

The Depository Trust Company
IMPORTANT

B#: 3306-08

DATE: Tuesday, April 01, 2008

TO: All Participants

FROM: Robin Bainlardi , Director, Underwriting Department

ATTENTION: Participants, Underwriters, Underwriting Managers, Managing Partners/Officers, Bond Counsels, and Correspondents

SUBJECT: Underwriting Department Customer Service Hotline

In order to enhance customer service, DTCC will implement an Underwriting Customer Service Hotline, effective, April 1, 2008. This hotline will provide you with direct access to the same trained Underwriting Specialists who provided you with timely and accurate responses to your inquiries in the past, as well as a single point of contact to support for all Underwriting products & services.

The toll-free hotline number is: **866-724-4402** (within the US and Canada). Callers outside of the US and Canada should use: **1-212-855-2210**.

When calling the Underwriting hotline, the following menu options will be available:

- Option #1: UWSOURCE Technical Support
- Option #2: Eligibility Inquiries, including IPO Tracked Issues
- Option #3: Book Entry Only Letters of Representation
- Option #4: Billing
- Option #5: Money Market Instruments

For your convenience, you can also contact us via the DTCC Customer Service Hotline: **888-382-2721** (within the US and Canada) or **1-212-855-8099** (outside of the US and Canada), using **Option #4** (Asset Services), **Option #6** (Underwriting).

The Underwriting Department business hours are from **9:00 am to 5:00 pm**, Eastern Standard Time. For DTCC holiday processing and scheduling, please visit dtcc.com.

If you have any questions regarding this change, please contact your Relationship Manager.