

DE E-mail Communications

To improve your communication experience and response times to and from the Wilmington FF

CLS-WMAdmin@ wolterskluwer.com Phone # TBD	Delaware StatusChecks@ wolterskluwer.com Phone # TBD	CLS- DelawareInfo@ wolterskluwer.com 302-777-0247	CLS-Wilmington FulfillmentTeam2@ wolterskluwer.com 866-261-9756 (phone @ 8:30am)	CLS-DEDirect@ wolterskluwer.com	Wilmington MGMTTeam@ wolterskluwer.com 302-510-0703 Mark 646-330-7662 Elise
9:00am – 8:00pm M-F	8:30am – 8:00pm M-F	8:30am – 8:00pm M-F	7:30am–mid M-Th. 10:30pm on Friday	8:30 am—8:30 pm M-F	7:30am – midnight M-R 10:30pm on Friday
Disbursement questions only	Name availability	Complicated tax questions	Inquiries about pending orders	Filing Information	Sales Credits
	Status checks	Questions on AR Filings/Stock Information	New Order – No order number	Representation Questions	Problems/Issues with filings/document orders (after svc mgr notified)
	Merger questions regarding entities and survivors	Issues with AR fiings not filed through CT Corporation.com or CTAdvantage.com	Emails directly from customer regarding a filing/ future filing	Questions concern- ing the Delaware Direct Reports	Anything that requires mgr follow up/ approval
	Reprint tax notices	War Room emails / Information			Training questions, suggestions
	Document Cost: on file vs. restated				Ultra-sensitive or special handling required (plus phone call)
	Documents on file for entities				
	General Partner Info				

WHAT DOES THIS MEAN FOR YOU?

- ⇒ Better response times; quicker TAT
 - <15 minute response
 - >99% of the time
- ⇒ Enhanced experience: Accurate handling by trained resource.

As we continue to make improvements to our workflows, we look forward to working with you and your teams to improve the level of service that we provide to all our clients. If you have an inquiry not listed above please reach out to WilmingtonMGMTTeam@wolterskluwer.com and we will gladly add criteria to the above chart or direct you accordingly.

Thanks for your cooperation :) we look forward to better servicing you!

PEACE, YOUR WILMINGTON FULFILLMENT TEAM

