

# FAST FACTS FROM THE FEDERAL RESERVE

*Financial Services*

Quick answers for frequent  
**FedCash® Services** and  
**FedLine® Solutions** questions



Call your  
**Federal Reserve Cash Office**  
located on the [Contacts Page](#)  
for questions about:

- Cancelling or changing an order.
- Tracking an order that was not received.
- Confirming order status if you receive an error message during the online submittal process.
- Finding help with a missed [order deadline](#).
- Placing an order when internet service or FedLine Solutions are unavailable.
- Identifying the correct carrier option when completing the FedCash Services Request Form.
- Obtaining endpoint information for your FedCash Services Request Form.
- Inquiring about currency or coin transactions or entries posted to your account.



Call the  
**Customer Contact Center (CCC)**  
at (888) 333-7010  
for questions about:

- Requesting access to FedLine Solutions.
- Reporting a performance or access issue with FedLine Solutions.
- Navigating our FRBservices.org<sup>SM</sup> website or FedLine Solutions to access reports, order screens, and other information.
- Locating FedCash Services forms on FRBservices.org.
- Assistance managing your FedLine subscribers through the EUAC center.



Find [contact information](#) for your local Federal Reserve Cash Office.



Find [FedCash forms](#)

## How to Handle Contaminated or Mutilated Currency and Coin



### Contaminated Currency

With proper packaging, contaminated currency can be returned to your Federal Reserve Cash office. [Follow the instructions](#).



### Contaminated Coin

The Federal Reserve does not accept contaminated coin. Follow the Center for Disease Control's [guidelines for decontaminating surfaces](#).



### Mutilated Currency

The Federal Reserve does not accept mutilated currency. [View instructions](#) on redeeming mutilated currency with the Bureau of Engraving and Printing.



### Bent and/or Partial Coin

The Federal Reserve does not accept bent/partial coin. [View instructions](#) on redeeming bent/partial coin with the U.S. Mint.