

**WE'RE HERE
TO SERVE**



Tips for Obtaining Adjustment Information

OCTOBER 2004

FEDERAL
RESERVE



FINANCIAL
SERVICES

Q: How can I obtain a copy of a missing adjustment?

A: Using FedLine® Web or the Fed's paper adjustment request form, send the Federal Reserve an adjustment request using the AREQ adjustment type. AREQs are given a high priority and will be responded to within three business days if received within 20 business days of the entry. Phone requests for copies of advices or further clarification on adjustments can **no longer** be honored. Instead, you must submit an adjustment request to obtain the information you need.

Q: How do I request more information on an adjustment advice my institution received when I cannot locate the advice or need clarification?

A: Using FedLine Web or the Fed's paper adjustment request form, send the Federal Reserve an adjustment request using the INFO adjustment type. In the receiver's reference number (RREF) field, provide the adjustment case number supplied by the Fed when it sent the original adjustment. Your local Fed office will require you to submit an INFO adjustment case to obtain additional information on an adjustment (e.g., account numbers, check numbers, verification of tape or cash letter totals). INFO cases are given a high priority and will be responded to within three business days if received within 20 business days of the entry.

Q: I see an adjustment on my daily statement of account. I need a copy of that adjustment because I don't know what it's for. Can I send in a copy of the statement as supporting documentation for my adjustment request?

A: No, it is not necessary to include the statement of account with your adjustment request. First, look at your statement of account. On the line where the adjustment amount appears, you will see the ABA number from where the adjustment was made. In addition to the ABA, you will find either the Fed's adjustment case number or your sender's reference number (SREF) from the case you previously submitted to the Fed. *The Fed's adjustment case number is the information needed to better serve you when researching your adjustment.*

Next, send in an AREQ adjustment request and include the Fed's adjustment case number, which can be found on your accounting statement in either the COMMENTS or receiver's reference number (RREF) field. The adjustment case number is formatted with a number and date sequence (e.g., 999-01oct04). In this example, the Fed's case number is 999, and the date is Oct. 1, 2004. Including this information will help us answer your request quickly.

Find more tips at www.minneapolisfed.org under "Services for Financial Institutions" then select "Check."

Minneapolis Check Customer Service 1-800-283-2830