

**Frequently Asked Questions:**

**1. What is Taskize?**

Taskize provides you a new channel to contact LCH for issue resolution. Taskize standardises exception processing across financial operations and enables your staff to be more productive.

**2. Why use Taskize instead of email?**

Taskize provides a place to resolve queries and exceptions. Using Taskize stops the proliferation of emails and makes it clear who is working on a problem. Taskize works between banks, so the person raising the problem can see how it is progressing towards resolution. Finally, by using Taskize an organisation retains full control on who has access to its operational information, preventing accidental leaks.

**3. Why use Taskize instead of phone?**

Stop waiting on hold! Using Taskize your issues get routed to an individual resource which is available and has the skills and experience to resolve your issues.

**4. How do I access Taskize?**

Taskize is a web-based platform. There is no software to install on.

**5. How much does Taskize cost?**

The use of Taskize to deal with business related to LCH is free of charge. Your organisation gets access to Taskize and can communicate with LCH, as well as, with other LCH clients at no cost (for LCH-related problems).

Furthermore, since Taskize is a cloud platform, using Taskize does not involve any IT related costs such as hardware or installation.

**6. Is Taskize secure?**

Taskize uses best practice security, encryption and data segregation to protect the information and privacy of its financial clients.

**7. Does using Taskize meet compliance and regulatory reporting obligations?**

Taskize makes it easy to meet those obligations by providing full trail and audit information of the resolution flows. We also keep you in control of who can do what and which banks you can connect with over Taskize.

**8. Why should I enrol now?**

LCH wants to increase client satisfaction. Using Taskize will decrease the time it takes to resolve its clients' exceptions compared to using the phone or email.

**9. How mature is Taskize?**

Taskize went live at the end of 2016. Since then hundreds of financial institutions have gone live and are using Taskize to resolve exceptions.

**10. Who has access to my organisations data?**

Every problem is isolated a space we call a "Bubble". Only your organisation, the organisations you invite to solve an issue and LCH have access to the information related to an exception resolution flow.

**11. How can I start using Taskize?**

As an LCH client all you need to do is to complete and return the enrolment form to Taskize. After that Taskize Success team will be in touch to guide you through the simple activation process including training of your operations staff, if desired.

**12. How do I get help on the platform?**

Once signed-up, organisations have access to the help materials, user guides and 24/7 support lines.

**13. How can I learn more about Taskize?**

As part of your enrolment invitation LCH will provide you with the Taskize Enrolment Pack which outlines the benefits of Taskize. Taskize will also provide training for all of your users on how to best utilise the platform.

For further details, contact [lchclient.implementation@lch.com](mailto:lchclient.implementation@lch.com).

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**About Taskize**

Taskize is the inter-bank problem solving network for financial services operations. It helps operations teams to resolve post-trade issues by quickly routing work to the right people in the right role in the right bank, raising efficiency and improving client and employee satisfaction. Taskize also enables management to enhance middle-office and back-office control and risk management. Taskize's post-trade problem solving network is growing rapidly and, in less than two years, has signed over 200 financial organisations across 40 countries. Founded in 2012 by the creator of open standard messaging infrastructure for capital markets, Taskize is privately-owned and backed by Euroclear, a leading provider of post-trade services to the capital markets.