



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

November 4, 2008

Dear Agency Customer,

We are progressing zealously and effectively in all facets of the OTC channel transition. The Federal Reserve Banks of Cleveland and St. Louis have done a superlative job working with Citibank to ensure an effective transfer of knowledge and experience. This great endeavor has given us tremendous opportunities to examine our business from all angles to better serve our customers. All parties involved in the transition have worked together in a spirit of cooperation, and we are united in our goal to transition the TGAnet and PCC OTC functions to Citibank on schedule and without service interruption.

What Has Been Accomplished

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

1. Successfully completed two months of knowledge transfer for the PCC OTC and TGAnet systems.
2. Scheduled a TGAnet webinar for November 6, 2008, at 2:00 p.m. (ET). Invited 540 TGAnet agency users.
3. Continued to honor all agency requests for TGAnet and PCC OTC implementation, training, and hardware procurement without interruption.
4. Anticipated the communication challenges that an agency user may face on January 1 and set in motion measures to assist agencies with such challenges.
5. Completed the research and coordination necessary to support the uninterrupted use of the Defense Switched Network (DSN) number in support of the military. The DSN number will continue to be 510-428-6824 through the transition and as Citibank assumes responsibility for OTC channel operations on January 1, 2009.
6. Established one customer service number for both PCC OTC and TGAnet. You will be able to reach us at 1-866-945-7920, toll free or (302) 324-6442, locally for either system.

As we move forward, I solicit your assistance on a matter that will aid us as we strive to keep our commitment to keep you informed during the transition. I ask that you update us on email address changes, postal mail address changes, and phone number changes by emailing or calling us using the contact information below. The effectiveness of our communications rests in large measure on the best contact information we are able to obtain from our customer agencies.

In closing, it has been a fascinating time to be associated with the U.S. Treasury and Financial Management Service. As we move confidently down the path of transition and begin to see the budding fruit of our initial labor, (and visualize the benefits that agencies will experience when we achieve the OTC channel end state), we are truly excited! We 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