

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

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**

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 (*see back for listing*)
- AIP Control Number (*if applicable*)

DTCC

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