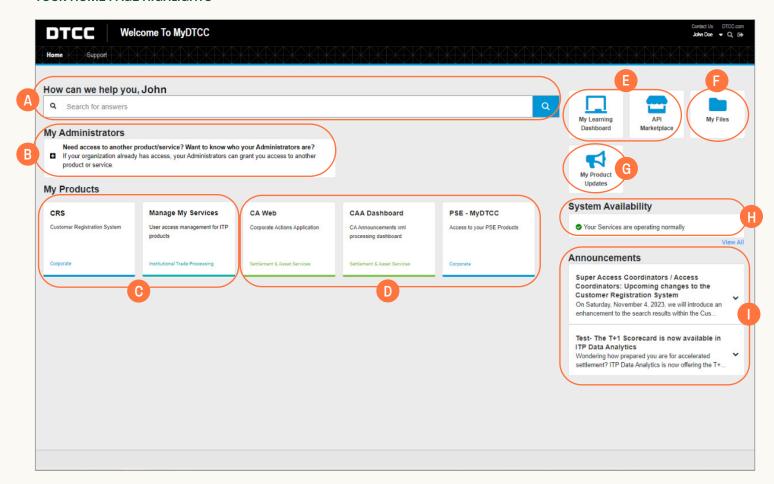


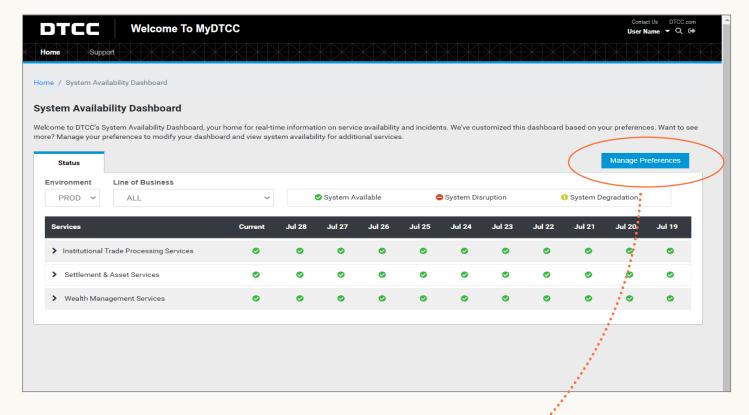


PERSONALIZED ONLINE ACCESS TO ALL DTCC WEB PRODUCTS AND SUPPORT CAPABILITIES IN ONE CONVENIENT PLACE. LEARN HOW MYDTCC IS POWERING YOUR OPTIMAL DTCC PRODUCT USER EXPERIENCE.

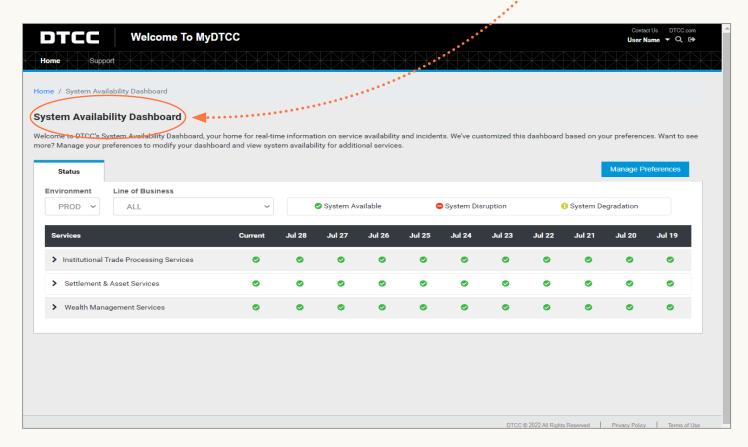
YOUR HOME PAGE HIGHLIGHTS



- A) Utilize Search to access Knowledge Base articles and DTCC Learning Center content right from MyDTCC.
- B) Administrator search capabilities to help identify who within your organization can grant or modify user access.
- C) For Administrators only From the MyDTCC Home Page, access the relevant product tile [Customer Registration System (CRS) / Manage My Services (MMS)] to perform all user access management actions for your DTCC products.
- D) Customized portal providing single sign-on access to most of your DTCC **products** and services, with individual product tiles displayed according to your access.
- E) Single sign-on access to the DTCC Learning Center for all your learning needs and the API Marketplace.
- F) Leverage **My Files** to access reference materials such as general documents, as well as access to folders provisioned for secure document transmission.
- G) Utilize the My Product Updates tile to access your latest product communications.
- H) Summary of the up-to-the-minute **System Availability** for your DTCC services, with the option to drill-down to a more detailed view and customize your preferences.
- I) All the latest real-time **Announcements** specific to your product access.

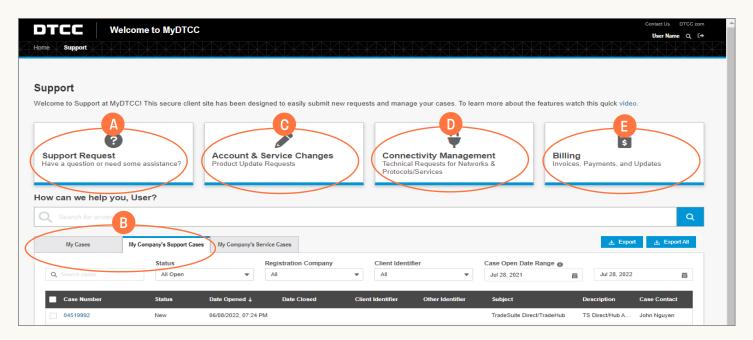


Manage Preferences provides the ability to curate your opt-in subscriptions (News & Updates and/or Incidents & System Availability communications) and customize your **System Availability Dashboard**.

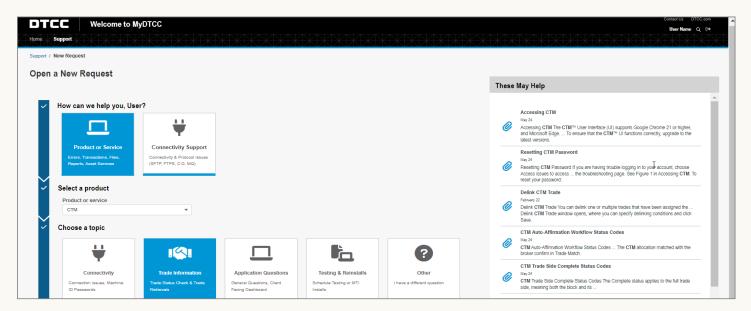


YOUR SUPPORT ACCESS

Enter, update and manage support requests, view details, track updates, add comments and upload attachments through the Support page.



A) Use **Support Request** to submit a new support request using our dynamic decision tree which provides answers/resources from both the Knowledge Base and DTCC Learning Center as you enter further details, giving you the option to self-serve or continue to submit your request to a DTCC Client Service representative. The decision tree topics are specific to the product selected and cover common support topics such as password resets, trade status checks and application questions.



- B) For ITP and SIFMU clients only Access both your and your colleagues' open Support and Service Cases, with the ability to comment and collaborate on your colleagues' cases to identify common issues/requests.
- C) For ITP Administrators only Submit Account & Service Changes that impact your entire organization, e.g., updating CTM MTI mappings and SN event profiles, adding new Product Administrators, applying for new TradeSuite IDs.
- D) For users outside of ITP and RDS services Submit service requests via Connectivity Management to make network connectivity changes that impact your entire organization.
- E) Submit support requests specific to Billing and invoicing.

CONTACT US: dtcc.com/client-center