



OTCnetSM

Deposits Made Simple

Quick Reference Contact Guide

Do you have a question about OTCnet? If so, FMS is here to help. Contact one of our specialized OTCnet teams available to assist you with your particular need.

Marketing

- **The Marketing Team** is the first point-of-contact to enroll in OTCnet. Contact the Marketing Team to complete the enrollment paperwork or with general questions about conversion and OTCnet.
 - **Telephone:** (703) 377-5365
 - **Email:** FMS.OTCInformation@citi.com

Deployment

- **The Deployment Team** assists each agency in the OTCnet conversion process and in the creation or expansion of new endpoints for both deposit processing and check capture.
 - **Telephone:** (703) 377-5586
 - **Email:** FMS.OTCDeployment@citi.com

Security

- **The Security Team** is responsible for setting up all new PLSAs, initial authorizing of LSAs, and assisting agencies with the provisioning of new users.
 - **Telephone:** (866)945-7920, option 5
 - **Email:** FMS.OTCSecurity@citi.com

Customer Support

- **The Customer Support Team** provides 24/7 technical assistance for locations that have been converted or onboarded to the OTCnet system.
 - **Telephone:** (866)945-7920
 - **Email:** FMS.OTCChannel@citi.com

For additional information, visit the OTCnet website at www.fms.treas.gov/otcnet.

