



December 16, 2015

Change to the Payment Order per Call Limit

To: Fedwire® Funds Service Offline Service Customers

Payment Orders per Call Limit

As a follow up to the communications provided on October 9, 2015, the Federal Reserve Banks will further limit the number of payment orders they will receive per call.

Effective January 1, 2016, customers using the offline service will be limited to three payment orders per call. This is a change from the limit of five payment orders per call that we communicated on October 9, 2015. It is expected that this change will reduce average call duration and allow payment orders to be processed more quickly.

As communicated previously, the Reserve Banks will not take calls to communicate additional offline payment orders until the operators have performed their internal compliance procedures, completed the call-back portion of the security procedure, and then processed the payment orders already received from that customer. Customers are reminded that timely completion of the call-back process is dependent upon customer availability.

The Federal Reserve Banks urge customers to prioritize the submission of offline payment orders accordingly based on the change in practice described in this communication.

Additional Information

For questions about the Offline service, please contact your designated [Wholesale Operations Site](#).

District	Contact Information
Boston, New York, Philadelphia, Cleveland, St. Louis, Dallas	Federal Reserve Bank of Boston Address: 600 Atlantic Ave. Boston, MA 02210 Phone: (800) 327-0147, Option 1 Fax: (877) 973-8971
Richmond, Atlanta, Chicago, Minneapolis, Kansas City, San Francisco	Federal Reserve Bank of Kansas City Address: P.O. Box 419033 Kansas City, MO 64141-6033 Phone: (800) 333-2448 Option 1 Fax: (800) 695-2663

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