



## Foreign Exchange Services Contact Guide

### Foreign Exchange Operations

#### FX Middle Office

Hours of Operation: 7:00 a.m. – 7:00 p.m. CST

FX Middle Office Mailbox: [FXMiddleOffice@usbank.com](mailto:FXMiddleOffice@usbank.com)

#### Team Functions:

- Audit requests & reconciling
- Options queries
- Client limits
- MTM requests
- Support daily SWIFT messaging activities for FX, Remittance, GDS, Trust, and Wires

#### FX Reconciliation Exceptions

Hours of Operation: 7:00 a.m. – 5:00 p.m. CST

FX Reconciliation Exceptions Mailbox: [FXReconExceptions@usbank.com](mailto:FXReconExceptions@usbank.com)

#### Team Functions:

- Reconcile and research open items from daily exception reports
- Send SWIFT messages for Investigations
- Clear aged items with SLA within 90 days



## FX Investigations

Hours of Operation: 7:00 a.m. – 5:00 p.m. CST

FX Investigations Mailbox: [FXInvestigations@usbank.com](mailto:FXInvestigations@usbank.com)

Team Functions:

- Post-settlement inquiries
- Non-receipt of funds
- Amendments
- Recalls
- Tracking outgoing payments

## FX Settlements

Hours of Operation: 6:30 a.m. – 6:00 p.m. CST

FX Settlements Mailbox: [FXSettlementInstructions@usbank.com](mailto:FXSettlementInstructions@usbank.com)

Team Hotline: (866) 809-6462 – Option 1

Team Functions:

- Review, amend, and input settlement instructions for existing trades
- Netting requests
- Abrogations
- Confirmation matching
- Phone confirmations
- Ad-hoc settlement requests
- General questions for existing, pre-settlement trades

## International Remittance

Hours of Operation: 7:30 a.m. – 4:00 p.m. CST

International Remittance Mailbox: [IntlRemittance@usbank.com](mailto:IntlRemittance@usbank.com)

Team Hotline: (612) 303-7400

Team Functions:

- Foreign check deposits, clean collections, return items
- Mailing FCTD Statements



## International Client Services

### FX and GTSS Onboarding

Hours of Operation: 8:00 a.m. – 5:00 p.m. CST

FX and GTSS Onboarding Mailbox: [TradeCustomerServices@usbank.com](mailto:TradeCustomerServices@usbank.com)

Team Hotline: (833) 608-6571

### FX and DPG Client Support

Hours of Operation:

- Help Desk: 8:00 a.m. – 5:00 p.m. CT
- Static Data: 7:30 a.m. – 4:00 p.m. CT

FX and DPG Client Support Mailbox: [FXClientServices@usbank.com](mailto:FXClientServices@usbank.com)

Team Hotlines:

- Help Desk: (800) 608-6571
- Static Data: (866) 809-6462 – Option 3

Help Desk Team Functions:

- U.S. Bank Markets Portal system support
- User access

Static Data Team Functions:

- Client data maintenance
- Client onboarding
- DDA, FCA, FCLA, FCTD setup
- Instruction setup
- NDF confirmations
- Confirmation monitoring
- FCA/FCTD statement requests



## International Wire Investigations

Hours of Operation: 7:00 a.m. – 5:00 p.m. CST

### Team Functions:

- Post-settlement inquiries
- Non-receipt of funds
- Amendments
- Recalls
- Tracking outgoing payments
- Account reconciliation