



# BUSINESS CONTINUITY

## EIGHTH DISTRICT CASH OPERATIONS BUSINESS CONTINUITY

Louisiana Banker's Association

Emergency Preparedness Coalition Meetings

APRIL –MAY 2022



## DISRUPTION TO FEDCASH SERVICES

Disruptions to Federal Reserve FedCash Services will typically take two forms:

### Automated Cash Ordering Disruptions

When automated ordering systems are unavailable,

- Cash customers can place orders for currency or coin via telephone or fax
- If you cannot use your normal ordering channels, please call FedCash Services at your local Federal Reserve Office

### Building and Other Site-Specific Disruptions

Federal Reserve System FedCash Services operations may be affected by inclement weather (hurricane, flooding, snowstorms, etc.), power outages and other events

- Federal Reserve offices have established various means of informing customers of such events
- Please refer to the FedCash Services pages of your local Federal Reserve Office



## WHAT YOU CAN EXPECT FROM US

Priorities – During an event our goal is to respond quickly and effectively

### High

- Employee Safety- the safety of our employees is first and foremost
- Paying out currency orders
  - Onsite - 40 day payable
  - Activate Buddy Banks – (For Memphis: St. Louis, New Orleans, Dallas)
- Event Communications
  - Depository institutions (DIs) and armored carriers will be notified of a disruption and provided with information about the event, including their local Federal Reserve office's availability and changes in the provision of Cash Services



## WHAT YOU CAN EXPECT FROM US

- Information updates via:
  - [Frbsecurities.org](http://frbsecurities.org)-Federal Reserve's National Website
  - [FedLine Web](#)- Broadcast messages will be distributed to subscribers
- Extended dock hours
- Stem Runs – Fed sponsored run between buddy bank and specified drop point (i.e. armored carrier or DI); primarily for currency orders
- FRB Cash Services is committed to having successful contingency plans in place by frequent testing and active communication with business partners
- FRB Cash Services have placed significant attention and resources to reduce the likelihood of a service disruption and to continue operations in case problems do occur

### Low

- Accepting currency deposits
- Coin transactions (deposits/orders)



## WHAT YOU SHOULD DO

### DEPOSITORY INSTITUTIONS (DIS)

- Check your local Federal Reserve office's website or FedLine Web for updated information
- If you become aware of a business disruption at a Federal Reserve office, please notify appropriate operations personnel in your organization
- Notify your local Federal Reserve office and your armored carrier of your operating status, special needs, alternate site(s), and revised hours of operation, if known
- The Federal Reserve may ask you to participate in conference calls to communicate your status and concerns
- If our automated ordering systems are unavailable, or you need to speak with somebody at the Federal Reserve, please call FedCash Services at your local Federal Reserve Office



## WHAT YOU SHOULD DO

### DEPOSITORY INSTITUTIONS (DIS)

- Attempt to minimize the points of contact within your organization who are calling the Federal Reserve office
- Place only critical orders (\$20s/\$320,000 per cash pack)
- Place orders in 16 bundle increments when possible
- Retain your excess currency (fit and unfit) – hold deposits
- Exchange currency among your branches
- Contact your correspondent and other depository institutions for cash services
- Use your branches/cash vaults in other Federal Reserve zones to order and receive on your behalf
- Keep contact lists current - update with key staffing changes



## KEY CONTACTS- FRB MEMPHIS CASH OPERATIONS

### **Ashley Thomas- Cash Officer**

- 901-531-5011- (office)
- [Ashley.A.Thomas@stls.frb.org](mailto:Ashley.A.Thomas@stls.frb.org)

### **Lisa Fields – Cash Manager**

- 901-531-5037 – (office)
- [Lisa.D.Fields@stls.frb.org](mailto:Lisa.D.Fields@stls.frb.org)

### **John “Chris” Cook– Paying & Receiving Assistant Manager**

- 901-531-5104- (office)
- [John.Cook@stls.frb.org](mailto:John.Cook@stls.frb.org)

### **Christopher Killingsworth – Paying & Receiving Supervisor**

- 901-531-5045 (office)
- [Chris.J.Killingsworth@stls.frb.org](mailto:Chris.J.Killingsworth@stls.frb.org)



## KEY INFORMATION- FRB MEMPHIS CASH OPERATION

### **Memphis Cash Operations**

- 800-552-5132 (phone)
  - Select Option 3
- 901-531-5114 (phone)
- 901-531-5031 (fax)