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**Federal Deposit Insurance Corporation**

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**Office of the Comptroller of the Currency**

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**Board of Governors of the Federal Reserve System**

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September 2, 2004

**CDR Help Desk  
Currently Under Construction**

**Will offer assistance in the following customer-focused areas:**

- CDR usability
- CDR access issues
- Issues relating to vendor software used at bank site

**Will be available around the clock:**

- Live Help - Monday through Saturday - 7 am to 10 pm, EST
- Will be available through a single toll-free number
- Will have several tools for after hours support
  - Web-based application to report problems
  - FAQs and other user information to assist in self-solving problems