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Vice President and Officer-in-Charge

**412.261.7806**

## Information Services

216.579.2000

This consumer information service directs callers who wish to obtain information about U.S. Treasury Securities, Treasury Direct, and Savings Bonds. It also provides information on Bank tours and publications.

## Internet Sites

Visit our website at [www.clevelandfed.org](http://www.clevelandfed.org) for information on banking regulations and seminars, Bank research publications, email addresses for select Bank personnel, and updates to this directory.

The Federal Reserve Financial Services site at [www.frbervices.org](http://www.frbervices.org) provides information on financial services available throughout the Federal Reserve System. You will find such information as the FedACH® guide, Fedwire® directory, Savings Bond program information, and operating circulars.

Another website, [www.savingsbondsdirect.gov](http://www.savingsbondsdirect.gov), provides Savings Bond agents with the ability to order bonds electronically and also provides Savings Bond program information.

## Email Notifications

To deliver an outstanding level of customer service, it is necessary that we communicate with you at both a general level and a detailed, day-to-day operational level. Please visit [www.clevelandfed.org/ENS/FRBcontacts](http://www.clevelandfed.org/ENS/FRBcontacts) and complete the detailed contact information, by service area, as it pertains to you and your organization. When we have operational issues such as late shipments, problems with electronic files, etc., we will be able to notify the appropriate staff immediately.

The Federal Reserve's Financial Services website, <http://frbervices.org/HomePage/app/alertsubscribe.jsp>, also provides an email notification system for non-local services and bulletins on the availability of our national communication pieces, FedFlash® and FedFocus<sup>SM</sup>.

**Accounting**

Statement of Account, Cash Management, Accounting Inquiries, Mergers,  
Transaction Settlement, Account Openings, Closings

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**Deidre Stanley**, Financial Analyst  
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Capital Stock Changes, Dividends

**Deidre Stanley**, Financial Analyst  
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National Billing Operations  
Statement of Service Charges, Earnings Credits **800.485.1033**

**Audit (Account Balance Confirmations)**

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**Business Continuity** [www.frb services.org/BizContinuity/index.html](http://www.frb services.org/BizContinuity/index.html)

**Cash (FedCash® Services)**

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*fax* **216.579.2950**

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Check Services Customer Support Center

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Check Adjustments **877.372.2457**

Canadian Check Support

FRB Cleveland **800.929.2435**

Foreign Check Services

FRB Atlanta **404.498.8668**

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**Community Relations/Learning Center/Education**

Online Education Materials/Learning Center/Money Museum Tours  
[www.clevelandfed.org/learningcenter](http://www.clevelandfed.org/learningcenter)

**Kriss Plumer**, Learning Center Representative  
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Bank Tours  
[www.clevelandfed.org/for\\_the\\_public/tours](http://www.clevelandfed.org/for_the_public/tours)

*Cleveland*

**Laura Kyzour**, Tour Coordinator  
*laura.l.kyzour@clev.frb.org* **216.579.2846**

General Tour Information (Recorded Message)  
[www.clevelandfed.org/tours](http://www.clevelandfed.org/tours) **216.579.8108**

*Cincinnati*

Tour, Speeches, and Outreach Line

513.455.4340

*Pittsburgh***Jennifer Fuchs**, Conference and Meeting Planner[jennifer.a.fuchs@clev.frb.org](mailto:jennifer.a.fuchs@clev.frb.org)

513.455.4350

**Consumer Complaints on Banks**[www.FederalReserveConsumerHelp.gov](http://www.FederalReserveConsumerHelp.gov)

888.851.1920

**Credit Risk Management**

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**Douglas A. Banks**, Vice President[douglas.a.banks@clev.frb.org](mailto:douglas.a.banks@clev.frb.org)

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216.579.2922

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*www.fdic.gov* 877.275.3342

**Information Security** 216.579.2222

**Learning Center and Money Museum** See Community Relations

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**Publications Catalog** <http://newyorkfed.org/publications/frame1.cfm>

### Public Information\*

Speakers Bureau

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\*See Community Relations for tour scheduling and educational opportunities.

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**Speakers Bureau**

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