FAST FACTS FROM THE FEDERAL RESERVE

Call your Federal Reserve Cash Office located on the Contacts Page for questions about:

- Cancelling or changing an order.
- Tracking an order that was not received.
- Confirming order status if you receive an error message during the online submittal process.
- Finding help with a missed order deadline.
- Placing an order when internet service or FedLine Solutions are unavailable.
- Identifying the correct carrier option when completing the FedCash Services Request Form.
- Obtaining endpoint information for your FedCash Services Request Form.
- Learning about holiday currency ordering.
- Inquiring about currency or coin transactions or entries posted to your account.

Call the Customer Contact Center (CCC) at (888) 333-7010 for questions about:

- Requesting access to FedLine Solutions.
- Reporting a performance or access issue with FedLine Solutions.
- Navigating our FRBservices.org™ website or FedLine Solutions to access reports, order screens, and other information.
- Locating FedCash Services forms on FRBservices.org.
- Assistance managing your FedLine subscribers through the EUAC center.

TIP Find contact information for your local Federal Reserve Cash Office.

TIP Find FedCash forms

How to Handle Contaminated or Mutilated Currency and Coin

**Contaminated Currency**
With proper packaging, contaminated currency can be returned to your Federal Reserve Cash office. Follow the instructions.

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**Contaminated Coin**
The Federal Reserve does not accept contaminated coin. Follow the Center for Disease Control’s guidelines for decontaminating surfaces.

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**Mutilated Currency**
The Federal Reserve does not accept mutilated currency. View instructions on redeeming mutilated currency with the Bureau of Engraving and Printing.

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**Bent and/or Partial Coin**
The Federal Reserve does not accept bent/partial coin. View instructions on redeeming bent/partial coin with the U.S. Mint.

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