

Pittsburgh 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 Pittsburgh P.O. Box 299 Pittsburgh, PA 15230-0299 Email: savingsbonds@clev.frb.org	8:00 a.m. – 6:00 p.m. ET Toll Free: 1-800-245-2804 (Menu Option 4, then Option 2) Fax: 412-261-7948
Over-the-Counter <ul style="list-style-type: none"> ● Paper Purchase Orders ● Foreign and Fiduciary Purchase Orders ● Savings Bonds Direct® Orders or Batch Deletions 	FRB Pittsburgh P.O. Box 100 Pittsburgh, PA 15230-0100	7:00 a.m. - 4:00 p.m. ET Toll Free: 1-800-245-2804 (Menu Option 4, then Option 3) Fax: 412-261-7839
Savings Bonds Direct Tech Support* <ul style="list-style-type: none"> ● User and LSA Setup ● LSA Password Resets ● Account Maintenance ● File Transmission Support 	FRB Pittsburgh P.O. Box 100 Pittsburgh, PA 15230-0100	7:00 a.m. - 4:00 p.m. ET Toll Free: 1-800-245-2804 (Menu Option 4, then Option 3) Fax: 412-261-7839
Redemption and Reissue H/HH Bond Servicing	FRB Pittsburgh P.O. Box 299 Pittsburgh, PA 15230-0299	7:00 a.m. – 5:00 p.m. ET Toll Free: 1-800-245-2804 (Menu Option 4, then Option 2) Fax: 412-261-8563
Ordering Forms/Supplies	FRB Pittsburgh P.O. Box 299 Pittsburgh, PA 15230-0299	24 Hour Recorded Line Toll Free: 1-800-245-2804 (Menu Option 4, then Option 1) Fax: 412-261-7948
EZ Clear	No Change. Continue to use the current procedures for EZ Clear cash letters.	7:00 a.m. – 4:30 p.m. ET <ul style="list-style-type: none"> ● For deposit inquiries contact your check processing site. ● For all other inquiries contact EZ Clear, FRB Pittsburgh. Toll Free: 1-800-245-2804 (Menu Option 4, then Opt. 4) Fax: 412-261-8562
Training Seminar Information	Website: www.frbervices.org Email: pgh.seminars@clev.frb.org	Phone: 412-261-7451 Fax: 412-261-7896
Overnight Mailings	FRB Pittsburgh Savings Bonds Division 717 Grant Street Pittsburgh, PA 15219	N/A

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

¹Savings Bonds Direct® is a registered trademark of the U.S. Department of the Treasury.