

## **FRBP Cash Contingency Guidance for Customers** (UPDATED 9/4/08)

Following is general contact information for the Federal Reserve Bank of Philadelphia (FRBP):

- Customers may obtain information about the Third District's service level information for the current day from a recorded message on our **Customer Hotline (800-869-0011)**, which is accessible 24 hours per day, 7 days per week.
- The **FRBP Customer Service Department** is open during normal business hours **(877-574-1776)** and available to assist you with general inquiries.
- For Cash-specific guidance or issues, please contact the **Cash Administration Division** at **(215) 574-6324** during normal business hours.
  - If your normal cash ordering mechanism is inaccessible or unavailable, please contact Cash Administration for assistance.
  - Cash orders submitted outside of **FedPhone<sup>SM</sup>** and **FedLine<sup>®</sup> Web** must be submitted in writing, on bank letterhead, and signed by an authorized official at the depository institution. Written requests for cash orders may be **faxed** to Cash Administration at **(215) 574-3932**.
- For emergency requests after normal business hours, please call **(215) 574-6000**.

In the event of a business disruption at the Federal Reserve Bank of Philadelphia, the following basic communication plan has been developed for our cash customers:

- FRBP Cash staff will post broadcast messages on the local **FedPhone<sup>SM</sup>** and **FedLine<sup>®</sup> Web** cash ordering systems to alert customers as soon as possible.
- Third District armored carriers will be notified via telephone with further instructions on our response plan.
- Depending on the situation, timing and availability of contact information, customers may also receive telephone calls, electronic mail notices or fax from FRBP Cash staff.
- A message will be posted on the national Financial Services website, which is open to all customers and the public with internet access, on the business continuity webpage. The URL for this national website is: <http://www.frb services.org/BizContinuity/index.html>

In the event that the Federal Reserve Bank of Philadelphia's Cash Services Department is inaccessible for an extended period of time, additional communications to customers may include:

- Submitting cash orders and/or deposits through another Federal Reserve office.
- Possible limits on currency and/or coin orders and deposits.
- Potential for alternative pickup and delivery points depending on the situation.
- Possible activation of our nearby FRB partners
  - Federal Reserve Bank of NY – East Rutherford, NJ
  - Federal Reserve Bank of Cleveland
  - Federal Reserve Bank of Richmond – Baltimore Branch

## **What depository institutions can do to prepare themselves for a contingency situation:**

- ✓ On a regular basis, communicate changes in your depository institution's primary contact information (names, telephone numbers, fax numbers, email addresses) to your local FRB Cash Administration staff so that their records are current at all times.
- ✓ Develop your own detailed business resumption plan to reference in a contingency situation. Be sure to identify the key staff members that your institution will involve in decision-making, relocating to another facility to resume operations, and other important tasks.
- ✓ Regularly update and distribute copies of your business resumption plan to key staff that has been identified as a way of ensuring that they understand their roles in a contingency as well as the roles of their other team members.
- ✓ Conduct regular contingency exercises (desktop or communication in nature) to walk your staff through the response actions that have been developed for your institution. This practice will enable you identify areas where your plan can be strengthened or expanded to cover a broader range of scenarios.
- ✓ Document manual processing procedures that cover settlement and other critical tasks that would need to be performed in the event of a power outage or other situation that would prevent your normal processing equipment (PCs, etc.) from being used. This includes developing any special forms to accompany the procedures and training staff regularly on how to use them.
- ✓ Communicate your desire to participate in the annual Federal Reserve industry communication exercises that test the contact lists maintained by your local FRB.