

Check Processing Contingency Information

In the event of a business disruption at the Federal Reserve Bank of Philadelphia:

During a contingency situation, Federal Reserve staff will work to ensure the highest possible level of service for our customers. Successful contingency operations will require preparation, coordination and cooperation between your institution and Federal Reserve staff. Answers to your critical questions about local Federal Reserve Check Services contingency procedures are provided below.

For the National Check Processing contingency page go to <http://www.frb services.org/BizContinuity/NatCheck.html>.

How will the Federal Reserve contact us during a contingency situation? Your institution could be notified by several different methods, which may include:

Telephone

Facsimile

FedLine Message

Accounting Statement Message

How can we obtain information on shipping/drop points for deposits during a contingency situation?

We would send you special instructions via one of the contact methods described above.

We may also post a special message on the Customer Hotline at 1-800-869-0011.

We would work with the couriers to activate our alternate location arrangements.

Whom should we contact with specific questions about check processing contingency?

You can contact our Customer Service Department at (877) 372-2457 during business hours.