

Financial Services

The Federal Reserve Bank of Kansas City plays two roles in fulfilling its financial services mission – service provider and payments system leader. As a service provider, we remain in touch and involved with our customers to offer them the highest-quality services. Our services include check processing, electronic funds and securities transfers, ACH transactions, savings bonds processing, and currency and coin distribution.

As a payments system leader, we are pledged to promoting a safe, efficient, and effective payments system. Together with the financial services industry, we act as advocates and educators to innovate and develop services that are responsive to the ever-changing needs of our customers and the public. We are committed to enhancing our expertise on payments issues, publishing timely and relevant information to keep our constituency informed, and promoting electronic payments.

service

efficiency

advocacy



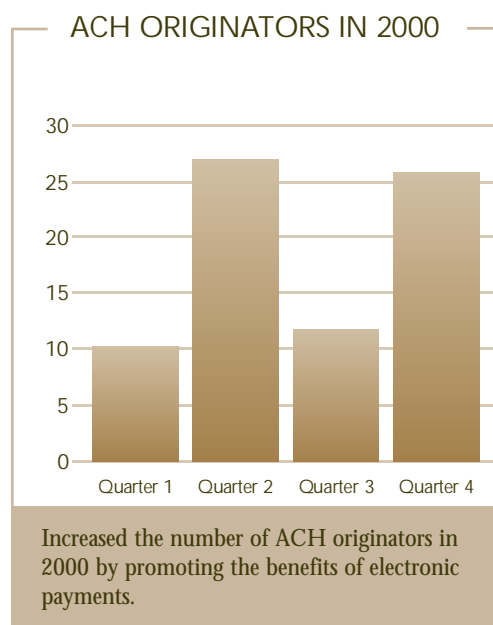
Information technology professionals, including Duane Nickerson, increased the reliability of Federal Reserve services by implementing a fully functional contingency site for use in case of unforeseen emergencies.

Major accomplishments

- Continued to focus on the future of community banking by providing a forum for the Tenth District's Customer Advisory Council to express its views to Fed policymakers about the role of the Fed in the payments system.
- Partnered with nearly 700 financial institutions and companies to promote Direct Deposit and Direct Payment to their customers by providing marketing materials and education.
- Continued to focus on building relationships with community banks by bringing them affordable solutions to meet the challenges of increasing competition and changing technology.



Kelvin Williams and other help desk staff maintained exceptional customer service standards by providing fast and accurate information to our customers.



Larry Foy and account managers around the district provided personal attention to community bankers, such as Janet Latimer, President, Lancaster County Bank, Waverly, Nebraska.