



Securing Today. Shaping Tomorrow.®

# DTCC DATA SERVICES

## CLIENT SUPPORT

MAY 02, 2018

This document details how to get support for DTCC Data Services products.

# TABLE OF CONTENTS

---

- DTCC Data Services Client Support ..... 3**
- Introduction ..... 3
- What to Provide Support Team Members ..... 3
- Resources ..... 3
- Data Services Learning Center ..... 3
- Exchange Traded Funds Learning Center ..... 3
- Corporate Actions Web Client Portal Tutorial ..... 3
- Product Page Resource Section ..... 3
- Methods of Getting Support ..... 4
- By Phone ..... 4
- Online ..... 5

# DTCC DATA SERVICES CLIENT SUPPORT

---

## Introduction

This document is a reference guide for you to find support for DTCC Data Services offerings after completion of data feed and/or browser application connectivity.

Please share this document with the respective teams that will be using this data.

## What to Provide Support Team Members

Please have the following information handy when reaching out to DTCC support teams:

1. Account/Member Number
2. Company Name
3. The Product name you are calling about:
  - a. Product subscription AutoRoute (if applicable)
4. Let the Support team know you are a Data Services customer
5. Your Question

## Resources

### Data Services Learning Center

The [Data Services Learning Center](#) contains a variety of files and information about our data offerings.

### Exchange Traded Funds Learning Center

The [Exchange Traded Funds Learning Center](#) contains common FAQs, a Portal User Guide, and other reference materials.

### Corporate Actions Web Client Portal Tutorial

Use the Corporate Actions Web Client Portal [Tutorial](#) to learn how to use the CA Web portal.

### Product Page Resource Section

Each product page on [www.dtccdata.com](http://www.dtccdata.com) has a resource section that contains documents that may help answer your questions.

# Methods of Getting Support

## By Phone

Call the DTCC Data Services Phone Number: 1-800-253-2488. Once connected, you can expect to hear the following call tree:

	Verbiage/Action
Primary Greeting	Welcome to the Data Products Customer Service Hotline of the Depository Trust and Clearing Corporation. Your call may be monitored or recorded for quality assurance purposes. Menu options have changed. Please listen carefully to the following choices.
Main Menu Options	For <b>Password Resets</b> or <b>Login Issues</b> , please press 1. For <b>File Delivery issues</b> , press 2. For all other <b>Product Support issues</b> , press 3. For <b>Data Product Sales</b> , press 4.
Option 1 Selected	Password resets and Login issues
Option 2 Selected	File Delivery/Technology Issues
Option 3 Selected	For Corporate Actions Messaging, press 1. For Derivatives products, including TIW Market Reports, press 2. For all other Data Products, including <b>ETF, LENS, NIIDS, CP/CD, GSD, Structured Finance and Master file</b> , press 3.
Option 4 Selected	Data Product Sales

Additional information related to the call tree:

- Option 1: **Password/Login** related issues:
  - Use this option for password issues for:
    - DTCC's Customer Portal ([Portal.DTCC.com](https://Portal.DTCC.com))
    - [DTCCdata.com](https://DTCCdata.com)
- Option 2: **Technology related** issues:
  - Use this option if:
    - You did not receive your file(s)
    - You are unable to access your file(s)
      - including server password issues
  - Option 3: **File Content** related issues
    - Use this option if...
      - You have a question on a file layout
      - You have a question on data content

## Online

1. For faster responses to **Corporate Actions** announcement content related questions such as "Why do I not see a specific announcement?", email [ASBSDataProducts@dtcc.com](mailto:ASBSDataProducts@dtcc.com) with the following information:
  - Problem description
  - Your contact information
2. For all other data products:
  - Visit the DTCC Data Product website, [www.dtccdata.com](https://www.dtccdata.com).
  - Click the **Contact Us** link on the top right, then select **Product Support**.

---

### Note

User registration is required in order to proceed further.

---

- Fill out the support information and press **Submit**.
- When filling out this information, ensure that you select the product with which you need help from the drop-down list. Also add specifics about your inquiry in the **Additional Information** field before submitting.

**Figure 1 Product Support Request Submission**

**Copyright © 2018 DTCC. All rights reserved.**

This work (including, without limitation, all text, images, logos, compilation and design) is proprietary and protected by copyright, and is for the exclusive use of users authorized by DTCC. If this work is received from DTCC in any electronic medium, authorized users of this work are granted a limited, non-exclusive, non-transferable, non-sublicensable and freely revocable license to make reproductions and transmissions necessary for downloading and storage of this work on the users' computers and to print one or more paper copies from the electronic version for their own use. Other than to this limited extent, no part of this work (including any paper copies thereof or print versions thereof) may be printed, copied, altered, modified, posted, reproduced, displayed, published, sold, licensed, used or distributed (including by transmission) in any form or by any means, or stored in any information storage and retrieval system, without DTCC's prior written permission.

All product or service names are the property of their respective owners.

**Disclaimer:** The services described herein are provided under the “DTCC” brand name by certain affiliates of The Depository Trust & Clearing Corporation (“DTCC”). DTCC itself does not provide such services. Each of these affiliates is a separate legal entity, subject to the laws and regulations of the particular country or countries in which such entity operates. Please see [www.dtcc.com](http://www.dtcc.com) for more information on DTCC, its affiliates and the services they offer.

**Publication Code:** DS167

**Service:** DTCC Data Services

**Title:** Client Support

FOR MORE INFORMATION

Email DTCC Learning at:

DataLearning@dtcc.com

or visit us on the web at:

[www.dtcclearning.com](http://www.dtcclearning.com)