

Branch executive learns of similar structure during visit to Canada

Chad Wilkerson, assistant vice president, economist and Oklahoma City Branch executive at the Kansas City Fed, recently accepted an invite to visit the central Bank of Canada's main office in Ottawa.

The purpose of the visit was to discuss the restructuring of branch offices at the two organizations and how regional economic research and analysis is conducted.

Canada restructured its regional offices (Calgary, Halifax, Montreal, Toronto and Vancouver) about 10 years ago. The restructuring of the Kansas City Fed's Branch offices in Denver, Oklahoma City and Omaha has evolved these past few years in a similar fashion.

Each Kansas City Fed Branch office now has a regional economist to serve as the lead officer and Branch executive. Their jobs include conducting regional economic research; giving external and internal presentations about the regional economy; working with the Branch's board of directors; and expanding relationships with area banking, business and community leaders.

The Bank of Canada has senior economics representatives at each of its regional offices with similar roles and backgrounds as the Kansas City Fed's Branch executives. Wilkerson met with them and other staff during his two-day visit.

Canada's economy is about one-tenth the size of the U.S. economy, making it roughly the size of one of the 12 Federal Reserve Districts.

"As the financial system changes, and the Fed changes, we hope to continue to learn important lessons from our colleagues in central banking," Wilkerson says.



FEDERAL RESERVE CONSUMER HELP

National consumer resource launched

The Federal Reserve recently launched a national resource to help better inform consumers who have concerns about their banks.

Federal Reserve Consumer Help, administered by the Kansas City and Minneapolis Reserve Banks, streamlines consumers' inquiries to the appropriate organization without the consumer struggling to do so on his or her own.

Now inquiries or complaints can be submitted via phone, fax, mail or online to one location. Additionally, the website provides answers to consumers' frequently asked questions about banking issues.

These efforts are in line with part of the Fed's mission to educate consumers, who provide the basis for a more stable economy by making informed financial decisions.

For more information, visit www.FederalReserveConsumerHelp.gov.



2008 Survey of Community Banks

To better understand challenges confronting bank managers, the Federal Reserve Bank of Kansas City is conducting the 2008 Survey of Community Banks.

The Fed is asking all banks with less than \$1 billion in assets in the Tenth Federal Reserve District (western Missouri, Nebraska, Kansas, Oklahoma, Wyoming, Colorado and northern New Mexico) to complete the survey no later than March 15. Both a survey and its instructions, as well instructions for completing the survey online, will be mailed in February.

The community bank survey, which can be completed anonymously, is a valuable tool that allows the Federal Reserve to understand bankers' views on the operational and regulatory issues banks face. It also provides insights on bankers' plans and expectations for the future.

The Kansas City Fed will post survey results on www.KansasCityFed.org, as well as share the information through articles in *Financial Industry Perspectives* and *TEN* magazine. Staff conducted a similar survey in 2004.

Call Forest Myers or Eric Robbins at 800-333-1010 with questions.

Bank Anniversaries

The following banks in the Tenth District are celebrating one, five, 10 or 20 or more years as Federal Reserve members in January, February or March.

Colorado B&TC of La Junta	La Junta	Colo.	84
Lusk State Bank	Lusk	Wyo.	74
St. Marys State Bank	St. Marys	Kan.	72
First Community Bank	Taos	N.M.	70
Community B&TC	Neosho	Mo.	66
Bank of Holden	Holden	Mo.	63
Colorado Mountain Bank	Westcliffe	Colo.	29
Bank At Broadmoor	Colorado Springs	Colo.	28
First State Bank	Wheatland	Wyo.	27
Bank of Wyandotte	Wyandotte	Okla.	10
Canadian State Bank	Yukon	Okla.	10
Emerald Bank	Burden	Kan.	10
Exchange B&TC	Perry	Okla.	10
First State Bank	Picher	Okla.	10
Auburn State Bank	Auburn	Neb.	5
First B&TC	Minden	Neb.	1



Compiled By TEN staff

COMMENTS/QUESTIONS are welcome and should be sent to teneditors@kc.frb.org.



THE FEDERAL RESERVE BANK OF KANSAS CITY hosted a dozen economic advisors from European embassies in Washington D.C., during a two-day visit in October. Participating embassies were Belgium, Estonia, Finland, France, Greece, Italy, Lithuania, Slovak Republic, Portugal, Spain, Sweden and the United Kingdom as well as the European Commission. Kansas City Fed senior officers discussed economic, banking and policy issues with the guests.