



FEDERAL RESERVE BANK *of* ST. LOUIS
CENTRAL TO AMERICA'S ECONOMY®

BUSINESS
CONTINUITY

**EIGHTH DISTRICT CASH
OPERATIONS
BUSINESS CONTINUITY
Louisiana Banker's Association
Emergency Preparedness Coalition
Meetings
APRIL – MAY 2024**



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DISRUPTIONS 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



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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 - 60 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



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WHAT YOU CAN EXPECT FROM US

Information updates via:

- [Frbservices.org](https://frbservices.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)



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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



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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 and update with key staffing changes



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KEY CONTACTS FRB MEMPHIS CASH OPERATIONS

Ashley Thomas – Assistant Vice President

- 901-531-5011 - (office)
- Ashley.A.Thomas@stls.frb.org

Lisa Fields - Cash Manager

- 901-531-5037 - (office)
- Lisa.D.Fields@stls.frb.org

Chelsey Moore – District Administration Supervisor

- 314-444-8876 - (office)
- Chelsey.Moore@stls.frb.org

John Cook - Paying and Receiving Assistant Manager

- 901 -531-5104 - (office)
- John.Cook@stls.frb.org



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KEY INFORMATION FRB MEMPHIS CASH OPERATIONS

Memphis Cash Operations

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