

THE DEPOSITORY TRUST COMPANY  
**IMPORTANT**

**B#:** 9372  
**DATE:** February 9, 2000  
**TO:** All Participants  
**FROM:** Patrick O' Donnell  
**ATTENTION:** Managing Partner/Officer and Operatons  
**SUBJECT:** Participant Inquiry Notification System (PINS)  
Menu Screen

**On February 17, 2000 the Participant Inquiry Notification System (PINS) will be modified to reflect the continuing growth of DTC's Custody Service. The existing Custody Department (option #8) will be divided into two new categories-Custody Reorg (option#8) and Custody Service (option #9). Custody Service, which will concern questions about tranfers, quantity differences, out of balance positions and request for information about securities being held by the Custody Vault. These changes will help improve the timeliness of Custody PINS responses**

**OVERVIEW**

**The Participant Inquiry Notification System enables Participants to electronically transmit inquiries to DTC through PTS, and for DTC to reply using the same medium. The Custody Service now joins the Reconciliation, Dividend, Reorganization/Redemption, and Garden City Redemption and BEO Vault as DTC departments currently processing PINS inquiries. Inquiries that are transmitted to the wrong DTC department by Participants cause delays in response time since the receiving department must identify and re-route the inquiry to the proper DTC department.**

**Questions concerning this notice should be directed to either of the following DTC personnel:**

**Patrick O'Donnell, Manager, Custody Vault (212) 855-8414; Phil Coyle, Supervisor Full Service Custody Vault, at (212) 855-2984; Kirk Matthews, Supervisor Custody Vault, at (212) 855-2547; Ron Fain, Assistant Supervisor, Custody, at (212) 855-2986; Willaim Phifer, Supervisor, Reconciliation at (212) 855-4904; or your Participant Services Representative.**

P1 B# 9372

**PARTICIPANT INQUIRY NOTIFICATION SYSTEM**

**DEPARTMENT LIST**

- |   |                             |
|---|-----------------------------|
| <b>1. DIVIDEND ANNOUNCEMENT</b>           | <b>7. BEARER/BOOK ENTRY</b> |
| <b>2. DIVIDEND GENERAL</b>                | <b>8. CUSTODY REORG</b>     |
| <b>3. RECON/COMPLIANCE</b>                | <b>9. CUSTODY</b>           |
| <b>4. REORGANIZATION</b>                  |                             |
| <b>5. REDEMPTION AND REORG DEPOSITS</b>   |                             |
| <b>6. REDEMPTIONS PRIOR TO ALLOCATION</b> |                             |

**SELECT DEPARTMENT:**

**ENTER ACTIVITY CODE (OPTIONAL):**                      **SERVICED PT#:**  
**\*\*HIGHLIGHTED DEPARTMENTS HAVE BULLETINS TO READ\*\***  
**ENTER=ADD**   **PF6/18=ACTIVITY HELP**   **PF3/15=BULLETIN BOARD**   **PF7/19=MENU**