

Contact List

Treasury Retail Securities (TRS) Sites

The TRS sites in Minneapolis and Pittsburgh process savings bond transactions and provide instructional materials for agents in their regions.

These TRS sites provide the following materials: gift certificates, over-the-counter savings bond supplies, forms required for savings bond transactions, regulations and qualifications agreements and other information. TRS sites also conduct training seminars.

Minneapolis Treasury Retail Securities
Quick Reference Guide for Savings Bond Issuing and Paying Agents

If you have questions about...	If you need to contact us by mail or email...	Our hours of operation and contact numbers are...
Customer Service <ul style="list-style-type: none"> • General Inquiries • Non-receipts • Undeliverables 	FRB Minneapolis P.O. Box 9109 Minneapolis, MN 55480-9109 <u>Email:</u> mpls.savingsbonds@mpls.frb.org	7:00 a.m. – 5:00 p.m. CT <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 2) <u>Fax:</u> 612-204-5740
Over-the-Counter <ul style="list-style-type: none"> • Paper Purchase Orders • Foreign and Fiduciary Purchase Orders 	FRB Minneapolis P.O. Box 89 Minneapolis, MN 55480-0089	7:00 a.m. – 5:00 p.m. CT <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 3) <u>Fax:</u> 612-204-5754
Savings Bonds Direct® ¹ Tech Support* <ul style="list-style-type: none"> • User and LSA Setup • LSA Password Resets • Account Maintenance • File Transmission Support 	FRB Minneapolis P.O. Box 89 Minneapolis, MN 55480-0089	7:00 a.m. – 5:00 p.m. CT <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 3) <u>Fax:</u> 612-204-5754
Redemption and Reissue H/HH Bond Servicing	FRB Minneapolis P.O. Box 214 Minneapolis, MN 55480-0214	7:00 a.m. – 5:00 p.m. CT <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 2) <u>Fax:</u> 612-204-6795
Ordering Forms/Supplies	FRB Minneapolis P.O. Box 89 Minneapolis, MN 55480-0089	24-Hour Recorded Line <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 1) <u>Fax:</u> 612-204-5740
EZ Clear	FRB Pittsburgh P.O. Box 399 Pittsburgh, PA 15230-0399	6:00 a.m. – 3:30 p.m. CT <ul style="list-style-type: none"> • For deposit inquiries, contact your check processing site. • For all other inquiries, contact EZ Clear, FRB Pittsburgh. <u>Toll Free:</u> 1-800-245-2804 (Menu Option 4, then Opt. 4) <u>Fax:</u> 412-261-8562
Training Seminar Information	<u>Website:</u> www.frbservices.org	7:00 a.m. – 5:00 p.m. CT <u>Toll Free:</u> 1-800-553-2663 (Menu Option 4, then Option 2) <u>Fax:</u> 612-204-5740
Overnight Mailings	FRB Minneapolis Savings Bonds Division 90 Hennepin Ave Minneapolis, MN 55401	N/A

Transaction Deadline for Processing

The transaction deadline for submitting Savings Bonds Direct files is **1:00 p.m., CT.**

¹Savings Bonds Direct is a registered trademark of the U.S. Department of the Treasury.

Pittsburgh Treasury Retail Securities
Quick Reference Guide for Savings Bond Issuing and Paying Agents

If you have questions about...	If you need to contact us by mail or email...	Our hours of operation and contact numbers are...
Customer Service <ul style="list-style-type: none"> ● General Inquiries ● Non-receipts ● Undeliverables 	FRB Pittsburgh P.O. Box 299 Pittsburgh, PA 15230-0299 <u>Email:</u> savingsbonds@clev.frb.org	8:00 a.m. – 6:00 p.m. ET <u>Toll Free:</u> 1-800-245-2804 (Menu Option 4, then Option 2) <u>Fax:</u> 412-261-7948
Over-the-Counter <ul style="list-style-type: none"> ● Paper Purchase Orders ● Foreign and Fiduciary Purchase Orders ● Savings Bonds Direct Orders or Batch Deletions 	FRB Pittsburgh P.O. Box 100 Pittsburgh, PA 15230-0100	7:00 a.m. - 4:00 p.m. ET <u>Toll Free:</u> 1-800-245-2804 (Menu Option 4, then Option 3) <u>Fax:</u> 412-261-7839
Savings Bonds Direct Tech Support* <ul style="list-style-type: none"> ● User and LSA Setup ● LSA Password Resets ● Account Maintenance ● File Transmission Support 	FRB Pittsburgh P.O. Box 100 Pittsburgh, PA 15230-0100	7:00 a.m. - 4:00 p.m. ET <u>Toll Free:</u> 1-800-245-2804 (Menu Option 4, then Option 3) <u>Fax:</u> 412-261-7839
Redemption and Reissue H/HH Bond Servicing	FRB Pittsburgh P.O. Box 299 Pittsburgh, PA 15230-0299	7:00 a.m. – 5:00 p.m. ET <u>Toll Free:</u> 1-800-245-2804 (Menu Option 4, then Option 2) <u>Fax:</u> 412-261-8563
Ordering Forms/Supplies	FRB Pittsburgh P.O. Box 299 Pittsburgh, PA 15230-0299	24 Hour Recorded Line <u>Toll Free:</u> 1-800-245-2804 (Menu Option 4, then Option 1) <u>Fax:</u> 412-261-7948
EZ Clear	FRB Pittsburgh P.O. Box 399 Pittsburgh, PA 15230-0399	7:00 a.m. – 4:30 p.m. ET <ul style="list-style-type: none"> ● For deposit inquiries contact your check processing site. ● For all other inquiries contact EZ Clear, FRB Pittsburgh. <u>Toll Free:</u> 1-800-245-2804 (Menu Option 4, then Opt. 4) <u>Fax:</u> 412-261-8562
Training Seminar Information	<u>Website:</u> www.frbsecurities.org <u>Email:</u> pgh.seminars@clev.frb.org	<u>Phone:</u> 412-261-7451 <u>Fax:</u> 412-261-7896
Overnight Mailings	FRB Pittsburgh Savings Bonds Division 717 Grant Street Pittsburgh, PA 15219	N/A

Transaction Deadline for Processing
The transaction deadline for submitting Savings Bonds Direct files is 1:00 p.m., ET.

Bureau of the Public Debt

Public Debt is the Treasury bureau tasked with administering the Savings Bonds program. The Office of Retail Securities supervise the issuing, servicing, and retirement of all series of savings bonds, savings notes, and retirement bonds. The Office of Investor Services also settles claims for lost, stolen, destroyed and mutilated bonds. Public Debt provides customer brochures and pamphlets for download at http://www.treasurydirect.gov/instit/savbond/mat/mat_broch.htm.