

Account Management Information (AMI) Customer Profile

Discover what's *in* AMI for ...



... Michelle Swirtz

Due From Federal Reserve Position Manager
Wells Fargo Bank, NA
Wells Fargo and Company*
Location: San Francisco, California (Headquarters)
Number of Locations: 6,000+
Asset Size: \$486 billion

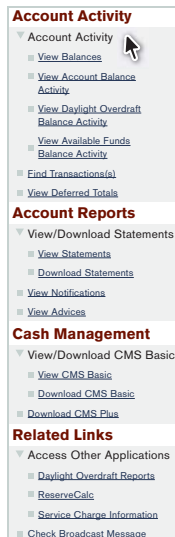
*"Having desktop access to enterprise-wide account information is invaluable to us. **AMI has enabled us to manage a growing business, handling four times the work with one-third less staff. I could not manage without it."***

As a leading U.S. financial institution, Wells Fargo encompasses many businesses and serves numerous respondent banks. The company employs 159,000 people, 10 of whom work in the department that manages the bank's Federal Reserve account. This department accesses AMI via the FedLine Advantage® Customer Access Service.

As the primary contact for Wells Fargo's Federal Reserve account, Michelle utilizes virtually all of AMI's powerful features. She values the desktop access to real-time information and powerful search capabilities most of all.

Desktop Access to Real-Time Information Leads to Enhanced Productivity and Better Decision-Making. "Before AMI, we'd print out literally hundreds of pages of reports, then comb through them manually to reconcile our Federal Reserve account on an intra-day basis." With on-line access to AMI, Michelle's group enhanced their productivity enough to handle four times the workload with one-third less staff.

Now, because AMI allows Michelle and her team to access real-time master and sub-account balance information online, this manual process has been eliminated. This centralized access is particularly helpful for managing Wells Fargo's many respondent banks. Michelle can view balance and transaction information by individual routing transit number and roll it up to Wells Fargo's master account.



Having access to balance information in this manner also helps Michelle obtain more current information about Wells Fargo's cash position, fostering more timely investment and borrowing decisions.

Powerful Search Capabilities Expedite Research. "The ability to drill down from a master account view to individual transactions at the sub-account level is an invaluable time-saver," notes Michelle. Research that once required making multiple phone calls and interfacing with several departments is now done with a few mouse clicks at Michelle's desktop.

Enterprise-wide Accessibility. In addition to Michelle's team, AMI assists a number of other departments within Wells Fargo.

Correspondent Banking uses AMI to help manage its respondent accounts and provide them with intra-day reporting.

Cash Management uses AMI to supplement its in-house system with timely and accurate Federal Reserve account balance data.

Adjustments uses AMI to balance and submit cash letter differences and assist with cash letter adjustments and reconciliation functions.

Treasury Management uses AMI to monitor its cash position and make better-informed cash management decisions.

To learn more about AMI and to view other customer profiles, visit www.frbervices.org and click on **Account Services**.