



February 12, 2008

### **Change in Accounting Customer Support Service Contact Numbers**

Effective March 3, 2008, the Federal Reserve Bank of Dallas will transition its accounting customer support services to the Federal Reserve Bank of Minneapolis. Additionally, effective March 3, 2008, the Federal Reserve Bank of Chicago will transition its accounting customer support services to the Federal Reserve Bank of Boston.

Starting March 3, 2008, all customers in the Boston, Chicago, Dallas, and Minneapolis Districts should direct customer calls to 1-800-309-6156. Phone calls will automatically be directed to the applicable District (Boston or Minneapolis) based on the customer's phone number.

Accounting customer support services include questions/issues related to the Daily Statement of Account, the Account Management Information application via the FedLine Web® and FedLine Advantage® access solutions, correspondent/respondent changes (including transaction settlement questions related to OC 1 – Appendix 5), Accounting Information Services (e.g. Cash Management Services, Notifications, etc), and account confirmations. All customers in the Dallas District should also direct Board Resolution and Official Authorization Lists to the Minneapolis Accounting Department (1-800-309-6156).

For more information regarding your respective Account Service Contacts please contact your account executive.

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