Clearing Broker (CB) or client informs ICE Link Account Management [IL AM] team that a client wants to be enabled to go live with ICE Clear Credit or ICE Clear Europe

- **CLIENT LEGAL DOCUMENTS:**

  - There are (3) Three legal documents which a client may be required to sign in advance of Go Live: 1) Participation Agreement, 2) KYC/AML, 3) Clearing Addendum

    - New ICE Link clients must sign Participation Agreement, KYC/AML and Clearing Addendum

    - Existing ICE Link clients must sign the Clearing Addendum

- Clients using a Third Party Vendor:
  - Sign all ICE Link legal documents (Participation Agreement, Clearing Addendum and KYC/AML)
CLIENT CLEARING ONBOARDING
REQUIRED LEGAL DOCUMENTS IN ADVANCE OF PROD GO LIVE

CLIENT ONBOARDING FORMS:

- All new clients will be required to complete onboarding forms requesting general information:
  - Contact information
  - Institution and client legal entity details
  - Users requiring access
  - Authorized Third Parties (if applicable)

- For existing ICE Link clients, information on file (e.g. Institution, legal entity and user access details) will be leveraged for clearing setup requiring fewer onboarding documents
CLIENT CLEARING ONBOARDING

WHAT HAPPENS NEXT?

- **HOW LONG DOES IL AM TYPICALLY TAKE TO ONBOARD A CLIENT?**
  - It typically takes about 48 hours to onboard a client, if a client has 10+ funds to setup it can take longer due to required data validation steps including LEI & Legal Name verification

- **WHAT HAPPENS AFTER A CLIENT HAS BEEN ONBOARDED?**
  - IL AM notifies the client that the onboarding has been completed and instructs client to reach out to their Clearing Broker(s) to have them enabled for client clearing
  - How does a Clearing Broker enable a client fund for clearing (DESK ID enablement)?
    - From the ICE Link GUI select “Create Client Desks” from MENU options
    - Select relevant Clearing House, Client Institution, Client Legal Entities and Position Management Style
    - Clearing Broker/Legal Entity(ies) clearing relationships are enabled in real time
  - For *ISOC model* clearing setup requests please reach out to ICELinkhelp@theice.com for further assistance, please do NOT enable the DESK IDs via the ICE Link GUI
CONTACTS

WHO SHOULD I CONTACT WITH ANY QUESTIONS?

- **OTC ACCOUNT MANAGEMENT**
  - Global Group Email: iceLinkhelp@theice.com
  - OTC Account Management US Main Number: +1 770-738-2101 (Option 3+1)
  - OTC Account Management Europe Main Number: +44 (0) 20 7488 5100 (Option 3+1)
  - Global Escalation: Clara Costa, Global Head of OTC Account Management clara.costa@theice.com or 212-323-6032

- **OTC FINANCIAL SALES**
  - Global Group Email: icesales.otcfinancial@theice.com