

MEMO# 11393

November 8, 1999

ICI YEAR 2000 MEMBER COMMUNICATIONS CENTER AND YEAR 2000 MEMBER CONTACT REQUEST

[11393] November 8, 1999 TO: BANK AND TRUST ADVISORY COMMITTEE No. 26-99
BROKER/DEALER ADVISORY COMMITTEE No. 31-99 OPERATIONS COMMITTEE No. 42-99
PRIMARY CONTACTS - MEMBER COMPLEX No. 101-99 SEC RULES COMMITTEE No. 94-99
SMALL FUNDS COMMITTEE No. 17-99 TRANSFER AGENT ADVISORY COMMITTEE No. 68-99
TECHNOLOGY TASK FORCE MUTUAL FUND Y2K PROJECT LEADERS RE: ICI YEAR 2000
MEMBER COMMUNICATIONS CENTER AND YEAR 2000 MEMBER CONTACT REQUEST

The Institute is planning to operate an industry Communications Center to assist mutual fund members during the Year 2000 transition. The Investment Company Institute Communications Center (ICICC) will be available to members beginning Wednesday, December 29th through Friday, January 7th. Key staff will be on hand from the Institute's Legal, Operations and Public Information departments to assist members with any significant Y2K issues that might arise during the millennium crossover. This could include issues that are regulatory, infrastructure, systemic, firm, vendor or press related in nature. Hours of operations for the ICICC currently scheduled are as follows: Period Hours of Operations December 29 and 30, 1999 8:00 AM to 6:00 PM December 31, 1999 8:00 AM to 8:00 PM January 1, 2000 8:00 AM to 6:00 PM January 2, 2000 9:00 AM to 8:00 PM January 3, 2000 to January 5, 2000 8:00 AM to 8:00 PM January 6 and 7, 2000 8:00 AM to 6:00 PM The ICICC has been assigned dedicated lines for phone and facsimile purposes. The ICICC's main number is 202-842-0404 and facsimile number is 202-842-9135. These phone numbers are currently operational, however, we encourage members to use these numbers only during the ICICC's scheduled hours of operations or in the event they cannot reach staff assigned to the center on their direct lines. A detailed staffing schedule, including phone numbers, will be sent to members in December. In the event critical and/or time sensitive Y2K information must be communicated to members during the millennium crossover, email and facsimile will be used. Y2K communications will be sent to our normal member committee contacts. However, as an added measure to ensure that Y2K communications reach members (particularly if sent over the transition weekend) we are also creating a Year 2000 member contact list to include on such communications. Please find attached a Year 2000 Member Contact Form for your completion. We respectfully request that each member complex coordinate and complete one form identifying a primary and secondary Year 2000 senior contact, as well as the detailed information requested, including your command/communication center numbers (if applicable). Please return the Year 2000 contact form to Trish Weems at the Institute (by fax: 202/326-5853) no later than November 30, 1999. Beginning in mid-November the Institute is also highlighting important

Year 2000 Information in a separate section of our member website. Information specifically needed for the transition weekend, historical Year 2000 Institute memoranda, and links to key Year 2000 websites including domestic and international financial services, regulatory, government, and general sites will be available to members. The ICI's member website (<http://www.members.ici.org>) is a private site restricted to registered users only. Access to the Institute's private member website can be gained after ICI approval of a registration request. Members who do not have ICINet access codes may request them by going to the home page (referenced above) and completing the electronic enrollment form. Your access code will be assigned to you within 48 hours. Further details regarding the ICICC's plans will be communicated to members prior to year-end. If you have any questions or concerns, please contact Kathy Joaquin at 202-326-5930 (or by email at kjoaquin@ici.org) or the undersigned at 202-326-5845 (or by email at boteler@ici.org). Donald J. Boteler Vice President Operations & Training Attachment

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