

# DTCC Alternative Investment Product Services Client Support Quick Reference Card

**AIP Client Support Hotline: 888-382-2721**

For Support outside of the US: **+1 212-855-8099**

*Client Support will be available*

*Mon – Fri, 24 hrs; Saturday 12:00 a.m. – 4:00 p.m. ET*

**[AIPSupport@dtcc.com](mailto:AIPSupport@dtcc.com)**

## **FOR SUPPORT REGARDING:**

- NSCC AIP Support – Test or Production (options 5, 5 ,2)
- Password Reset (options 5, 1)
- NSCC Connectivity Support (options 5, 2)
- Billing Questions should be emailed to **[billingsupport@dtcc.com](mailto:billingsupport@dtcc.com)**

## **PLEASE HAVE THE FOLLOWING INFORMATION AVAILABLE:**

- AIP NSCC Participant Number or AIP DataTrak Originator Code
- Environment: PSE (Test) or Production
- AIP DataTrak or AutoRoute ID
- AIP Control Number *(if applicable)*