



# FedLine Direct® Outage Contact Form

**\*Required Fields**

## Section 1: Service Description and Form Instructions

This form gives the outage contact authority to provide instructions or other information related to FedLine Direct configurations, including outages, emergency swings/repoints, and other technical issues related to these services. These contacts may also receive FedLine Direct outage communications from the Federal Reserve Banks.

- Use Section 3: Service Specific Information to “Add”, “Delete” or “Update” outage contacts for services.
- Shared email addresses are not allowed.
- Sign up at least two outage contacts for each service.
- Complete an additional form to sign up more than two outage contacts for a service.
- [Service descriptions](#) are available on FRBservices.org®.

For assistance in completing this form, please contact the Support Center at 833-FRS-SVCS (833-377-7827).

Email the completed form to [ccc.bankservices@kc.frb.org](mailto:ccc.bankservices@kc.frb.org).

## Section 2: Customer Information

<b>Organization Name*</b>	
<b>Identification Number (ABA/RTN)*</b>	

## Section 3: Service Specific Information

- Check the “Add” box for the services an outage contact has the authority to manage.
- Check the “Delete” box for the services an outage contact no longer has the authority to manage.
- Check the “Update” box to update an outage contact’s phone number and email address.

### Accounting Services

Add	Delete	Update	Name	Phone Numbers	Email Address <i>Must be individual email address</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	

### Section 3 (continued)

#### Billing Services

Add	Delete	Update	Name	Phone Numbers	Email Address <i>Must be individual email address</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	

#### Check 21 Large File Delivery

Add	Delete	Update	Name	Phone Numbers	Email Address <i>Must be individual email address</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	

#### Daylight Overdraft Reporting and Pricing System (DORPS) Application

Add	Delete	Update	Name	Phone Numbers	Email Address <i>Must be individual email address</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	

#### FedACH<sup>®</sup> Services

Add	Delete	Update	Name	Phone Numbers	Email Address <i>Must be individual email address</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	

### Section 3 (continued)

#### Fedwire® Funds (Statements) and Fedwire Funds Services

Add	Delete	Update	Name	Phone Numbers	Email Address <i>Must be individual email address</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	

#### Fedwire Securities (Issuer Files & Statements) and Fedwire Securities Services

Add	Delete	Update	Name	Phone Numbers	Email Address <i>Must be individual email address</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	

#### All Other Files

Service descriptions, including a list of [All Other Files](#), are available on FRBservices.org.

Add	Delete	Update	Name	Phone Numbers	Email Address <i>Must be individual email address</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	

#### National Settlement Service

Add	Delete	Update	Name	Phone Numbers	Email Address <i>Must be individual email address</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Daytime	
				After Hours	

### Section 4: Authorized Approval

We, the organization named in Section 2 above, designate the individuals added in Section 3 above as authorized to deliver instructions and other information related to the organization's Electronic Connections and any Access Control Features associated therewith (as such terms are defined in [Operating Circular 5, Electronic Access](#)), including configuration alterations and other instructions due to outages, contingency swings/repoints, workarounds, and other Electronic Connection issues. The Reserve Banks may rely on and act upon instructions or other information that they receive (or reasonably believe that they received) from an individual identified in Section 3.

*Must be an existing FedLine Direct End User Authorization Contact (EUAC).*

<b>EUAC Name*</b>	<i>First</i>	<i>MI</i>	<i>Last</i>
<b>Date*</b>			

<b>Federal Reserve Use Only</b>	
Due Diligence Verification	

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