



DEPARTMENT OF THE TREASURY  
FINANCIAL MANAGEMENT SERVICE  
WASHINGTON, D.C. 20227

December 1, 2008

Dear Agency Customer,

I am immensely pleased to report that the transition of TGAnet and PCC OTC (the OTC channel transition) to Citibank effective January 1, 2009 is on schedule. There are many people working hard to ensure that all tasks, projects and transition activities are completed. An objective of this magnitude requires team work and sacrifice, and I have seen both of these attributes on full display during the course of the transition.

**What Has Been Accomplished**

Since our last communication we have completed or have made substantial progress in the following areas:

1. Implemented PCC OTC at two new agencies: Commodity Futures and Trading Commission and the Institute of Museum and Library Services.
2. Implemented TGAnet at one new agency and two new bureaus: Department of Transportation; United States Mint, a bureau of the Department of the Treasury; and National Oceanic and Atmospheric Administration, a bureau of the Department of Commerce.
3. Established a new email address for the OTC channel. Effective January 1, 2009, agency customers will use [FMS.OTCChannel@citi.com](mailto:FMS.OTCChannel@citi.com) to communicate via email. This email account will be monitored consistently and all emails will be acknowledged within five minutes of receipt.
4. Conducted a TGAnet webinar for our TGAnet customer agencies on November 6, 2008, to discuss the OTC channel transition. A rebroadcast of the TGAnet webinar is available until February 6, 2009. Instructions on how to watch the rebroadcast are available at [www.tganet.gov](http://www.tganet.gov) on the homepage. Agencies that have not participated in the PCC OTC or TGAnet webinars are encouraged to view the rebroadcast.
5. Sponsored an IT security/FISMA workshop for the Citibank staff that will assume responsibility for these duties.
6. Completed the preparation needed to deliver by email posters with the new customer service information to all agency customers. The posters will serve as a quick reference for the new phone numbers and email address that will take effect January 1. Customers should receive the posters this week.

The state of our economy and financial institutions has brought international attention to the United States. Citibank, as one of America's largest banks, has received its share of media coverage as a result. The reports of pending layoffs and organizational changes at Citibank will certainly have an impact on the company from a corporate perspective.

In terms of Citibank's contractual obligations to the federal government, and specifically to FMS and to the OTC channel, the company is positioned to provide all services and support to which it has committed. Citibank has a team of dedicated resources to carry out its responsibilities for the federal government, which in essence insulates the OTC channel from the flux that may occur in other parts of the company. Having offered this background, I want to convey that the work Citibank has done during the transition has been outstanding.

Lastly, as the transition moves to a crescendo, we are very pleased with the progress and the effort to date. We will continue to do the utmost to keep agencies informed during the transition. Thank you for your support.

Sincerely,

A handwritten signature in black ink that reads "Corvelli A. McDaniel".

Corvelli A. McDaniel

Director, Over the Counter Revenue Collection Division