

Minneapolis Treasury Retail Securities
Quick Reference Guide for Savings Bond Issuing and Paying Agents

If you have questions about...	If you need to contact us by mail or email...	Our hours of operation and contact numbers are...
Customer Service <ul style="list-style-type: none"> ● General Inquiries ● Non-receipts ● Undeliverables 	FRB Minneapolis P.O. Box 9109 Minneapolis, MN 55480-9109 <u>Email:</u> mpls.savingsbonds@mpls.frb.org	7:00 a.m. – 5:00 p.m. CT <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 2) <u>Fax:</u> 612-204-5740
Over-the-Counter <ul style="list-style-type: none"> ● Paper Purchase Orders ● Foreign and Fiduciary Purchase Orders 	FRB Minneapolis P.O. Box 89 Minneapolis, MN 55480-0089	7:00 a.m. – 5:00 p.m. CT <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 3) <u>Fax:</u> 612-204-5754
Savings Bonds Direct® Tech Support* <ul style="list-style-type: none"> ● User and LSA Setup ● LSA Password Resets ● Account Maintenance ● File Transmission Support 	FRB Minneapolis P.O. Box 89 Minneapolis, MN 55480-0089	7:00 a.m. – 5:00 p.m. CT <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 3) <u>Fax:</u> 612-204-5754
Redemption and Reissue H/HH Bond Servicing	FRB Minneapolis P.O. Box 214 Minneapolis, MN 55480-0214	7:00 a.m. – 5:00 p.m. CT <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 2) <u>Fax:</u> 612-204-6795
Ordering Forms/Supplies	FRB Minneapolis P.O. Box 89 Minneapolis, MN 55480-0089	24-Hour Recorded Line <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 1) <u>Fax:</u> 612-204-5740
EZ Clear	FRB Pittsburgh P.O. Box 399 Pittsburgh, PA 15230-0399	6:00 a.m. – 3:30 p.m. CT <ul style="list-style-type: none"> ● For deposit inquiries, contact your check processing site. ● For all other inquiries, contact EZ Clear, FRB Pittsburgh. <u>Toll Free:</u> 1-800-245-2804 (Menu Option 4, then Opt. 4) <u>Fax:</u> 412-261-8562
Training Seminar Information	<u>Website:</u> www.frbsecurities.org	7:00 a.m. – 5:00 p.m. CT <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 2) <u>Fax:</u> 612-204-5740
Overnight Mailings	FRB Minneapolis Savings Bonds Division 90 Hennepin Ave Minneapolis, MN 55401	N/A

Transaction Deadline for Processing
The transaction deadline for submitting Savings Bonds Direct files is 1:00 p.m., CT.

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