



# Federal Reserve Bank of Dallas

## Emergency Preparedness and Contact Information

*This packet is designed to help you stay in touch with the Federal Reserve Bank of Dallas in the event of a local, national or global emergency. It includes information on a variety of Dallas Federal Reserve Bank functions and services.*

- 1 **FedCash<sup>®</sup>**
- 2 **Check Services**
- 3 **FedACH<sup>®</sup>**
- 4 **Fedwire<sup>®</sup> Services**
- 5 **Federal Reserve Banks' Customer Access Services**
- 6 **Discount and Credit Department (Discount Window)**
- 7 **Regulatory and Financial Reporting**
- 8 **Banking Supervision Department**





## Emergency Preparedness and Contact Information

It is important to always be prepared for emergencies. At the Federal Reserve Bank of Dallas, we make every effort to communicate with financial institutions and maintain vital financial services in any situation. To help you also prepare, we have enclosed some information about emergency arrangements for Fed services such as cash, check and automated clearinghouse processing and Fed functions like discount window lending, regulatory reporting and banking supervision.

### Dallas Federal Reserve Website

The Bank's website ([www.dallasfed.org](http://www.dallasfed.org)) will serve as the primary location for all Dallas Fed emergency-related information. This site will be used as potential emergencies are identified and as emergencies are under way, such as flooding, hurricanes, pandemic, regional power outages, terrorist activity, etc., and for follow-up action when the emergency subsides. The site will be updated as new information becomes available. If the Dallas Fed's website is unavailable, institutions can use the Federal Reserve's national financial services website ([www.frbservices.org](http://www.frbservices.org)) for information on Checks Services, FedACH<sup>®</sup>, FedCash<sup>®</sup> and Fedwire<sup>®</sup>.

### Web Information Sources:

#### Dallas Federal Reserve website

[www.dallasfed.org](http://www.dallasfed.org)

#### National Financial Services website

[www.frbservices.org](http://www.frbservices.org)

## General Information

- If your institution elects to close before a mandatory evacuation order has been issued, you must provide instructions for handling the presentment of your checks. Contact the National Check Customer Support Center at 877-FRB-CHKS.
- Please note that accounting and settlement dollars for those transactions will continue to flow to your account even if the work is held or redirected. Therefore, it is important to monitor and maintain sufficient balances in your account.
- If you resume operations at a contingency site, please provide instructions for handling your checks and receiving your Check 21 files, as well as business resumption information, by contacting the Customer Support Center and/or your local account executive.
- For paper check presentments, we work with contracted check couriers to evaluate accessibility of roads, determine alternate deposit times and locations, and monitor undeliverable work.
- Account monitoring may be performed via FedPhone® or FedLine Web®. Please ensure that your FedPhone users and codeword lists for Funds and Securities Transfers are updated and on hand for contingencies. Additionally, formalize FedLine Web certificates and FedLine Advantage® token procedures for activation at contingency sites.
- To discuss special orders or operating needs for currency and coin, please call Cash Customer Support at your servicing Federal Reserve Office.

## Emergency Preparations

- Review the business continuity guide. Become familiar with the Federal Reserve's National Business Continuity Guide at [www.frbservices.org](http://www.frbservices.org) (see listing on left side of homepage under Business Continuity). There you will learn about our National Business Resilience and Business Continuity Plans for each of our services. Print and distribute to your staff critical telephone numbers and contingency instructions.
- Verify, update and test your procedures. Verify accuracy of agreements and test your contingency backup plans, particularly for service areas most critical for FedCash®, FedACH®, Fedwire®, and Check Services. Be sure that your procedures have been updated from those for the FedLine® DOS environment to those for FedLine Advantage®.
- Keep contact lists handy. Senior management should keep telephone numbers for the Federal Reserve Customer Support Center, your Federal Reserve account executive, and regulatory agencies at hand, as access to these resources is particularly critical during times of emergency. Use the helpful tool My FedDirectory® to create a list of financial service contacts customized for your institution. You can do this at [www.frbservices.org/contacts/index.jsp](http://www.frbservices.org/contacts/index.jsp). You may want to keep a copy of these contact numbers in a location outside of your institution, such as your home or car, in case your building is inaccessible.
- Communication is critical. Assess and refine your capabilities for getting in touch with your staff before, during and after an emergency situation. Some institutions have added call-in lines and special webpages for staff to use in an emergency.

# 1 FedCash®

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If the normal provision of FedCash is disrupted, the Dallas Fed will notify its customers via one or more of the following methods:

- FedLine® broadcast message
- FedPhone® broadcast message
- Posting on the District website: [www.dallasfed.org](http://www.dallasfed.org)

## Accessing Federal Reserve Cash Services

If your normal currency and coin ordering channels (e.g., FedLine Web® and FedPhone) are unavailable, use the Customer Support numbers below to contact your servicing Federal Reserve office for further instructions. In addition, changes in servicing office days and/or hours of operations, alternative pickup and delivery points, and restrictions on currency and coin orders and deposits may be provided.

### Cash Contacts and Information Sources

#### Customer Support

Dallas 214-922-6815

El Paso 915-521-5279

Houston 713-483-3634

San Antonio 210-978-1316

#### Local Website

[www.dallasfed.org](http://www.dallasfed.org)

#### National Webpage

[www.frbervices.org/BizContinuity/NatCash.html](http://www.frbervices.org/BizContinuity/NatCash.html)

#### Information may also be posted through:

FedLine

FedPhone 866-821-0387

## ② Check Services

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If Check Services are affected by an emergency, the Dallas Fed will provide customers with detailed information on the Bank's website, [www.dallasfed.org](http://www.dallasfed.org). This site will generally include information about:

- Federal Reserve locations' status (open, closed, delays),
- Contacts (Customer Support or account executives),
- Operating status,
- Deadlines of deposit stations,
- Status and schedule of presentments,
- Status and schedule of reconciliation processes (posting of credits and debits),
- Statement of any changes to the normal operating procedures.

In addition to consulting the Bank's website, you can call the National Customer Support Center at the numbers listed below or contact your local account executive.

### Checks Contacts and Information Sources

#### Local Website

[www.dallasfed.org](http://www.dallasfed.org)

#### National Check Customer Support Center

877-FRB-CHKS (877-372-2457)

#### National Check 21 Customer Support

(for customer inquiries about status of electronic check files)

800-762-0713

## **3 FedACH®**

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If the FedACH service experiences a disruption, information will be provided on both the Dallas Fed's website ([www.dallasfed.org](http://www.dallasfed.org)) and on the FedACH National Business Continuity site listed below.

If you, as a FedACH customer, must operate in a contingency mode, contact the FedACH Central Operations Support (COS) site at the number listed below.

You can advise the FedACH COS site to redirect ACH files to an alternative receiving point, or you can send ACH files to the Fed from an alternative sending point as it appears in your FedACH participation agreement. Other arrangements for sending and receiving ACH files can also be made, depending on the circumstances that caused you to operate in a contingency mode.

The FedACH COS strongly suggests that you enroll in FedPhone®, the Federal Reserve's telephone voice response system. Use FedPhone with a touchtone telephone to process returns and most notifications of change when other alternatives, such as FedLine Advantage® and FedACH Information Services, are unavailable. For information on registering for FedPhone, contact your account executive or the FedACH COS.

### **FedACH Contacts and Information Sources**

#### **FedACH Central Operations Support (COS)**

866-234-5681

#### **FedPhone**

888-699-5561

#### **FedACH National Business Continuity**

[www.frbservices.org/BizContinuity/NatFedACH.html](http://www.frbservices.org/BizContinuity/NatFedACH.html)

## 4 Fedwire® Services

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These services include the Fedwire Funds Service, the Fedwire Securities Service and the National Settlement Service.

Report general disruptions to any of these services on the service status page on the General Disruptions webpage listed below.

If you experience a localized disruption to one of these services and require individual assistance, contact the help desk at the number listed below.

Depending on the nature of the disruption and the number of customers affected, the Federal Reserve Banks may only be able to process a small number of payments on the telephone using the offline service. Given the manual nature of this service and limited capacity, you should have adequate electronic backup for your primary connections as your preferred contingency alternative.

### **Fedwire Contacts**

#### **General Disruptions**

[www.frbsservices.org/app/status/serviceStatus.do](http://www.frbsservices.org/app/status/serviceStatus.do)

#### **Help Desk**

800-333-2448

#### **Additional Contacts**

[www.frbsservices.org/contactus/fedwire\\_contacts.html](http://www.frbsservices.org/contactus/fedwire_contacts.html)

## 5 Federal Reserve Banks' Customer Access Services

The Federal Reserve provides depository institutions with several electronic options to access Federal Reserve Financial Services. Currently, the access services include:

- FedLine Web®
- FedLine Advantage®
- FedLine Direct®
- FedLine Command®
- FedMail®
- FedPhone®

The Customer Contact Center listed below will provide up-to-date information and estimated recovery times for disruptions in electronic access connections and services. In the case of a generalized service disruption, updates will be provided through a FedLine homepage alert or announcement, a message on the phone system, or through the Service Status homepage on [www.frbservices.org](http://www.frbservices.org).

If your organization uses access solutions via the Internet or telephone, first confirm whether your Internet Service Provider (ISP) or telecommunications provider is the cause of the service disruption. If the problem is not related to these providers, call the Customer Contact Center for assistance.

### Customer Access Services Contacts

#### General Disruptions

Service Status Homepage  
[www.frbservices.org/app/status/serviceStatus.do](http://www.frbservices.org/app/status/serviceStatus.do)

#### FedLine Homepage

[www.frbservices.org/Electronic-Access/AccessFedLine.html](http://www.frbservices.org/Electronic-Access/AccessFedLine.html)

#### Customer Contact Center

800-333-2690  
[ccc.technical.support@kc.frb.org](mailto:ccc.technical.support@kc.frb.org)

#### Other Contacts

Customer Contact Center contact information  
[www.frbservices.org/contactus/ccc.html](http://www.frbservices.org/contactus/ccc.html)

#### Customized Contact Information for Your Institution

My FedDirectory® at [www.frbservices.org/contacts/index.jsp](http://www.frbservices.org/contacts/index.jsp)

## ⑥ Discount and Credit Department

(includes Discount Window and Payment System Risk)

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The Discount and Credit Department serves as the contingency lender in support of financial and economic stability and is available to assist financial institutions with account management issues during an emergency. Credit is provided through the discount window, which is available to assist depository institutions in meeting their liquidity needs.

If discount window or account management assistance is needed, use the following contact information.

### **Discount and Credit Department Contacts and Information Sources**

#### **Local Credit and Risk Support**

877-682-3256

#### **Types of Discount Window Credit, Documentation and Collateral Requirements**

[www.frbdiscountwindow.org](http://www.frbdiscountwindow.org)

(Site also has a link to information about Payments System Risk)

#### **Lending Agreement Instructions and Contacts**

[www.frbdiscountwindow.org](http://www.frbdiscountwindow.org)

## **7 Regulatory and Financial Reporting**

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The Statistics Department collects and analyzes reports used by the Federal Reserve System in determining monetary and economic policy and in supervising and regulating the financial services industry.

In most emergency situations, the Dallas Fed's backup and recovery process allows operations to continue with minimal interruption. During a disruption, financial institutions may be asked to resubmit reports or submit reports in another manner.

Reporting forms and instructions are available on the Federal Reserve Board's website at [www.federalreserve.gov](http://www.federalreserve.gov) under "Reporting Forms."

Information on Regulatory and Financial Reporting and Reserves, including Business Continuity, is available at [www.reportingandreserves.org](http://www.reportingandreserves.org).

### **Statistics Contacts**

If disruptions cause a delay in submitting accurate information on any of the regulatory, monetary policy or bank credit reports, contact one of the following staff.

#### **Donya Sonnier**

Director, Monetary Policy and  
Bank Credit Reports  
214-922-5397  
[donya.sonnier@dal.frb.org](mailto:donya.sonnier@dal.frb.org)

#### **Connie Nevarez**

Sr. Analyst, Monetary Policy Reports  
214-922-5403  
[connie.nevarez@dal.frb.org](mailto:connie.nevarez@dal.frb.org)

#### **Suzanne Gilmore-Babb**

Sr. Analyst, Bank Credit Reports  
214-922-5421  
[suzanne.babb@dal.frb.org](mailto:suzanne.babb@dal.frb.org)

#### **Mario Hernandez**

Director, Regulatory Reports,  
Statistics Business Continuity Coordinator  
214-922-5399  
[mario.hernandez@dal.frb.org](mailto:mario.hernandez@dal.frb.org)

#### **Claudia Martinez**

Sr. Analyst, Regulatory Reports  
214-922-6313  
[claudia.martinez@dal.frb.org](mailto:claudia.martinez@dal.frb.org)

#### **Daion Christenson**

Operations Support Analyst  
Electronic Reporting Support (IESUB)  
214-922-5423  
[daion.christenson@dal.frb.org](mailto:daion.christenson@dal.frb.org)

#### **Statistics Department**

800-411-5429  
214-922-5401  
[Dallas-statistics@dal.frb.org](mailto:Dallas-statistics@dal.frb.org)

## 8 Banking Supervision Department

The Banking Supervision Department at the Dallas Fed has supervisory authority over state-chartered banks in Texas, Northern Louisiana and Southern New Mexico that have elected to become members of the Federal Reserve. The department also supervises bank holding companies and the operations of any foreign bank conducting business in the Eleventh Federal Reserve District.

In an emergency situation, Banking Supervision staff assists with communications among constituency groups (financial institutions it regulates, the Federal Reserve Board of Governors and other banking regulators) and Reserve Bank operations.

To communicate effectively during an emergency, Banking Supervision staff may solicit contact information from senior officials at institutions.

For questions on banking supervision matters during an emergency, contact one of the following.

### Banking Supervision Contacts

#### Earl Anderson

Vice President  
214-922-6152  
earl.anderson@dal.frb.org

#### Ann Worthy

Vice President  
214-922-6156  
ann.worthy@dal.frb.org

#### Margaret Schieffer

Assistant Vice President and  
Business Continuity Officer  
214-922-6168  
margaret.schieffer@dal.frb.org

#### Randy Steinley

Assistant Vice President (Houston)  
713-483-3117  
randy.steinley@dal.frb.org

#### Marion White

Assistant Vice President  
214-922-6155  
marion.white@dal.frb.org

#### Rob Jolley

Examining Officer  
214-922-6071  
rob.jolley@dal.frb.org

*Additional information and financial institution guidance can be found on the following websites:*

- Federal Reserve Board of Governors  
**[www.federalreserve.gov](http://www.federalreserve.gov)**
- Federal Financial Institutions Examination Council  
**[www.ffiec.gov](http://www.ffiec.gov)**
- Federal Deposit Insurance Corporation  
**[www.fdic.gov](http://www.fdic.gov)**
- Comptroller of the Currency, Administrator of National Banks  
**[www.occ.gov](http://www.occ.gov)**
- National Credit Union Administration  
**[www.ncua.gov](http://www.ncua.gov)**
- Office of Thrift Supervision  
**[www.ots.gov](http://www.ots.gov)**
- Conference of State Bank Supervisors  
**[www.csbs.org](http://www.csbs.org)**

