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## Advisory Notice

Clearing House

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**TO:** Clearing Member Firms  
**FROM:** Clearing House Department  
**DATE:** October 22, 2004  
**ADVISORY #:** 04-192  
**SUBJECT:** **Client Management Operations Transfer To Clearing House Department**

The Clearing House is pleased to announce that on Monday, November 1, 2004, Client Management Operations staff will transfer to the Clearing House Department into a new group called CME Clearing Services ("CCS"). The purpose of this move is to consolidate all clearing system support and related responsibilities into one group in one location. Firms will now have a single point of contact with respect to all issues related to clearing system applications and bookkeeping system interfaces.

On Monday, November 1, the former Client Management staff of Mahmoud Ajamia, Farris Oweimrin, and Neal Desai will move and be physically located in the Clearing House. They will continue their former Client Management tasks under the CCS moniker and will report directly to Steve Staszak, Director of Operations, Clearing House Department. CCS and current Clearing House Trade Processing staff will work together as a single unit providing expert service and assistance in all clearing and bookkeeping system related matters.

Please note that **effective Monday, November 1, 2004, the primary telephone number to reach CME Clearing Services will change to 312-207-2525.** This is the same number that has been utilized by the Clearing House for many years as a customer service 'hot line'. It will be supported by Clearing House staff Monday through Friday, 24 hours per day. Additionally, the existing [cmo@cme.com](mailto:cmo@cme.com) and [chadmin@cme.com](mailto:chadmin@cme.com) group email addresses will continue to be supported by the Clearing House.

The Clearing House is continually looking for ways to improve its array of service offerings to its clearing membership. It is our expectation that client clearing firms will find this arrangement to be beneficial particularly when troubleshooting clearing and bookkeeping processing related issues. If you have any questions, please call Steve Staszak, Clearing House Department, at 312-930-3189.