



FEDERAL RESERVE BANK
OF DALLAS

HELEN E. HOLCOMB
FIRST VICE PRESIDENT AND
CHIEF OPERATING OFFICER

DALLAS, TEXAS
75265-5906

January 29, 2001

Notice 01-10

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

SUBJECT

**How to Read Your Federal Reserve's
Summary Statement of Service Charges**

DETAILS

In the Federal Reserve's most recent customer satisfaction survey and customer focus groups, customers expressed concerns about the readability of Federal Reserve billing statements. These concerns stemmed from the amount and complexity of the information presented on the statement. In response to these concerns, a brochure titled *How to Read Your Federal Reserve Summary Statement of Service Charges* was developed. Anyone responsible for handling your institution's Federal Reserve billing statement may benefit from this document.

The brochure, which serves as a valuable training tool as well as a practical reference guide, contains detailed descriptions of the information appearing on your billing statement and answers questions. Similar information may be found in the Billing section of the Account Management Guide on the Financial Services web site at <http://www.frbservices.org>. After accessing the web site, please follow the links listed below:

- Accounting
- Customer Reference Guides
- Account Management Guide
- Account Management Guide (PDF)
- Section IV Billing

ENCLOSURE

A copy of the brochure is enclosed.

MORE INFORMATION

For more information or for additional copies of the brochure, financial institutions in the Dallas and El Paso territories may contact Dianne Terrell at (214) 922-5811; in the Houston territory, Shonda Clay at (713) 652-1580; and in the San Antonio territory, Patty Hampton at (210) 978-1421.

For additional copies of this Bank's notice, contact the Public Affairs Department at (214) 922-5254 or access District Notices on our web site at <http://www.dallasfed.org/banking/notices/index.html>.

Sincerely,

A handwritten signature in black ink that reads "Helen E. Holcomb". The signature is written in a cursive style with a large, prominent initial "H".