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. The signature card Adobe Sign form can be found on Secure Connect, under User Management, Obtain E-Sign Authorization. Changes to user's name, email or phone number will also require an accompanying letter to be accepted. To delete authorized individuals, email to Processing@fhlb.com a letter signed by an officer of the member bank/company, on company letterhead, or eFax 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 signature card Adobe Sign form can be found on Secure Connect, under User Management, Obtain E-Sign Authorization. The link to the Customer Money Transfer application is found in SecureConnect under Services, Wire Transfer.

- How do I get assistance with initiating or approving a wire and pulling wire reports once I'm in the Customer Money Transfer application?
  - The Wire Transfer Guide is available on Secure Connect, under Resources, Guides and Forms. This guide contains information necessary to maneuver in the application. 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 be posted to my account tonight?
  - Wires, Internal Transfers, and Drawdowns that will be posted 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's 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 Secure Connect, ensure that a secondary authorizer has approved the wire if required. The Bank manually releases all outgoing wires initiated by our members and this process can be delayed due to pending approvals required or insufficient funds in your DDA. Please contact the Member Services desk to get the status of your transfer.

- Where do I get my 8-digit Wire Transfer PIN?
    - Wire Transfers PINs are sent to the user's email on file for new authorized individuals once a properly completed Wire Transfer Signature card is processed. The user has 7 days from the date the email was sent to verify their identity and acknowledge receipt of their wire PIN through the Adobe Sign form sent to the email address on file. If PIN receipt is not received by the Bank in 7 days, the email will expire and any new or reissued PIN or access to initiate wires will be suspended. Additional information on the Wire PIN process can be found in the Wire Transfer PIN eDelivery Guide on Secure Connect, under References, Guides and Forms.

- 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 user can call the Member Services desk to generate a new Wire PIN through the eDelivery process to the user's email address on file.

- 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 send a new one to you through the eDelivery process.

- I need to set-up a new repetitive wire transfer form or drawdown authorization form and I cannot locate the forms?
    - Both forms are located on Secure Connect, under References Guides and Forms.

- Further details can be found in the following documents on Secure Connect under Resources, Guides and Forms
    - Electronic Payments and Security Access Circular
    - Correspondence Services Guide
    - Wire Transfer Guide
    - Wire Transfer PIN eDelivery Guide
    - Repetitive Wire Transfer Form
    - Drawdown Request Set Up and Authorization Form