



FEDERAL RESERVE BANK  
OF DALLAS

WILLIAM H. WALLACE  
FIRST VICE PRESIDENT

DALLAS, TEXAS 75222

January 10, 1985

Circular 86-3

**TO:** The Chief Operations Officer of all  
financial institutions in the  
Eleventh Federal Reserve District

**SUBJECT**

**Expansion of customer assistance services to financial institutions  
located in the Dallas Office territory**

**DETAILS**

The Federal Reserve Bank of Dallas is pleased to announce the expansion of our Customer Assistance Division. Beginning January 13, 1986, financial institutions located in the Dallas Office territory will be able to call one telephone number to obtain assistance relating to certain services. Institutions located in the El Paso, Houston and San Antonio territories should continue to call operating departments directly at each Branch Office.

Representatives at the Dallas Office will serve as a central contact point and will make sure questions and problems are handled and resolved. Initially, only questions related to federal reconciliation, verifications of reserve account balances for reserve account maintenance and missing cash letters will be handled by Customer Assistance. **All institutions, regardless of where they are located in the Eleventh District, should contact the number below for questions about reserve account balances.**

Throughout 1986, the Customer Assistance area will be expanded to accommodate questions relating to other Fed services. By handling these questions at a central location, we will be able to serve you better and more efficiently. You will be informed by circular as each new function is added to the Customer Assistance area.

The Customer Assistance Division was created in January of last year to originally serve financial institutions connected to the Bank's RESPONSE network -- the on-line electronic access network to Federal Reserve services. Reaction from those on the network to this service has been positive. Therefore, the Bank decided to expand customer assistance to include other Fed services on a step by step basis.

**BEGINNING JANUARY 13 FOR QUESTIONS RELATING TO:**

Federal reconciliation

Verification of reserve account balances for reserve account maintenance

Missing cash letters or cash letters that fail to arrive by 2:00 p.m.

**CALL THIS NUMBER:**

(214) 698-4246

Sincerely yours,

*William H. Wallace*