

Print Form - Service Request

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|---|--|
| <b>Ticket #</b> 100491150                       | <b>Initiated Date</b> 10/28/2009 10:57AM |
| <b>Request Category</b> Fees                    | <b>Priority</b> NORMAL                   |
| <b>Request Type</b> Fee Amount/Date Information | <b>LOB</b> PB                            |
| <b>Request Sub-Type</b> Custody                 |  |

|  |                                 |
|--|---------------------------------|
| <b>Account Title</b> FINANCIAL TRUST COMPANY INC | <b>Account #</b> [REDACTED]     |
| <b>Sweep Fund Name</b>                           | <b>Account Type</b> CORPORATION |
| <b>Money Manager</b>                             |                                 |

|  |                            |
|--|----------------------------|
| <b>ECI #</b> 9707980808                        | <b>Phase 3 Account #</b>   |
| <b>Decision Maker</b> 9710670708               | <b>MasterTrust (Y/N)</b> N |
| <b>Client Name</b> FINANCIAL TRUST COMPANY INC |                            |
| <b>Relationship Name</b>                       |                            |
| <b>Region</b>                                  |                            |
| <b>Market</b>                                  |                            |
| <b>Cost Center</b> CHBG                        |                            |

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| <b>Initiator Name</b> JANET E YOUNG    |
| <b>Approver Name</b>                   |
| <b>Initiating Team</b> CSG CHBG (DE) 4 |

|                                       |                              |
|---------------------------------------|------------------------------|
| <b>Status</b> InProgress              | <b>Stage</b> Process Request |
| <b>Processing Team</b> FEE BILLING    | <b>Error Control Number</b>  |
| <b>Reason</b>                         | <b>Complexity</b>            |
| <b>Resolution</b>                     | <b># Accounts</b>            |
| <b>Stage Date</b> 10/28/2009 11:35AM  | <b># Clients</b>             |
| <b>Date/Time Resolved</b>             | <b># Transactions</b>        |
| <b>Resolved By</b>                    | <b># Tax Lots</b>            |
| <b>Current Owner</b> JEFFREY M FISHER |                              |
| <b>Current Team</b> FEE BILLING       |                              |
| <b>Estimated Resolution Date</b>      |                              |