



## HOME BANKING AND BONDS MAKE A GREAT TEAM

Public Debt's Savings Bond Home Banking Team continues to assist banks and credit unions with a sales option that not only supports the customer but also gives financial institutions a new, easier, more efficient way to sell savings bonds. This project started with pilot institutions in late 1997 and continues to expand.

Since its introduction in September 1997, banks and credit unions have found that when their customers purchase savings bonds through home banking, benefits occur immediately. Customers can enter their own savings bond order information 24 hours a day, 7 days a week, from the convenience of their homes. By selling savings bonds through home banking, financial institutions can provide faster customer service and reduce their

processing costs. Additionally, financial institutions receive the higher electronic processing fee for home banking bond sales (85 cents per automated application instead of 50 cents per paper submissions).

The old method of manual processing of paper applications someday will be a thing of the past. Judy Parsons, Marketing Manager at Community Credit Union in Plano, Texas said, "We're thrilled with the home banking program."

As an enhancement to their regular services, in September 1997, Community Credit Union began selling savings bonds through their Home Banking System. Parsons said the added service of selling bonds through home banking "is a great service for our members and makes it easier for us to process the transactions through Fedline. Our total bond sales have gone up since we began selling savings bonds through home banking, and, at the same time, over the counter sales

[where customers walk into the lobby and give a paper application to a teller] have decreased."

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## THE SAVINGS BOND RESOURCE GUIDE IS FOR TELLERS

Several places in this issue there are references to the Resource Guide. Do you know what that is? Do you have a copy?

The "Savings Bond Resource Guide" is a publication designed to help tellers complete savings bonds transactions and answer customer questions. This guide was published in loose-leaf style so that it can be easily updated.

If you haven't been introduced to the guide, check around to see if someone else at your institution has one. If not, contact the Federal Reserve Office that services your region. If you never had the guide, you will want the original version and the updated version.

If you have the original guide but have not received the update, ask your Federal Reserve Office for the update. Several changes have been made to reflect changes in the bond program and a whole new chapter on the I Bond has been added.

### SERVICING SITES ARE:

#### BUFFALO

Serving:  
CT, MA, ME, NH, NJ (northern half),

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## RESOURCE GUIDE

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NY (city and state), PR, RI, VI, VT  
1-800-234-2931

Buffalo Branch  
Federal Reserve Bank of New York  
P.O. Box 961  
Buffalo, NY 14240-0961

### KANSAS CITY

Serving:  
AK, AR, AZ, CA, CO, GU, HI, ID, IL  
(southern half), IN (southern  
half), KS, KY (western half) LA  
(northern half), MO, MS (northern  
half), NE, NM, NV, OK, OR, TN  
(western half), TX, UT, WA, WY  
1-800-333-2919

Federal Reserve Bank of Kansas City  
P.O. Box 419440  
Kansas City, MO 64141-6440

### MINNEAPOLIS

Serving:  
IA, IL (northern half), IN (northern  
half), MI, MN, MT, ND, SD, WI  
1-800-553-2663

Federal Reserve Bank of Minneapolis  
P.O. Box 214  
Minneapolis, MN 55480-0214

### PITTSBURGH

Serving:  
DE, KY (eastern half), NJ (southern  
half), OH, PA, WV (northern  
panhandle)  
1-800-245-2804

Pittsburgh Branch  
Federal Reserve Bank of Cleveland  
P.O. Box 299  
Pittsburgh, PA 15230-0299

### RICHMOND

Serving:  
AL, DC, FL, GA, LA (southern half),  
MD, MS (southern half), NC, SC, TN  
(eastern half), VA, WV (except  
northern panhandle)  
1-800-322-1909

Federal Reserve Bank of Richmond  
Savings Bond Operations  
Bond Examination Unit  
P.O. Box 85053  
Richmond, VA 23285-5053

## WHAT'S NEW ON THE WEBSITE?

One of your best sources for savings bond information (aside from the Resource Guide) is Public Debt's website, [www.savingsbonds.gov](http://www.savingsbonds.gov). This site provides a wealth of information about: buying, redeeming, and reissuing savings bonds; interest rates and maturity periods; taxes; the education feature; pricing tools; forms; and much more! You'll also find answers to some of your most frequently asked questions. If your question isn't answered, you can email it to us and we'll get back to you in a day or two. It's a great place to steer customers!

The best thing about the website is that it keeps growing—just like savings bonds! We recently added a new area for I Bond information, where you'll find everything you need to know about our newest product. This area covers all the usual topics, such as buying, redeeming, reissuing, pricing, etc. We've also reorganized and expanded our information on HH bonds. Before, you had to sift through all the EE bond information to find references to HH bonds. Now, HH bond information is grouped together.

That's not all...the Savings Bond Wizard™ and Home Banking areas also received a face lift. We've restructured the Savings Bond Wizard pages to make it easier for people to find what they're looking for. Whether it's a download button or detailed instructions on updating the Wizard's database, it's all on the Wizard's main menu. The Home Banking area follows a similar format, offering a menu of options. Find out *Who to Contact*, *What Does Home Banking Have to do With Savings Bonds?*, *Where are Bonds Sold via Home Banking*, *Why You Should be Offering Bonds Through Home Banking*, and *How You Can Offer Bonds Through Your Home Banking System*.

We've even added something for your younger customers...a *Savings*

*Bonds for Kids* area! This area provides basic information about savings bonds, but it's geared specifically to a younger audience. Kids can see what a bond looks like, see who's on the bonds, and learn about buying, cashing, pricing, etc. We offer a glossary of savings bond terms for kids and email links encouraging kids to ask questions. Of course, since it's a kids' area, one of our main goals is to have fun! We offer games, pictures of winning savings bond posters (drawn by kids), and a fun facts page. We hope to expand this area in the future, so please email us ([savbonds@bpd.treas.gov](mailto:savbonds@bpd.treas.gov)) if you have any creative ideas. □

## RATE INFORMATION

Current interest rates on savings bonds can be obtained by calling the toll-free recording 1-800-4US-BOND (487-2663).

## HOME BANKING

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Along with banks and credit unions programming their own home banking bond sales, innovative software developers such as Digital Insight of Camarillo, CA and SBS of Birmingham, AL are helping financial institutions sell bonds online. These developers are including savings bond sales modules in their software packages for banks and credit unions to provide their customers. Public Debt lists financial institutions and software developers offering home banking with bond sales systems on the savings bond website.

As of August, bonds were being sold in 11 locations across the USA (see map on page 3). Many more institutions are preparing to activate their home banking bond sales systems.

"It's easy to add bond sales to home banking systems" said Judy Williamson, manager of Public Debt's

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Savings Bond Home Banking Team. "All you need to do is contact any member of the Savings Bond Home Banking Team and they can provide the information you need to get started."

To learn more, see the Savings Bond Home Banking website at [www.savingsbonds.gov/sav/savhb.htm](http://www.savingsbonds.gov/sav/savhb.htm), Email [homebank@bpd.treas.gov](mailto:homebank@bpd.treas.gov), or call 304-480-3600. □

## ELECTRONIC PRICING IS THE WAY TO GO!

**D**o you still rely on paper redemption table booklets to price savings bonds? Why not let one of Public Debt's electronic pricing tools do the work for you! They are easy and convenient, and eventually they will be the only way we distribute redemption values.

BondPro™, a new Public Debt option for electronic pricing, will soon join our Current Redemption Value (CRV) pricing software. BondPro is scheduled for introduction early next year and will be available free to all paying agents.

Our Current Redemption Value (CRV) software is a DOS-based program designed specifically to help financial institutions price savings

bonds. CRV provides current redemption values for Series EE/E Bonds and Savings Notes. It's Windows compatible and will work on stand-alone PCs or local area network running DOS, with at least 384K of RAM and 335K of disk space. The program changes every six months and is available free of charge to all paying agents. The newest version can be downloaded from the BPD website ([www.savingsbonds.gov/sav/savprice.htm](http://www.savingsbonds.gov/sav/savprice.htm)) or BPD can automatically send it to you when the new values are added to the program.

### ANY QUESTIONS? LET US KNOW

Do you have any questions? Let us know. Write: Sheila E. Nelson, Editor, The Bond Teller, Bureau of the Public Debt, 999 E St., NW, Washington, DC 20239.

BondPro is the Windows alternative to CRV. It is designed for Windows 95/98/NT and can be installed on a stand-alone PC or on a network. It includes all the features of CRV and more. It provides current redemption values and interest earnings on Series EE Bonds, I Bonds, E Bonds and Savings Notes; allows you to maintain a database of customers' savings bonds transactions for easy preparation of 1099's at the end of the year. More information on BondPro will be on our website [www.savingsbonds.gov/sav/sbbpmain.htm](http://www.savingsbonds.gov/sav/sbbpmain.htm).

To find out more about these pricing tools or get on our mailing list to receive CRV on diskette or BondPro on CD Rom, contact:

Phone: (304) 480-6888  
FAX: (304) 480-7959  
Email: [savbonds@bpd.treas.gov](mailto:savbonds@bpd.treas.gov) (CRV)  
[BondPro@bpd.treas.gov](mailto:BondPro@bpd.treas.gov) (BondPro)  
Mail: Accrual Bond Branch  
Bureau of the Public Debt  
P.O. Box 1213  
Parkersburg, WV 26102-1213

Since the first I Bonds won't become eligible for redemption until March 1999, I Bonds won't appear in our software and paper redemption tables until then. The March 1999 version of CRV will come with I Bond values. BondPro will also come with I Bond values (and may be available before March 1999).

If any of your customers are using the Savings Bond Wizard (pricing software designed for savings bond investors), they will have to upgrade

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## BONDS ARE STILL GREAT HOLIDAY GIFTS

**R**emind your customers to buy their gift bonds early to beat the holiday mail rush. And, when they are mailing the bonds directly to the gift recipient...offer them a gift certificate...that can help avoid confusion about where the bond came from! □

## TAX TIME AGAIN

**A**s the end of the year approaches, tax questions will be cropping up. For bondowners who report interest earnings on savings bonds annually, an invaluable form is PD F 3501, A Comparison of Year End Values from December 31, 1997 to December 31, 1998. This form can be downloaded from our website, [www.savingsbonds.gov](http://www.savingsbonds.gov), or obtained by writing to the Bureau of the Public Debt, Parkersburg, WV, 26106-1328. □

## ELECTRONIC PRICING

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to version 2.0 of the Savings Bond Wizard in order to price I Bonds. Version 2.0 isn't available yet, but should be released on our website soon. The newest Wizard gives more information (e.g., yield to date, next accrual date, and final maturity date), is easier to use, and provides many new features. More information about the Savings Bond Wizard is available at: [www.savingsbonds.gov](http://www.savingsbonds.gov).

Savings Bond Value Files are used to update the Savings Bond Wizard application. They are also used by programmers developing applications for calculating the current redemption values of Series EE & E United States Savings Bonds and Savings Notes and by users of such programs that require updating with current values.

I Bond information, which is in the same format as the other series will be appended to the end of the Savings Bond Value File. The new information will be included in the file which

contains March 1999 values (SB 199903) and all files thereafter.

So, why not save a tree! Now is a great time for you and your customers to start pricing savings bonds electronically! □

## HERE'S HELP FOR HH BONDOWNERS

**H**/HH bondowners may ask how to sign up for direct deposit of H/HH bond interest to checking or savings accounts in your financial institution or how interest payments may be directed to a new location.

When these questions come up have the customer fill out Public Debt Form 5396 (PD F 5396) and send it to Bureau of the Public Debt, P.O. Box 2186, Parkersburg, WV 26106-2186.

This form can be downloaded from [www.savingsbonds.com](http://www.savingsbonds.com) or you can get a supply of the form from your servicing Federal Reserve Office. □

## SOFTWARE DEVELOPER, ALABAMA BANK HONORED BY PUBLIC DEBT

**P**ublic Debt recently presented the Savings Bond Office's Partners for the Future award to SBS of Birmingham, Alabama, a software developer, and the First National Bank of Ashford, Alabama (FNBA).

SBS activated home banking bond sales for FNBA this summer; making it the first bank in the southeast to sell savings bonds online. When FNBA went live with bond sales, they became the 11th institution in the country with online bond sales. □

## NO PERSONAL COMPUTER? USE FORM PD F 3600

**P**ublic Debt Form 3600 will continue to be offered for customers who don't have a personal computer or access to one.

For each issue and redemption date in a 6-month period, it shows redemption values for the lowest denomination of EE/E bonds, I Bonds, and Savings Notes. To find out what a \$100 (face amount) EE bond is worth, the redemption value of a \$50 EE bond is multiplied by 2. A supply of PD F 3600's can be ordered from the Federal Reserve Office that provides your area with savings bonds service and information. □

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*The Bond Teller is a publication of  
The Department of the Treasury  
Bureau of the Public Debt  
Washington, D.C. 20239*

*Editor: Sheila E. Nelson*

**SB 2276**