

OSTTRA Hotline Call Flow

Hotline number
for Japan

Initial greeting &
instructions in Japanese
& English. Recording
disclaimer

Press 1 for
Japanese

Press 2 for English

Press 1 for query
about existing case

Press 2 for new
query

Input the
Salesforce case
number

Press 1 for Trade
processing services
including Osttra
Connect

Press 2 for
TriResolve and
TriResolve Margin

Press 3 for
TriCalculate

Press 1 for query
about existing case

Input the
Salesforce case
number

Press 1 for Rates,
Equities Derivatives and
Regulatory Reporting

Press 1 for
Production
Support

Press 2 for
Onboarding & UAT

Press 3 for
Regulatory
Reporting

Hotline number:
US, UK, Singapore,
India

Initial greeting &
instructions in English.
Recording disclaimer

Press 2 for new
query

Press 1 for all
Trade Processing
services including
OSTTRA Connect

Press 1 for Rates,
Equities Derivatives and
Regulatory Reporting

Press 2 for Credit

Press 3 for FX

Press 4 for
Securities

Press 5 for
LimitHub

Press 6 for OSTTRA
Trade Manager

Press 2 for TriResolve,
TriResolve Margin and
TriCalculate

Press 1 for
TriResolve

Press 2 for
TriResolve Margin
& TriSettle

Press 3 for
TriCalculate

Press 1 for PvP

Press 2 for OSTTRA
Marc

Press 3 for Cash
Flows