



FedMail[®]

Customer Planning for Fedwire[®] Funds and Securities Services Contingency Options Guide

Overview

FedMail® is used to deliver Fedwire® Funds or Fedwire Securities acknowledgements and copies of advices to offline customers, and it is also a report delivery option for Fedwire Securities customers. Additional information about FedMail can be found at: http://www.FRBservices.org/serviceofferings/access/fedmail_intro.html.

The Federal Reserve Banks expect financial institutions to have contingency plans in place to help minimize the effects of service disruptions to their Fedwire® business. All financial institutions conducting critical payment transactions should have contingency plans in place and test them regularly to ensure resilience in the event of a service disruption.

About this Guide

This guide provides an overview of some of the issues that might result in a service disruption and contingency options to consider in helping to minimize the impact of a service disruption on your Fedwire business. A service disruption may be triggered by problems in equipment or technology used or provided by several different entities including but not limited to the Federal Reserve Banks, your institution, your Internet Service Provider (ISP), or your third-party service provider. This guide addresses some of the most common contingency scenarios; however, it is not intended to provide a complete list of contingency scenarios. You should work with your internal technology and risk management teams to develop a detailed contingency plan that best meets your institution's needs.

This guide should be used as a supplement to your institution's business continuity and disaster recovery plans. For more information about how to plan for business continuity, please review the National Business Continuity Guide found on FRBservices.org at: <http://FRBservices.org/businesscontinuity/index.html>.

This guide will help demonstrate how to:

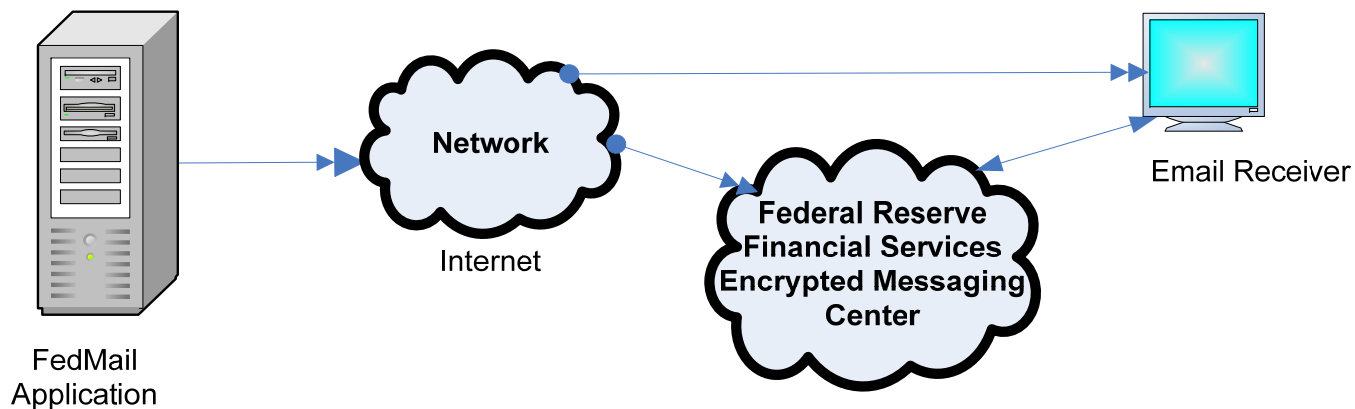
- Prepare for certain types of service disruptions
- Obtain information related to your Fedwire Funds or Fedwire Securities services during a service disruption



Troubleshooting


This guide was created under the assumption that your organization has finished troubleshooting and has identified the cause of the service disruption.

Questions regarding your Fedwire Funds or Fedwire Securities Service activity should be directed to the appropriate Wholesale Operations Site (WOS). Customers of the Boston, New York, Philadelphia, Cleveland, St. Louis, and Dallas districts should call (800) 327-0147 or (617) 973-3722. Customers of the Richmond, Atlanta, Chicago, Minneapolis, Kansas City, and San Francisco districts should call (800) 333-2448 or (816) 881-2448.

FedMail



	I have come to the conclusion that...	Steps to help you prepare for this scenario...	Other options available in case of an emergency...
	<p>My computer is broken</p>	<ul style="list-style-type: none"> • Set up a backup computer • Access your e-mail account and/or Federal Reserve Financial Services Encrypted Messaging Center account (encryptedmail-frbsecurities.org) from another PC if permitted by your organization 	<ul style="list-style-type: none"> • Call the designated WOS to discuss temporary delivery arrangements for your Fedwire acknowledgements/copies of advices or reports. <p>WOS for customers in the Boston, New York, Philadelphia, Cleveland, St. Louis or Dallas districts: (800) 327-0147.</p> <p>WOS for customers in the Richmond, Atlanta, Chicago, Minneapolis, Kansas City or San Francisco districts: (800) 333-2448.</p>
	<p>My Internet service is down</p>	<ul style="list-style-type: none"> • Have ISP vendor contact information accessible • Set up an alternate ISP 	<ul style="list-style-type: none"> • Call your ISP vendor to verify that they are aware of the problem. • Wait 15 minutes and recheck. • Call the designated WOS to discuss the temporary delivery arrangements for acknowledgements /copies of advices or reports. <p>WOS for customers of the Boston, New York,</p>

			<p>Philadelphia, Cleveland, St. Louis, and Dallas districts: (800) 327-0147 or (617) 973-3722.</p> <p>WOS for customers of the Richmond, Atlanta, Chicago, Minneapolis, Kansas City, and San Francisco districts: (800) 333-2448 or (816) 881-2448.</p>
	<ul style="list-style-type: none"> • I am not receiving email (possible causes include unavailability of FedMail or the Federal Reserve Financial Services Encrypted Messaging Center) 	<ul style="list-style-type: none"> • If you use the Offline service, access your Federal Reserve Financial Services Encrypted Messaging Center account by direct URL access at encryptedmail-FRBservices.org in order to retrieve your Fedwire acknowledgements/copies of advices 	<ul style="list-style-type: none"> • Wait 15 minutes and recheck. • Call the designated CCC for more information. <p>Call the designated WOS to discuss the temporary delivery arrangements for Fedwire reports (i.e. Securities Holding Statement) other than acknowledgements/copies of advices.</p> <p>WOS for customers of the Boston, New York, Philadelphia, Cleveland, St. Louis, and Dallas districts: (800) 327-0147 or (617) 973-3722.</p> <p>WOS for customers of the Richmond, Atlanta, Chicago, Minneapolis, Kansas City, and San Francisco districts: (800) 333-2448 or (816) 881-2448.</p>

In case of a service disruption, please continue to report any problems to the designated Customer Contact Center (CCC). The CCC is equipped to support institutions in case of a service disruption; the extent to which support can be provided depends greatly on your institution’s level of preparation for such events. The CCC is committed to providing the highest level of support during service disruptions and will take all reasonable measures to help customers reestablish services; however, immediate resolution may not be possible. Customers of the Atlanta, Boston, Chicago, Kansas City, New York or Philadelphia districts should contact 800-333-2690, option 1. Customers of the Cleveland, Dallas, Minneapolis, Richmond, San Francisco or St. Louis districts should contact 888-333-7010, option 1.

Glossary

Term	Definition and considerations
Customer Contact Center	A team of trained specialists providing customer technical support for electronic access channel information; if necessary, specialists will route financial services specific questions to the appropriate support resources.
Wholesale Operations Site (WOS)	Teams of trained specialists providing direct customer support on all matters related to the Fedwire Funds and Fedwire Securities services.

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