



DEPARTMENT OF THE TREASURY  
FINANCIAL MANAGEMENT SERVICE  
WASHINGTON, D.C. 20227

December 18, 2008

Dear Agency Customer,

We are within reach of achieving our goal to successfully transition the TGAnet and PCC OTC systems to Citibank effective January 1, 2009. We have had the good fortune of working with a committed group of professionals representing outstanding organizations (i.e., FRB Cleveland, FRB St. Louis, and Citibank) - professionals who are determined to achieve success in this great undertaking. Our success to this point is a testimony to the wondrous things that can be done when people work together.

**What Has Been Accomplished**

Since our last communication we have completed or made substantial progress in the following areas:

1. Implemented TGAnet Release 2.5.1 which included file format corrections and other minor fixes to fine tune the performance of the TGAnet system.
2. Validated the background investigation status for all Citibank team personnel assigned to the OTC channel.
3. Distributed a poster via email to all agency customers with the new customer service contact information for use as a ready reference.
4. The Citibank team has been introduced to and participated in every facet of both PCC OTC and TGAnet, from the technical perspective to customer service and training.
5. All customer support staff have been hired and are near completion of a rigorous training program including role-playing and shadowing of both systems with assistance from both FRBs.
6. Updated all system documents (user manuals and forms) for both systems. The updated documents will reflect the new customer support contact information; look for these items on the PCC OTC and TGAnet websites on January 1, 2009.

This letter will be our last communiqué for 2008. We are poised for a smooth and successful transition to Citibank. The transition to Citibank does not represent an "outsourcing" of the Government's OTC channel operations. Conversely, the transition to Citibank represents two things: (1) real and measurable progress toward reforms for the OTC channel; and (2) the assurance that FMS will continue to be proactive in supporting our agency customers. With this in mind, we have made special arrangements with the FMS Service Desk to ensure that it will be available to offer agency customers assistance as a last resort; however, the Treasury OTC Support Center is the main customer service unit for the OTC Channel.

The sweet aroma of victory has served as a source of adrenaline as we come down the home stretch of the transition. We are really excited about the direction in which we are heading. We ask for your continued support.

Sincerely,

A handwritten signature in black ink that reads "Corvelli A. McDaniel".

Corvelli A. McDaniel  
Director, Over the Counter Revenue Collection Division