



FEDERAL RESERVE BANK  
OF DALLAS

HELEN E. HOLCOMB  
FIRST VICE PRESIDENT AND  
CHIEF OPERATING OFFICER

February 6, 2003

P.O. BOX 655906  
DALLAS, TEXAS  
75265-5906

**Notice 03-08**

**TO:** Eleventh Federal Reserve District  
Cash Services Customers

**SUBJECT**

**Federal Reserve Converting to a  
New Voice Response System for Ordering Cash**

**DETAILS**

On Monday, April 7, 2003, our current voice response system for ordering cash and coin (*Accent*) will be replaced by a new voice response system called FedPhone. The move to FedPhone is one of several ongoing Federal Reserve System efforts aimed at providing similar cash services nationwide and enhancing operational efficiencies that will provide both high-quality and cost-effective service for our customers.

FedPhone will provide the ease and convenience to which you are accustomed; however, you will note some changes. In the coming weeks, you will receive additional information regarding the cutover and related changes.

Please continue to use *Accent* until the transition to FedPhone is completed on April 7, 2003. The Federal Reserve Bank of Dallas will periodically broadcast informative messages about our FedPhone migration on *Accent* and on Fedwire.

**MORE INFORMATION**

If you have any questions about the transition from *Accent* to FedPhone, please call (214) 922-6815, at the Dallas Office; (915) 521-8218, at the El Paso Office; (713) 652-1639, at the Houston Office; or (210) 978-1316, at the San Antonio Office.

Paper copies of this notice or previous Federal Reserve Bank notices can be printed from our web site at <http://www.dallasfed.org/banking/notices/index.html>.

Sincerely,

A handwritten signature in black ink that reads "Helen E. Holcomb".