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To: Sixth District Financial Institutions

Every year, the spring and summer storm seasons threaten to disrupt our normal routines, both personal and business. We at the Federal Reserve Bank of Atlanta want to reaffirm that we have procedures in place so we can maintain vital financial services in any crisis situation. We also want to help you prepare, so we're including with this message contingency information. This information is intended to help minimize any impact a crisis might have on Fed functions such as bank supervision and discount window lending or on services such as cash, check, and ACH processing.

If a disruptive storm hits, you can use the contact information in this document to reach the Atlanta Fed for status updates on Federal Reserve financial services (including Fedwire®, FedCash®, Check, and FedACH® Services). You can also monitor service status on our [FRBservices.org](http://FRBservices.org)<sup>SM</sup> website. If you have questions or need additional information ahead of a storm, please do not hesitate to get in touch with the appropriate person.

In addition to the phone numbers and website addresses, the included document has a link to FRENSi (Federal Reserve Emergency Notification Services/Internet system). If you haven't done so already, please enroll in FRENsi. You can register your contact information to receive operational status notifications.

Clear communication is one of the most critical components of maintaining operations during a crisis, so we are including the same information that is in this message on our website. During emergencies, you can link to this information from our home page ([frbatlanta.org](http://frbatlanta.org)). The website will also have the latest updates on any weather-related impacts on payment services, discount window lending, or bank supervision.

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".

Enclosure

## **Federal Reserve Bank of Atlanta 2018 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. We will use this site to post information 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 (for example, 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 2018 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.

#### **1. Prehurricane 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 ability to contact staff during and after a storm.

- Review the Federal Reserve's National Business Continuity Guide listed at [FRBservices.org/fedline-solutions/business-continuity/index.html](http://FRBservices.org/fedline-solutions/business-continuity/index.html).
- Print and distribute to your staff critical telephone numbers and contingency instructions.
- Verify accuracy of agreements and test your contingency backups, particularly those service areas that are most critical for Fedwire transfers, cash, FedACH, and check services.
- Senior management should keep at hand telephone numbers for regulatory agencies, the Federal Reserve [Customer Contact Center](#), and your Federal Reserve [account executive](#) as access to these resources are particularly critical during times of emergency. Use "Find Your Contacts" located on the [FRBservices.org](http://FRBservices.org) [Contact](#) page to create a directory customized to your ABA or find contact information by service area.

## **2. Hurricane watch**

- If your institution elects to close before a mandatory evacuation order has been issued, you must provide instructions for handling your checks by contacting FedACH and Check Services 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 your account and maintain sufficient balances.
- FedACH customers should contact FedACH and Check Services Customer Support at (877) 372-2457 regarding alternative receiving point and sending point arrangements.
- Account monitoring may be performed using FedLine Web® Solution. FedLine Web certificates and FedLine Advantage® Solution 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 branch or Atlanta's Cash Services Support Line (877) 553-9735.

## **3. Post-hurricane**

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

If the FedLine Web Solution is unavailable for normal currency and coin ordering, you can use the Atlanta Fed Customer Support number below to find out which 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 Cash Services Support Line**  
(877) 553-9735

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

**National website:** [frbservices.org/financial-services/cash/business-continuity/index.html](http://frbservices.org/financial-services/cash/business-continuity/index.html)

**FRENSi (Federal Reserve Emergency Notification Services/Internet system):**  
[frbatlanta.org/forms/banking/frensi](http://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, you can find detailed information on the Bank's public website ([FRBservices.org](http://FRBservices.org)). 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)

If you have to operate in a contingency mode because of hurricanes or other disasters, you should contact FedACH and Check Services Customer Support at the number listed in the box below. You can use this number to:

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

**Note:** You can make other arrangements for sending and receiving ACH files, depending on the circumstances causing your organization to operate in a contingency mode.

Generalized disruptions to FedACH or Check Services would be reported on our Service Status page at [FRBservices.org](http://FRBservices.org).

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

**FedACH and Check Services Customer Support:** (877) 372-2457

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

**Business Continuity:**

Check: [FRBservices.org/financial-services/check/business-continuity.html](http://FRBservices.org/financial-services/check/business-continuity.html)

FedACH: [FRBservices.org/financial-services/ach/business-continuity.html](http://FRBservices.org/financial-services/ach/business-continuity.html)

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

[frbatlanta.org/forms/banking/frensi](http://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 you in meeting your 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/central-bank/reserves-central/term-deposit-facility/index.html](http://FRBservices.org/central-bank/reserves-central/term-deposit-facility/index.html)

**FRENSi (Federal Reserve Emergency Notification Services/Internet system):**  
[frbatlanta.org/forms/banking/frensi](http://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, economists from the Board of Governors and Reserve Banks, the Department of the Treasury, and the Department of Agriculture.

If disruptions delay your submission of accurate information on any of the mandatory or voluntary reports, please refer to the website below for the appropriate contact information. The Financial Statistics and Structure Analysis Department is staffed **from 8:30 a.m. to 5:30 p.m. (ET), Monday through Friday.**

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

##### **Regulatory and Monetary Reporting contacts**

[frbatlanta.org/banking-and-payments/reporting/contacts](http://frbatlanta.org/banking-and-payments/reporting/contacts)

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

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

[frbatlanta.org/forms/banking/frensi](http://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, and fair and equitable treatment of consumers in their financial transactions, as well as to encourage banking institutions to meet the financial needs of their communities responsibly.

In the event of an emergency, the Supervision, Regulation, and Credit (SRC) Division'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) and to maintain critical Reserve Bank operations such as Financial Services and Credit and Risk Management. SRC also is responsible for addressing supervisory concerns arising from crisis situations.

Communication is crucial to navigating any crisis, and prompt dissemination of information is essential to effectively managing a crisis. If you have questions regarding state member banks, bank holding companies, or foreign banking organizations during a crisis, the following contacts can help:

<b>Supervision, Regulation, and Credit Contacts</b>		
Doris Quiros <i>Vice President, Administration</i>	(404) 498-7037	<a href="mailto:doris.quiros@atl.frb.org">doris.quiros@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, Community &amp; Regional Bank Group (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:

<b>Agency/Organization</b>	<b>Website</b>
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>
Office of the 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 Security Services can be found at [frbervices.org/contactus/fedwire.html](https://frbervices.org/contactus/fedwire.html).

Depending on the nature of the disruption and the number of customers affected, the Federal Reserve Banks have a limited ability to process a small number of critical transactions through our offline service. We advise you to have adequate electronic backup for your primary connections as your preferred contingency alternative. Please refer to the Fedwire Funds Services business continuity website at [frbervices.org/financial-services/wires/business-continuity/index.html](https://frbervices.org/financial-services/wires/business-continuity/index.html).

**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:**  
[frbervices.org/contactus/fedwire.html](https://frbervices.org/contactus/fedwire.html)

## **FedLine® Solutions**

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

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

The [Customer Contact Center](#) (CCC) provides you 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, we will provide updates 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 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/customer-contact-center.html](http://FRBservices.org/contactus/customer-contact-center.html) or  
(888) 333-7010, option 1

**“Find Your Contacts” Customized Contacts List:** [FRBservices.org/contacts/index.jsp](http://FRBservices.org/contacts/index.jsp)