



# DTCC

## Coronavirus Client FAQ, 8/4/2020

*Frequently asked questions regarding the coronavirus (COVID-19) and its impact on DTCC.*

### **To date, has there been any operational impact on DTCC due to the coronavirus?**

DTC's Physical Securities Processing resumed limited services on **Monday, May 18, 2020** for previously submitted transactions and certificates. DTC resumed limited services for new physical securities transactions on **Wednesday, May 20, 2020**. DTC resumed services on **Wednesday, June 10, 2020** for All Non-FAST securities issuances that were previously closed with a Letter of Securities Possession (LOP). Please read [Important Notice B#13402-20: Partial Resumption of DTC Physical Securities Processing](#), posted May 14, 2020, and [Important Notice B#13516-20: New Issuances: Resumption of Non-FAST Physical Processing](#), posted on June 10, 2020.

### **Does your organization have a pandemic plan in place that addresses the potential impacts of the coronavirus?**

Yes. DTCC has a robust business continuity program that includes standards and controls for infectious disease and pandemic planning.

### **What is the impact on your global operations?**

DTCC remains open and we continue to provide uninterrupted access to all products and services to our clients across the globe.

### **Do you have critical third-party vendors that, if they failed you, would impact your ability to provide services to your clients?**

We have engaged with our critical third-party vendors globally and they have confirmed that they have plans in place to meet their obligations. If a vendor should fail, we have extensive contingency plans in place to ensure continuity of operations. We will continue to monitor to predict and react to the ongoing situation.

### **If needed, do you have the capability for your employees to work remotely for an extended time period while continuing to provide critical services to your clients?**

Yes. DTCC's workforce is geographically dispersed and we maintain a robust business continuity program, which includes remote access capabilities. We regularly test these capabilities to ensure we can operate under various scenarios.

### **What is DTCC doing to help mitigate the transmission of the virus within its offices?**

We continue to take precautionary measures to help mitigate virus transmission among our global staff, as well as flu and other illnesses prevalent this time of the year. To protect the health and safety of our staff and their families, and in accordance with international and national guidance, DTCC continues to operate business as usual with employees working

remotely across global locations. Given the continued impact of the pandemic, DTCC plans to keep all of its global offices closed until early 2021, with another inflection point on this plan to happen later this year. Throughout the pandemic, DTCC's foremost priority has been on the health and safety of our employees, while ensuring continued access to our products and services that are critical to the safety and stability of the global markets.

We believe this step is in the best interest of our employees and their families and will not impact our ability to serve the industry.

### **More information**

- [Coronavirus: Protecting Our Families and Serving Our Clients](#)
- [Managing Risk in Times of Crisis](#)
- [Shining Our Brightest During a Historic Crisis](#)
- [Providing Stability in Times of Market Crisis](#)
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