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To: Sixth District Financial Institutions

Each year, the spring and summer storm seasons have the potential to disrupt all of our normal routines, both personal and business. As we have in the past, we at the Federal Reserve Bank of Atlanta want to reaffirm preparations are in place for us to maintain vital financial services in any crisis situation. Along those lines, the Atlanta Fed also wants to help you prepare by sending the enclosed contingency information. It is our intent to minimize as much as possible any impact from a crisis on Fed functions, like bank supervision and discount window lending, or on services such as cash, check, and Automated Clearinghouse (ACH) processing.

One of the most critical components during a crisis is communication. The Atlanta Fed's website includes the same information you will find in this document and will have the most current updates on any weather-related impacts to payment services, discount window, bank supervision, and other vital information. You will be able to link to this information from the home page of our site ([frbatlanta.org](http://frbatlanta.org)) during an emergency situation. In the event of a disruptive storm, you can also use the contact information found in this document to reach the Atlanta Fed and to monitor Service Status on [FRBservices.org](http://FRBservices.org) for status updates on Federal Reserve Financial Services (such as Fedwire®, FedCash®, Check, and FedACH® Services). If you have questions or need additional information in advance of a storm, please do not hesitate to get in touch with the appropriate contact.

In addition to the phone numbers and website addresses included in this document, I want to encourage you to take advantage of FREN*S*i (Federal Reserve Emergency Notification Services/Internet system), and enroll, if you haven't already done so. As you may know, FREN*S*i is the Atlanta Fed Web application that allows you to register your contact information to receive operational status notifications when contingencies arise.

Thanks for all of your efforts to help ensure that financial services are available to the public, even in emergency circumstances.

Sincerely,

A handwritten signature in cursive script that reads "Marie Gooding". The signature is written in dark ink and is positioned below the word "Sincerely,".

Enclosure

## **Federal Reserve Bank of Atlanta 2017 Hurricane Season Preparation and Contact Information**

The information in this packet is designed to help you stay in touch with the Federal Reserve Bank of Atlanta in the event of a hurricane or other natural disaster. It includes information on a variety of Atlanta Fed functions and services.

### **ATLANTA FED WEBSITE**

The Bank's website ([frbatlanta.org](http://frbatlanta.org)) will serve as the primary up-to-date resource for all Atlanta Fed storm-related information. This site will be used in advance of a storm as well as after a storm hits. Institutions can also monitor the Service Status page on the Federal Reserve's national financial services website ([frbservices.org](http://frbservices.org)) for the latest status updates on Federal Reserve Financial Services (e.g., Fedwire, FedCash, Check and FedACH Services).

#### **Web Resources**

**Atlanta Fed website:** [frbatlanta.org](http://frbatlanta.org)

**National Federal Reserve Financial Services website:** [FRBservices.org](http://FRBservices.org)

### **HURRICANE PREPARATIONS**

Below, you will find useful information to consider as the 2017 hurricane season approaches. This information concerns contingency operations and how you can communicate with the Federal Reserve Bank of Atlanta. Although most hurricane activity usually peaks between August and October, we think that this information can be a valuable tool at any time during the year if your institution experiences a contingency event.

#### **1. Pre-hurricane planning**

Communication is a critical component in a successful contingency response. We at the Federal Reserve Bank of Atlanta have taken steps to enhance our capabilities in that area, including the addition of call-in lines and special web pages for our staff to use. Institutions should assess and refine their capabilities for getting in touch with staff during and after a storm.

- Review the Federal Reserve's National Business Continuity Guide listed at
- [FRBservices.org/businesscontinuity](http://FRBservices.org/businesscontinuity).
- Print and distribute to your staff critical telephone numbers and contingency instructions.
- Verify accuracy of agreements and test your contingency back-ups, particularly those service areas that are most critical for Fedwire transfers, cash, FedACH, and check services.
- Senior management should keep telephone numbers for regulatory agencies, the Federal Reserve Customer Support Center, and your Federal Reserve account executive at hand as access to these resources are particularly critical during times of emergency. My FedDirectory® helps to create a list of financial service contacts customized for your institution. You can do this at [FRBservices.org/contacts/index.jsp](http://FRBservices.org/contacts/index.jsp).

## **2. Hurricane watch**

- Institutions that elect to close before a mandatory evacuation order has been issued must provide instructions for handling their checks by contacting FedACH and Check Customer Support at 877-372-2457. 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.
- FedACH customers should contact FedACH and Check Customer Support at 877-372-2457 regarding alternative receiving point and sending point arrangements.
- Account monitoring may be performed using FedLine Web<sup>®</sup>. FedLine Web certificates and FedLine Advantage<sup>®</sup> access procedures should be formalized for activation at contingency sites.
- To discuss special orders or operating needs for currency and coin, please contact your local FRB office or Atlanta's Customer Support Center (877-553-9735).

## **3. Post-hurricane**

- In the event of a hurricane, the Atlanta Fed provides periodic updates regarding when and how to use the Sixth Federal Reserve District services at [frbatlanta.org](http://frbatlanta.org).
- If you resume operations at your site or a contingency site, we ask that you provide the current status of your operations and business resumption information. Contact FedACH and Check Customer Support with instructions for handling Checks and FedACH, and/or contact your local account executive. To discuss special orders or operating needs for currency and coin, please contact your local FRB office or Atlanta's Customer Support Center (877-553-9735).

We want to assure you that the Atlanta Fed remains committed to assisting you during emergency situations. Remember that the most successful contingency plan is one that entails solid planning, frequent testing, strong leadership, and active communications with business partners. If you have any questions, please contact your Federal Reserve account executive.

## FINANCIAL SERVICE CONTACTS AND PREPAREDNESS INFORMATION

The multiple service providers within the Federal Reserve maintain comprehensive business continuity plans that will be activated in the event of a business disruption. The Federal Reserve Bank of Atlanta's business continuity plans are aligned with those of other Federal Reserve Districts to support continuity of service.

### FedCash Services

If the normal provision of FedCash Services is impaired, the Sixth District will notify its customers via one or more of the following methods:

- FedLine Web broadcast message
- Posting on the District website ([frbatlanta.org](http://frbatlanta.org))

Generalized disruptions to FedCash Services would be reported on our Service Status page at [FRBservices.org/app/status/serviceStatus.do](http://FRBservices.org/app/status/serviceStatus.do).

If FedLine Web is unavailable for normal currency and coin ordering, institutions can use the District Customer Support number below to obtain the specific Federal Reserve office to contact. You may also be informed about restrictions on currency and coin orders and deposits and may be directed to alternative pick-up and delivery points.

#### FedCash Services Contacts and Information

**Atlanta Fed Customer Support Center**  
877-553-9735

**Atlanta Fed website:** [frbatlanta.org](http://frbatlanta.org)

**National website:** [frbervices.org/businesscontinuity/cash\\_services.html](http://frbervices.org/businesscontinuity/cash_services.html)

**FRENSi (Federal Reserve Emergency Notification Services/Internet system):**  
<https://www.frbatlanta.org/forms/banking/frensi>

Note: Information may also be posted through FedLine® Home.

### **Automated Clearing House (FedACH Services) and Check Services**

In the event of a hurricane or other disaster, customers can find detailed information on the Bank's public website listed below. This site will generally include information about:

- Operational status of FedACH and Check Services and pertinent instructions
- Statement of any changes to normal operations procedures as well as any changes to the status of the Federal Reserve's paper processing site (open, closed, delayed opening)
- General Notifications
- Contacts (FedACH and Check Services Customer Support or account executives)

In the event customers have to operate in a contingency mode as a result of hurricanes or other disasters, they should contact FedACH and Check Customer Support at the number listed below. Customers can use this number to:

- Provide instructions for changes in check delivery points. Customers may also contact their local account executive for status information.
- Redirect ACH files to an alternative receiving point, or customers can send ACH files to the Fed from an alternative sending point as it appears in their FedACH Services participation agreement.

**Note:** Other arrangements for sending and receiving ACH files can also be made depending on the circumstances that caused the customer to operate in a contingency mode.

Generalized disruptions to FedACH or Check Services would be reported on our Service Status page at [FRBservices.org/app/status/serviceStatus.do](https://frb.org/frbservices.org/app/status/serviceStatus.do).

#### **FedACH and Check Services Contacts and Information**

**FedACH and Check Customer Support:** 877-372-2457

e-mail: [FedACHChecksCS@atl.frb.org](mailto:FedACHChecksCS@atl.frb.org)

**Business Continuity:**

Check - [frbservices.org/businesscontinuity/check\\_services.html](https://frb.org/frbservices.org/businesscontinuity/check_services.html)

FedACH - [frbservices.org/businesscontinuity/fedach\\_services.html](https://frb.org/frbservices.org/businesscontinuity/fedach_services.html)

**FRENSi (Federal Reserve Emergency Notification Services/Internet system)"**

<https://www.frbatlanta.org/forms/banking/frensi>

**Credit and Risk Management (Discount Window and Term Deposit Facility)**

The Credit and Risk Management Department serves as the contingency lender in support of financial and economic stability and is available to assist financial institutions with general account management issues during a contingency. Credit is provided through the Discount Window, which is available to assist depository institutions in meeting their liquidity needs. The Term Deposit Facility is a program through which the Federal Reserve Banks offer interest-bearing term deposits to eligible institutions.

If disruptions occur and Discount Window or account management assistance is needed, staff in the function can be contacted at the number listed below from **8:30 a.m. until 7 p.m. ET, Monday through Friday**.

**Credit and Risk Management Contacts and Information**

**Credit and Risk Support:** 888-500-7390

**Types of Discount Window credit, documentation, collateral requirements, and contacts:** [frbdiscountwindow.org](http://frbdiscountwindow.org)

(This site also has a link to information about the subject of payments system risk.)

**Term Deposit Facility:** [frbservices.org/centralbank/term\\_deposit\\_facility.html](http://frbservices.org/centralbank/term_deposit_facility.html)

**FRENSi (Federal Reserve Emergency Notification Services/Internet system):**  
<https://www.frbatlanta.org/forms/banking/frensi>

### **Financial Statistics and Structure Analysis**

The Financial Statistics and Structure Analysis department collects and analyzes mandatory and voluntary reports used by the Federal Reserve System in determining monetary policy and in supervising and regulating the financial services industry. Data users include the Federal Open Market Committee, Banking Supervision and Regulation, Board of Governors and Reserve Bank economists, the Department of the Treasury, and the Department of Agriculture.

In the event that disruptions cause a delay in submitting accurate information on any of the mandatory or voluntary reports, please reference the website below for the appropriate contact information. The Financial Statistics and Structure Analysis department is staffed **from 8:30 a.m. until 5:30 p.m. ET, Monday through Friday.**

#### **Financial Statistics and Structure Analysis (FSSA) Contacts and Information**

##### **Regulatory and Monetary Reporting Contacts:**

<https://www.frbatlanta.org/banking-and-payments/reporting/contacts>

**Reporting Central:** 404-498-8870

##### **FRENSi (Federal Reserve Emergency Notification Services/Internet system):**

<https://www.frbatlanta.org/forms/banking/frensi>

## Supervision and Regulation

The Federal Reserve System has supervisory and regulatory authority over a wide range of financial institutions and activities including state member banks, bank holding companies, and foreign banking organizations. The Federal Reserve works with other state and federal supervisory authorities to ensure the safety and soundness of financial institutions, stability in the financial markets, fair and equitable treatment of consumers in their financial transactions and to encourage banking institutions to meet responsibly the financial needs of their communities.

In the event of an emergency, Supervision and Regulation's primary role is to ensure that communications are accurate, timely, and consistent among all constituency groups (financial institutions, the Board of Governors, and other regulators) as well as the critical Reserve Bank operations such as Financial Services and Credit and Risk Management. Supervision and Regulation also is responsible for addressing supervisory concerns arising from crisis situations.

Communication is a key to navigating any crisis, and prompt dissemination of information is essential to effective crisis management. If a financial institution has questions regarding state member banks, bank holding companies, or foreign banking organizations during a crisis, the contacts in the following table can assist:

Supervision and Regulation Contacts		
Suzanna Costello <i>Vice President, Administration</i>	404-498-7159	<a href="mailto:suzanna.costello@atl.frb.org">suzanna.costello@atl.frb.org</a>
Lani Mauriello <i>Assistant Vice President, Administration</i>	404-498-8121	<a href="mailto:lani.mauriello@atl.frb.org">lani.mauriello@atl.frb.org</a>
Ebony Mason <i>Office Manager</i>	404-498-7380	<a href="mailto:ebony.mason@atl.frb.org">ebony.mason@atl.frb.org</a>
Carolyn Healy <i>Assistant Vice President, International/Foreign Banking Organizations (Miami)</i>	305-597-6820	<a href="mailto:carolyn.healy@atl.frb.org">carolyn.healy@atl.frb.org</a>
<b>FRENSi (Federal Reserve Emergency Notification Services/Internet system):</b> <a href="https://www.frbatlanta.org/forms/banking/frensi">https://www.frbatlanta.org/forms/banking/frensi</a>		

The following websites also contain additional information and financial institution guidance:

Agency/Organization	Website
Federal Reserve Board of Governors	<a href="http://federalreserve.gov">federalreserve.gov</a>
Federal Financial Institutions Examination Council	<a href="http://ffiec.gov">ffiec.gov</a>
Federal Deposit Insurance Corporation	<a href="http://fdic.gov">fdic.gov</a>
Comptroller of the Currency Administrator of National Banks	<a href="http://occ.gov">occ.gov</a>
National Credit Union Administration	<a href="http://ncua.gov">ncua.gov</a>
Conference of State Bank Supervisors	<a href="http://csbs.org">csbs.org</a>

**Fedwire and National Settlement Services**

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

Generalized disruptions to any of these services should be reported on our Service Status page at [FRBservices.org/app/status/serviceStatus.do](https://FRBservices.org/app/status/serviceStatus.do).

If you are experiencing a localized disruption to one of these services and require individual assistance, contact our Wholesale Operations Sites at 800-333-2448 or 800-758-9403 for NSS. Additional contact details for Fedwire Services can be found at [FRBservices.org/contactus/fedwire\\_contacts.html](https://FRBservices.org/contactus/fedwire_contacts.html).

Depending upon the nature of the disruption and the number of customers affected, the Federal Reserve Banks have a limited capacity to process a small number of critical transactions through our offline service. Customers are advised to have adequate electronic back-up for their primary connections as their preferred contingency alternative. Please refer to the Fedwire Services business continuity website at [frbervices.org/businesscontinuity/fedwire\\_services.html?id=58&loc=20](https://frbervices.org/businesscontinuity/fedwire_services.html?id=58&loc=20).

**Fedwire Contacts**

**General Disruptions:** [FRBservices.org/app/status/serviceStatus.do](https://FRBservices.org/app/status/serviceStatus.do)

**Wholesale Operations Sites:** 800-333-2448 or 800-758-9403 for NSS support

**Additional Contacts:** [FRBservices.org/contactus/fedwire\\_contacts.html](https://FRBservices.org/contactus/fedwire_contacts.html)

## **FedLine® Access Solutions**

The Federal Reserve Banks provide depository institutions with several electronic options to access Federal Reserve Financial Services. Currently, the FedLine® access solutions include:

FedLine Web®  
FedLine Advantage®  
FedLine Direct®  
FedLine Command®  
FedMail®

The [Customer Contact Center](#) (CCC) provides customer support for electronic access connections and services. The CCC 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 home page alert or announcement, a message on the phone system, or through the service status or home pages on [FRBservices.org](http://FRBservices.org).

If your organization uses the Federal Reserve Banks' access solutions via the Internet, first confirm whether or not your internet service provider 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.

### **FedLine Customer Access Services Contacts**

**General Disruptions:** [FRBservices.org](http://FRBservices.org) or [FRBservices.org/app/status/serviceStatus.do](http://FRBservices.org/app/status/serviceStatus.do)

**Customer Contact Center:** [FRBservices.org/contactus/ccc.html](http://FRBservices.org/contactus/ccc.html) or 888-333-7010,  
Option 1

**My FedDirectory Customized Contacts List:** [FRBservices.org/contacts/index.jsp](http://FRBservices.org/contacts/index.jsp)

**Additional Contacts:** [FRBservices.org/contactus/ccc.html](http://FRBservices.org/contactus/ccc.html)