



B#	12948-20
Date:	February 12, 2020
To:	All Participants
Category:	Operations
From:	Asset Services – Corporate Actions Transformation Product Management Team
Attention:	Operations Managers/Technology Managers/Cashiers/Officers
Subject:	MyDTCC to Replace WINS for Corporate Action Inquiries

MyDTCC to Support CA Web Inquiries

We are pleased to announce that DTCC’s Web Inquiry Notification System (WINS) is changing to MyDTCC – our new enhanced client website. MyDTCC will provide an improved user experience, allowing for personalized web-based support to clients who are using CA Web.

On February 24, 2020, users will need submit inquiries for announced events directly in CA Web. For unannounced events users will need to submit inquiries directly in MyDTCC | Support. Participants will no longer be permitted to submit new inquiries via WINS. All inquiries previously submitted via WINS will remain accessible to Participants in WINS until the inquiries are closed. DTC plans to close all open WINS inquiries by March 31, 2020, at which time WINS will be decommissioned.

Changes in CA Web:

- “Support” link provided in the top right corner of the application, next to the “Contact Us” link
- “Submit an Inquiry” link located above the Select Action menu within the record detail page of an event
- Click [here](#) to view a video tour of the changes within CA Web.

What you can do in MyDTCC:

- Submit an inquiry by using the new “support” request functionality
- Access and manage support requests, view details and updates, add comments, upload files and attachments, and update case statuses
- View a listing of your individual cases or your company’s cases; filter them by status, date, registration company, or client identifier
- Collaborate with colleagues by adding comments or attaching files to existing cases. (Colleagues will be notified via email alerting them to access Support at MyDTCC to view any new updates)
- Export up to a year’s worth of cases to Excel
- Click [here](#) to view an interactive video tour of the new MyDTCC website and Support features.

For additional questions or support, please contact the Client Contact Center (888-382-2721) or your Relationship Manager.

DTCC offers enhanced access to all important notices via a Web-based subscription service. The notification system leverages RSS Newsfeeds, providing significant benefits including real-time updates and customizable delivery. To learn more and to set up your own DTCC RSS alerts, visit http://www.dtcc.com/subscription_form.php.