



FEDERAL RESERVE BANK OF DALLAS

2200 N. PEARL ST.
DALLAS, TX 75201-2272

HELEN E. HOLCOMB
FIRST VICE PRESIDENT AND
CHIEF OPERATING OFFICER

January 23, 2004

Notice 04-03

TO: The Chief Operating Officer of each
financial institution and others concerned
in the Eleventh Federal Reserve District

SUBJECT

Final Consolidation of FedLine® Customer Support

DETAILS

In an effort to provide uniform, efficient, high-quality service, the Federal Reserve System is consolidating customer support for all electronic access products (FedLine, FedMail, and FedPhone). The first phase of the consolidation, which involved transitioning all FedLine for the Web support, was completed in December 2002.

Effective March 1, 2004, consolidation of customer support for all remaining products will take place. As of this date, our national Customer Contact Center will provide support for all of your DOS-based FedLine needs as well as FedLine for the Web. Please call the Customer Contact Center, where highly qualified staff will be able to assist you with any questions related to your hardware, software setup, connectivity, or password issues.

Consolidated Customer Contact Center

<http://www.frbservices.org/Electronic-Access/app/LocalCustServ.jsp>

For urgent matters, after-hours support will be provided via page to an on-call representative.

MORE INFORMATION

If you have any questions about the consolidation of support for electronic access products, please contact Anne Coday at (800) 333-4460, ext. 5850, or Tara Kuban at (800) 333-4460, ext. 5463. Paper copies of this notice or previous Federal Reserve Bank notices can be printed from our web site at www.dallasfed.org/banking/notices/index.html.

Sincerely,

A handwritten signature in cursive script that reads "Helen C. Holcomb". The signature is written in black ink and is centered below the word "Sincerely,".