

# THE **FEDERAL RESERVE**

*FedLine® Solutions*

## FedLine Direct® Outage Contact Form

### \*Required Fields

### Section 1: Service Description and Form Instructions

This form gives the outage contact authority to provide instructions or other information related to FedLine Direct configurations, including outages, emergency swings/repoints, and other technical issues related to these services. These contacts may also receive FedLine Direct outage communications from the Federal Reserve Banks.

- Use Section 3: Service Specific Information to “Add”, “Delete” or “Update” outage contacts for services.
- Shared email addresses are not allowed.
- Sign up at least two outage contacts for each service.
- Complete an additional form to sign up more than two outage contacts for a service.
- [Service descriptions](http://FRBservices.org) are available on FRBservices.org®.

For assistance in completing this form, please contact the Support Center at 833-FRS-SVCS (833-377-7827).

Email the completed form to [ccc.bankservices@kc.frb.org](mailto:ccc.bankservices@kc.frb.org).

### Section 2: Customer Information

|                                  |  |
|----------------------------------|--|
| Organization Name*               |  |
| Identification Number (ABA/RTN)* |  |

### Section 3: Service Specific Information

- Check the “Add” box for the services an outage contact has the authority to manage.
- Check the “Delete” box for the services an outage contact no longer has the authority to manage.
- Check the “Update” box to update an outage contact’s phone number and email address.

#### Accounting Services

| Add                      | Delete                   | Update                   | Name | Phone Numbers | Email Address<br><i>Must be individual email address</i> |
|--------------------------|--------------------------|--------------------------|------|---------------|----------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      | Daytime       |                                                          |
|                          |                          |                          |      | After Hours   |                                                          |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      | Daytime       |                                                          |
|                          |                          |                          |      | After Hours   |                                                          |

**Section 3 (continued)****Billing Services**

| Add                      | Delete                   | Update                   | Name | Phone Numbers | Email Address<br><i>Must be individual email address</i> |
|--------------------------|--------------------------|--------------------------|------|---------------|----------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      | Daytime       |                                                          |
|                          |                          |                          |      | After Hours   |                                                          |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      | Daytime       |                                                          |
|                          |                          |                          |      | After Hours   |                                                          |

**Check 21 Large File Delivery**

| Add                      | Delete                   | Update                   | Name | Phone Numbers | Email Address<br><i>Must be individual email address</i> |
|--------------------------|--------------------------|--------------------------|------|---------------|----------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      | Daytime       |                                                          |
|                          |                          |                          |      | After Hours   |                                                          |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      | Daytime       |                                                          |
|                          |                          |                          |      | After Hours   |                                                          |

**FedACH® Services**

| Add                      | Delete                   | Update                   | Name | Phone Numbers | Email Address<br><i>Must be individual email address</i> |
|--------------------------|--------------------------|--------------------------|------|---------------|----------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      | Daytime       |                                                          |
|                          |                          |                          |      | After Hours   |                                                          |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      | Daytime       |                                                          |
|                          |                          |                          |      | After Hours   |                                                          |

**Fedwire® Funds (Statements) and Fedwire Funds Services**

| Add                      | Delete                   | Update                   | Name | Phone Numbers | Email Address<br><i>Must be individual email address</i> |
|--------------------------|--------------------------|--------------------------|------|---------------|----------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      | Daytime       |                                                          |
|                          |                          |                          |      | After Hours   |                                                          |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      | Daytime       |                                                          |
|                          |                          |                          |      | After Hours   |                                                          |

**Section 3 (continued)****Fedwire Securities (Issuer Files & Statements) and Fedwire Securities Services**

| Add                      | Delete                   | Update                   | Name | Phone Numbers | Email Address<br><i>Must be individual email address</i> |
|--------------------------|--------------------------|--------------------------|------|---------------|----------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      | Daytime       |                                                          |
|                          |                          |                          |      | After Hours   |                                                          |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      | Daytime       |                                                          |
|                          |                          |                          |      | After Hours   |                                                          |

**All Other Files**

Service descriptions, including a list of [All Other Files](#), are available on FRBservices.org.

| Add                      | Delete                   | Update                   | Name | Phone Numbers | Email Address<br><i>Must be individual email address</i> |
|--------------------------|--------------------------|--------------------------|------|---------------|----------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      | Daytime       |                                                          |
|                          |                          |                          |      | After Hours   |                                                          |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      | Daytime       |                                                          |
|                          |                          |                          |      | After Hours   |                                                          |

**National Settlement Service**

| Add                      | Delete                   | Update                   | Name | Phone Numbers | Email Address<br><i>Must be individual email address</i> |
|--------------------------|--------------------------|--------------------------|------|---------------|----------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      | Daytime       |                                                          |
|                          |                          |                          |      | After Hours   |                                                          |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      | Daytime       |                                                          |
|                          |                          |                          |      | After Hours   |                                                          |

**Section 4: Authorized Approval**

We, the organization named in Section 2 above, designate the individuals added in Section 3 above as authorized to deliver instructions and other information related to the organization's Electronic Connections and any Access Control Features associated therewith (as such terms are defined in [Operating Circular 5, Electronic Access](#)), including configuration alterations and other instructions due to outages, contingency swings/repoints, workarounds, and other Electronic Connection issues. The Reserve Banks may rely on and act upon instructions or other information that they receive (or reasonably believe that they received) from an individual identified in Section 3.

*Must be an existing FedLine Direct End User Authorization Contact (EUAC).*

|                   |                      |                   |                     |
|-------------------|----------------------|-------------------|---------------------|
| <b>EUAC Name*</b> | <small>First</small> | <small>MI</small> | <small>Last</small> |
| <b>Date*</b>      |                      |                   |                     |

|                                 |  |
|---------------------------------|--|
| <b>Federal Reserve Use Only</b> |  |
| Due Diligence Verification      |  |

"FedLine Direct," "FedACH," "Fedwire" and "FRBservices.org" are service marks of the Federal Reserve Banks. A list of marks related to financial services products that are offered to financial institutions by the Federal Reserve Banks is available at [www.frbservices.org/terms/](http://www.frbservices.org/terms/).

Last updated: 3/2026  
Version 2.1