



B #:	12027-19
Date:	09/04/2019
To:	All Participants
Category:	Operations /Reorganizations / Dividends /Settlement
From:	Asset Services – Corporate Actions (CA) Claims application
Attention:	Operations Managers/Cashiers/Officers
Subject:	Corporate Actions (CA) Cash Claims Application — Application Name change and Q3 Releases into the PoC

As previously announced via Important Notice [B11210-19](#), The Depository Trust and Clearing Corporation (DTCC) has been working on the development of the Corporate Action (CA) Cash Claim Application. The Proof of Concept (PoC) has been released into the DTCC’s PSE region and several firms have been actively testing since its deployment in early April.

The initial names, CA Cash Claim and subsequently Match Hub were working names as the application was still in early development. However, upon further examination it was determined these names were limiting as they don’t sufficiently describe the “What” the new service will provide. As a result, going forward the application will be branded as ClaimConnect™.

ClaimConnect™ is more closely aligned with DTCC’s brand strategy, industry naming norms, and with the benefits that the service will provide, specifically resiliency and leveraging new technologies. The new service will enable clients to bilaterally manage and settle corporate actions cash claims from a unique, secured front-end dashboard, which will be accessible from the DTCC Portal, now known as MyDTCC – connecting clients with claims access.

Because the ClaimConnect™ application is being developed under the Agile framework, incremental releases of new functionality are being released into the PoC based upon client feedback. We will continue to add incremental releases of functionality into the PoC up to the go-live date of the service into Production scheduled for the end of Q4, 2019th.

Participants actively testing the PoC can continue to test and access the application as they have done to date. However, there has been an update to the existing role names and the addition of a new role within the Customer Registration System (CRS) as part of Q3 releases. Instructions on how to address these changes from your end—if any, are listed below.

How to Access the ClaimConnect™ Application

To access the ClaimConnect™ application, all users must be provisioned by their Super Access Coordinator (SAC) or Access Coordinator (AC) with the appropriate roles. SAC’s and

AC's who need to have the roles added to their profile must send their request to DTCCCAClaims@dtcc.com. Once the SAC's have the new roles in their profile, they can provision others at their firm.

Updated Role names and Role description

The existing **role** names within the CRS (Customer Registration Support) system have been **updated** to reflect the new name of the application. Participants with existing access don't need to take any action as the change will be transparent to them. The role description remains unchanged.

Role Name	Role Description
ClaimConnect External Update Access	Administrator role that allows a user to perform the functions listed below: <ul style="list-style-type: none"> ○ Navigate to the home page ○ Perform inquiries via the Search Engine ○ View inquiry results ○ View the Report Center ○ Update the Participant Profile (contact information)
ClaimConnect External View Only	Allows the user to perform the functions listed below: <ul style="list-style-type: none"> ○ Navigate to the home page ○ Perform inquiries via the Search Engine ○ View inquiry results ○ View the Report Center
ClaimConnect External View/Input	Allows user to perform the functions listed below: <ul style="list-style-type: none"> ○ Navigate to the Home Page ○ Enter Cash Claim ○ Claim Search Engine ○ Claims Inquiry Result ○ Cash Claim View ○ Affirm ○ Modify ○ DK ○ UnDK ○ Cancel ○ Report Center

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New Role name and Role description

During requirement reviews with the industry, Participants requested to have an approval process available, specifically in cases where they would be debited funds. The approval process will give participants the ability to provide a minimum dollar tolerance where all claims above this threshold will need to be approved.

ClaimConnect Approval Role	Allows users to perform the functions listed below: <ul style="list-style-type: none">○ Navigate to the Home Page○ Claim Search Engine○ Claims Inquiry Results○ Cash Claims view○ Report Center○ Cash Claim View –Add documents○ Client Profile View○ Claims Pending Approval○ Claims Pending Approval—Approve○ Claims Pending Approval—Reject○ Approval Admin
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New Functionality

As part of Q3 releases, participants will be able to access and process the following functionality via the PoC:

- Claim Management
 - Claims Pending Approval
- Client Profile
 - Client Profile - View
 - Client Profile – Manage
 - Approval Admin

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- Upload Functionality
- Claims Settlement via Security Payment Order

DTCC has created a helpful User Guide to assist users in navigating the new functionality. To view this User Guide, you may go to the DTCC Learning Center ClaimConnect™ site by clicking [here](#). If you have already registered for the Learning Center, it will also be available as a tile on the MyDTCC portal page. You can also register for DTCC Learning on the Learning Center itself. If you have any questions about this process, please send a note to DTCCCAClaims@dtcc.com.

User Preparedness Checklist to Participate in the PoC

- SAC's should get provisioned for the CA Cash Claims roles as needed by contacting the DTCCCAClaims@dtcc.com mailbox
 - Once SAC's have been provisioned with the new roles by DTCC, they must provision end users at their respective firms.
 - Ensure your firm has access to the DTCC UAT Test region
- Contact the DTCCCAClaims@dtcc.com mailbox to request a User Guide or refer to the ClaimConnect™ Learning Center site (instructions above)

Questions about the ClaimConnect™ initiative can be directed to your Relationship Manager or to the ClaimConnect™ mailbox at DTCCCAClaims@dtcc.com.

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