



FEDERAL RESERVE BANK
OF DALLAS

WILLIAM H. WALLACE
FIRST VICE PRESIDENT

DALLAS, TEXAS 75222

April 3, 1986

Circular 86-29

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

SUBJECT

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

DETAILS

The Federal Reserve Bank of Dallas is pleased to announce the further expansion of our Customer Assistance Division. Effective immediately financial institutions located in the Dallas office territory will be able to call Customer Assistance to obtain assistance relating to additional services. Inquiries regarding Treasury Tax and Loan accounts and related information, requests for participation in the automated cash and ORDERRECORDER systems, inquiries concerning cash-related debits and credits on reserve statements, and requests for general information about currency and coin will be handled by Customer Assistance. Institutions located in the El Paso, Houston and San Antonio territories should continue to call operating departments directly at each Branch Office.

The Customer Assistance Division serves as a central contact point and will make sure questions and problems are handled and resolved. Currently, questions related to federal reconciliation, verifications of reserve account balances for reserve account maintenance, and missing bundles from FRB cash letters are handled by Customer Assistance.

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. Positive reaction from those on the network to this service led to the

expansion of Customer Assistance to include other Fed services on a step by step basis.

EFFECTIVE IMMEDIATELY FOR QUESTIONS RELATING TO:

Treasury Tax and Loan account balances and related information

Requests for participation in the automated cash and ORDERRECORDER systems

Currency and coin related debits and credits on reserve account statements

Securities related debits and credit on reserve account statements

General information about currency and coin

CALL THIS NUMBER:

(214) 698-4246

MORE INFORMATION

For more information, please contact a Customer Assistance Representative at (214) 698-4246.

Sincerely yours,

A handwritten signature in cursive script that reads "William H. Wallace". The signature is written in black ink and is positioned to the right of the typed name "William H. Wallace".