

May 31, 2017

Federal Reserve Bank of Cleveland to transition its Accounting Customer Support Services

Effective July 3, 2017, the Federal Reserve Bank of Cleveland will transition its accounting customer support services to the Federal Reserve Banks' National Accounting Customer Support area. As of this date, please direct customer accounting-related inquiries to (800) 309-6156. The National Accounting Customer Support area is available weekdays from 7:00 a.m. to 7:30 p.m. ET.

This change applies to accounting customer support services calls related to the maintenance of Federal Reserve Bank accounts as well as support for and submission of Board Resolutions (BRs) and Official Authorization Lists (OALs). Accounting customer support services include the delivery of the Daily Statement of Account (questions related to entries on the Statement of Account should be directed to the phone number provided on the statement), the Account Management Information (AMI) application via the FedLine Web[®] and FedLine Advantage[®] access solutions, correspondent/respondent changes (questions related to Operating Circular 1 (OC 1) and Account Structure Guide forms), Accounting Information Services (AIS) and account confirmations.

We are making these changes to enhance operational efficiencies and want to assure you we will continue our efforts to provide excellent customer service after the transition is completed. If you have any questions or concerns regarding the above changes, please contact Cleveland Accounting, Roberta Murphy (216) 579-2361 or Deidre Stanley (216) 579-2936.