



February 1, 2012

Discontinuation of FedACH[®] Services via the FedPhone[®] access solution

Effective September 30, 2012, the FedPhone access solution will be discontinued.

With the FedPhone access discontinuation, submittal of FedACH Services return items and notifications of change (NOC) transactions will need to be accomplished via the FedLine Web[®] access solution.

If your organization relies on FedPhone for either or both of these purposes, please sign up for the derive return and NOC services via FedLine Web.

If you are unfamiliar with FedLine Web capabilities, please review the [service benefits](#) and [2012 FedLine Access Solutions Service Comparison Matrix](#) for more information.

To help you prepare for this change, we have created a resource center detailing the steps you will need to take in order to begin submitting your FedACH Services return items and NOCs via FedLine Web. Please visit the [resource center](#) to identify the processing scenario that applies to your organization.

As of the service discontinuation date, the FedACH Participant Directory will no longer be available via FedPhone. This information will continue to be available through the [E-Payments Routing Directory](#) of FedACH participant RDFIs on FRBservices.org and the "Search for Customer" query in the "Customer Profiles" section of FedACH Services via FedLine Web.

The Federal Reserve Banks will be available to support you with this change. Customers affected by this change will be contacted to provide them with detailed guidance on migrating their services. If you would like additional information, please contact the [Customer Contact Center](#), your [FedACH COS site](#) or your account executive. You can locate contact information specific to your organization by entering its ABA number into the [My FedDirectory[®]](#) Service.