



Cash Services • Business Continuity Information Federal Reserve Bank of San Francisco • 12th District

IN THE EVENT OF A BUSINESS DISRUPTION AT THE FEDERAL RESERVE

Federal Reserve Cash Services maintains comprehensive business continuity plans that will be activated in the event of a business disruption. The Federal Reserve Bank of San Francisco's business continuity plans are aligned with those of other Federal Reserve Districts to support continuity of service. Please visit our national Cash Services [business continuity page](#) for more information.

If the normal provision of cash services is impaired, the 12th District will notify its customers through its Customer Service Helpdesk. The Helpdesk will provide:

- Information via the Customer Service Hotline at (888) 339-3506
- Updates on FedLine for the Web, FedLine DOS and FedPhone providing the status of the Federal Reserve office you work with
- Contact to 12th District customers through direct communication

ACCESSING FEDERAL RESERVE CASH SERVICES

If your normal currency and coin ordering channels (e.g., FedLine for the Web, FedLine DOS, and FedPhone) are unavailable, you can place orders by contacting the 12th District's Customer Service Hotline. If your local Federal Reserve office is unable to provide normal service, your request may be sent to the designated support site for that Federal Reserve office and you will be notified accordingly. Depending on the business relationship you have with the 12th District, (e.g., financial institution, armored carrier, etc.) our hotline will provide you with instructions as appropriate for continuing to do business with all 12th District Federal Reserve offices.

CASH SERVICES CONTACT TELEPHONE NUMBERS

Office	Primary Contact	Title	Primary #	After Hours Contact #
San Francisco	Jacqueline Laster	Manager	(415) 859-1420	(415) 974-2222
Los Angeles	Steve Son	Manager	(213) 683-2316	(213) 683-2911
Seattle/ Portland	Trent Bryan	Manager	(425) 203-0838	(425)-203-0773
Salt Lake City	Steve Allred	Manager	(801) 322-7863	(801) 322-7824
Phoenix	Dave Elvidge	Manager	(602) 477-7828	(602) 477-7720

CASH SERVICES CONTACT TELEPHONE NUMBERS

If your normal currency and coin ordering channels are unavailable, please use the following contact number to place your orders. This number serves as your point of contact for all 12th District offices

(San Francisco, Los Angeles, Phoenix, Salt Lake City, and Seattle):

- Customer service 24 hour hotline for currency and coin orders: 1-888-339-3506



Check • Business Continuity Information
Federal Reserve Bank of San Francisco • 12th District

IN THE EVENT OF A BUSINESS DISRUPTION AT THE FEDERAL RESERVE

During a business disruption, Federal Reserve staff will work to ensure the highest possible level of service for our customers. Successful 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 continuity procedures are provided below. National check continuity information is available at (national check web address provided here). In combination, this information should be used for your institution's business continuity planning.

HOW WILL THE FEDERAL RESERVE CONTACT US DURING A BUSINESS DISRUPTION?

In the event that it becomes necessary for a local Federal Reserve Office to invoke their continuity plans, customers will be notified in one or more of the following manners:

Fedline Broadcast Message

Broadcast messages are one of the primary notification tools for issues that affect a large number of customers. The messages will typically contain an outline of the issue, expected time of correction, and contact points. In a prolonged outage multiple updates may be sent.

Customer Support Toll-Free Phone Number (888) 339-3506

As warranted, the Twelfth District Customer Support Line message will be updated with a status. Additionally, customers will have the option to speak with a service representative to obtain information during regular business hours. Hours of operation may be expanded if necessary.

Web Page

The Twelfth District Web page will be updated with additional information as appropriate. Should the need arise to update the Web Page, a Fedline Broadcast and/or updated Customer Support Line message would be created to direct customers to the web page.

Outbound Customer Calls

For issues affecting only a small number of customers, typically less than 25, the local Federal Reserve Office may initiate an outbound calling program to notify customers and work out alternative arrangements.

HOW CAN WE OBTAIN INFORMATION ON SHIPPING/DROP POINTS FOR DEPOSITS DURING A BUSINESS INTERRUPTION?

Should the need arise for an Office in the Twelfth District to relocate our shipping and or drop point for check work, one or more of the communication tools listed above will be used to notify customers of the change.

WHO SHOULD WE CONTACT WITH QUESTIONS ABOUT CHECK PROCESSING CONTINUITY?

Howard Ng
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