

MMI Exchange Quick Guide

General Processing Information

- Exhibit pulled from website
- Shares to be posted via RAD in DTCC
- Exhibit along with Letter of Instruction submitted
- Request reviewed, determined if In Good Order (IGO) or Not In Good Order (NIGO)
- IGO request is added to processing queue / NIGO is rejected back to requestor via a corrections email
- RAD Approved on DTCC and processed as per the request

If a request is cancelled, it is closed completely on our end. **There are no exceptions to this as a cancellation is due to the requestor's error and/or missed function(s).**

To Submit an Exchange Request

E-mail MMI.Exchange@bnymellon.com

We make every effort to process requests as quickly as possible. We must process Exchange Requests in the order they are received.

Escalation

For status and/or escalation issues, please contact our MMI Exchange mailbox at MMI.Exchange@bnymellion.com

We will respond as soon as possible, in the order your request was received. Please allow up to one full business day for a response

