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