your company is impacted by a cyber event.

For all other support inquiries, including processing extensions, please refer to DTCC Client Center for information on contacting us through MyDTCC or the DTCC Client Hotline.

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