

Coronavirus Disease (COVID-19) Client FAQ

Please find some frequently asked questions regarding COVID-19 and its impact on DTCC.

To date, has there been any operational impact on DTCC due to COVID-19?

No. As of 02/19/2020, we have been operating business as usual, providing all products, services and capabilities for our clients.

Does your organization have a pandemic plan in place that addresses the potential impacts of COVID-19?

Yes. DTCC has a robust business continuity program that includes standards, controls, and exercising for infectious disease and pandemic planning.

To date, have you initiated any plans to cope with the consequences of the virus?

As developments continue to unfold around the global spread of COVID-19, we want to assure you that DTCC is closely monitoring the situation and we remain focused on the well-being of our staff and clients around the world.

At this time, we have suspended travel to, from and through APAC (excluding Chennai). We have also asked staff to defer all non-essential international business travel until further notice. Impacted regions are taking localized precautions as compared to other regions, including the implementation of social distancing and alternative work arrangements.

What is the impact on your operations in the APAC region?

As of 2/19/2020, all DTCC offices remain open, and we continue to provide uninterrupted access to services to our clients in the APAC region and across the globe.

We have suspended travel in the APAC region (excluding Chennai) and continue to take precautions to minimize the chance of staff contracting and spreading the virus. DTCC consistently exercises its workforce-balancing practices across all sites to ensure we can perform tasks outside of an affected region.

Do you have critical third-party vendors that, if they failed you, would impact your ability to provide services to your clients?

We have spoken with our third-party vendors across the globe and they have assured us that there is no foreseeable impact. If a vendor should fail, we have extensive contingency plans in place to ensure continuity of operations. We will continue to monitor in real-time to predict and react to the ongoing situation.

If needed, do you have the capability for your employees to work remotely for an extended time period while continuing to provide critical services to your clients?

Yes. DTCC's workforce is geographically dispersed and we maintain a robust business continuity program, which includes remote access capabilities. These capabilities are tested regularly and have been successfully implemented on previous occasions.

What is DTCC doing to help mitigate the transmission of the virus within its offices?

We continue to take precautionary measures to help mitigate COVID-19 transmission among our global staff, as well as flu and other illnesses prevalent this time of the year, including regular sanitizing of office spaces and common areas at our physical locations.

As new information is available, we will refine our approach and communicate with all staff. For all global offices, we are:

- Making face masks available to those who want them.
- Assessing the need for additional hand sanitizer dispensers.
- Increasing the frequency of office and surface cleaning, as necessary.