

Quick Reference Contact Guide

*Do you have a question about OTCnet?
If so, Fiscal Service is here to help. Contact one of our specialized OTCnet
teams available to assist you with your particular need.*

Deployment Team

Assists each agency in the OTCnet conversion process and in the creation or expansion of new endpoints for both deposit processing and check capture.

- **Telephone:** (703) 377-5586
- **Email:** FiscalService.OTCDeployment@citi.com

Security Team

Responsible for setting up all new PLSAs, initial authorizing of LSAs, and assisting agencies with the provisioning of new users.

- **Telephone:** (866) 945-7920, option 5
- **Email:** FiscalService.OTCSecurity@citi.com

Customer Support Team

Provides 24/7 technical assistance for locations that have been converted or onboarded to the OTCnet system.

- **Telephone:** (866) 945-7920, option 2
- **Email:** FiscalService.OTCChannel@citi.com

For additional information, visit the OTCnet website at
https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/otcnet/rvnColl_otcnet.htm