

Frequently asked Wire Questions

- How do I add, change, or delete a person's wire transfer authority?
 - You can add and change an individual's authority by submitting a new wire transfer signature card to the Bank. Name changes will also require an accompanying letter in order to be accepted. Deletion of authorized individuals can be accomplished by faxing a letter signed by an officer of the member bank/company, on company letterhead, to the Bank at 214-441-8512
- How do I gain access to the online Wire Transfer Application?
 - You can access the Customer Money Transfer application once SecureConnect access is requested and a properly completed Wire Transfer signature card has been processed. The link to this application is found in SecureConnect under the Wire Transfer tab.
- How do I get assistance with initiating or approving a wire and pulling wire reports once I'm in the Customer Money Transfer application?
 - On the home page of SecureConnect you will find a link to the Wire Transfer user guide near the bottom of the page. This guide contains valuable information necessary to maneuver in the application. As always, you can also call our Member Services desk and we will be happy to assist you.
- Where do I find the wire transfers that will post to my account tonight?
 - Wires, Internal Transfers, and Drawdowns that will post to your account tonight will be in the Cash Management Report on SecureConnect.
- I am expecting an incoming wire transfer that should have already been received; how do I check the status of this request?
 - If the expected incoming wire is not reflected in the Cash Management Report on SecureConnect, the Bank has not received the request or the request did not have valid instructions and it was returned to the originating bank. Please have the expected wire details available and contact the Member Services desk to confirm whether the wire has been received and was subsequently returned.
- How can I avoid my incoming wire transfers from being returned?
 - The originating bank must list your member bank/company name in the beneficiary name field, and include your 7-digit FHLB DDA account number in the beneficiary account number field. Final credit instructions you need to process the payment should be included in the "Originator to Beneficiary" {OBI} field. Reference instructions in this field will be displayed on the Wire Transaction report entitled "All Payments Detail" in the Customer Money Transfer Application for your reference.
- Why can I not see my requested outgoing wire or internal transfer I initiated on SecureConnect or by phone on my Cash Management Report in SecureConnect?
 - If the wire was initiated in SecureConnect, ensure that a secondary authorizer has approved the wire if required. The Bank manually processes all outgoing wires initiated by

our members and this process can delay the release of a wire as a result of approvals required or insufficient funds in your DDA. Please contact the Member Services desk to get a status of your transfer.

- Where do I get my 8 digit Wire Transfer PIN?
 - Wire Transfers PINs are mailed for new authorized individuals once a properly completed Wire Transfer Signature card is processed. PINs are also reissued annually one month prior to the anniversary date that access was granted. You must return the completed Wire Transfer PIN Receipt within 60 days of the mailed date of any new or reissued PIN or access to initiate wire will be suspended.
- I cannot locate or can no longer read my 8 digit Wire Transfer PIN and I need to do a wire or internal transfer.
 - The Member Services desk can overnight a PIN to the address on file for urgent wire requests. Please contact the Member Services desk to request a new PIN to be mailed. All PINs are mailed through the USPS and should arrive within a few business days of the request unless you have requested an overnight delivery.
- I believe my 8-digit wire transfer PIN number may be compromised; what should I do?
 - Immediately contact the Member Services desk and we will freeze your existing PIN, if it is active, and mail a new one to you.
- I need to set-up a new repetitive wire transfer form, drawdown authorization form, or foreign wire transfer and I cannot locate the forms?
 - All three forms are located at the back of the Correspondent Services guide located on the home page for Wire Transfer Services on fhlb.com.

