



May 5, 2009

Changes to FedImage® Archive Service

To All FedImage Archive Customers:

Over the past few years, the Federal Reserve Banks have taken a number of steps to respond to the changes occurring in the check collection system. These actions have been an important part of our efforts to meet the requirements for recovering costs for providing check services over the long term as required by the Monetary Control Act and reaffirm our commitment to remaining a provider of payments services.

The Federal Reserve Banks continue to look for ways to more effectively manage costs while continuing to provide superior service levels. Today we are announcing that we will be moving the storage of check images in the FedImage Archive to Viewpointe. This move will allow us to take advantage of state-of-the-art storage technology and will afford FedImage Archive Service customers with improved reliability and resiliency.

The movement of the check images storage to Viewpointe will be transparent to all customers and will have no impact on current FedImage services. All FedImage Retrieval services including viewing, print, e-mail, fax and mailbox will continue to be accessed through your FedLine® access solution connection, the FRS portal. In addition, those taking advantage of FedImage Gateway Retrieval to image enable their home banking will continue to process those requests in the same fashion as they do today. Lastly, all customer service inquiries will continue to be handled by the Federal Reserve Banks.

Over the next several months we will be working on implementation and migration plans, and we expect to share additional information in late summer or early fall. In the meantime, if you have any questions, please contact your account executive.

We look forward to continuing to provide you with efficient, high-quality payment services.

Sincerely,

A handwritten signature in black ink, appearing to read "Fred Herr".

Fred Herr
Senior Vice President
Retail Payments Office
Federal Reserve Bank of Atlanta