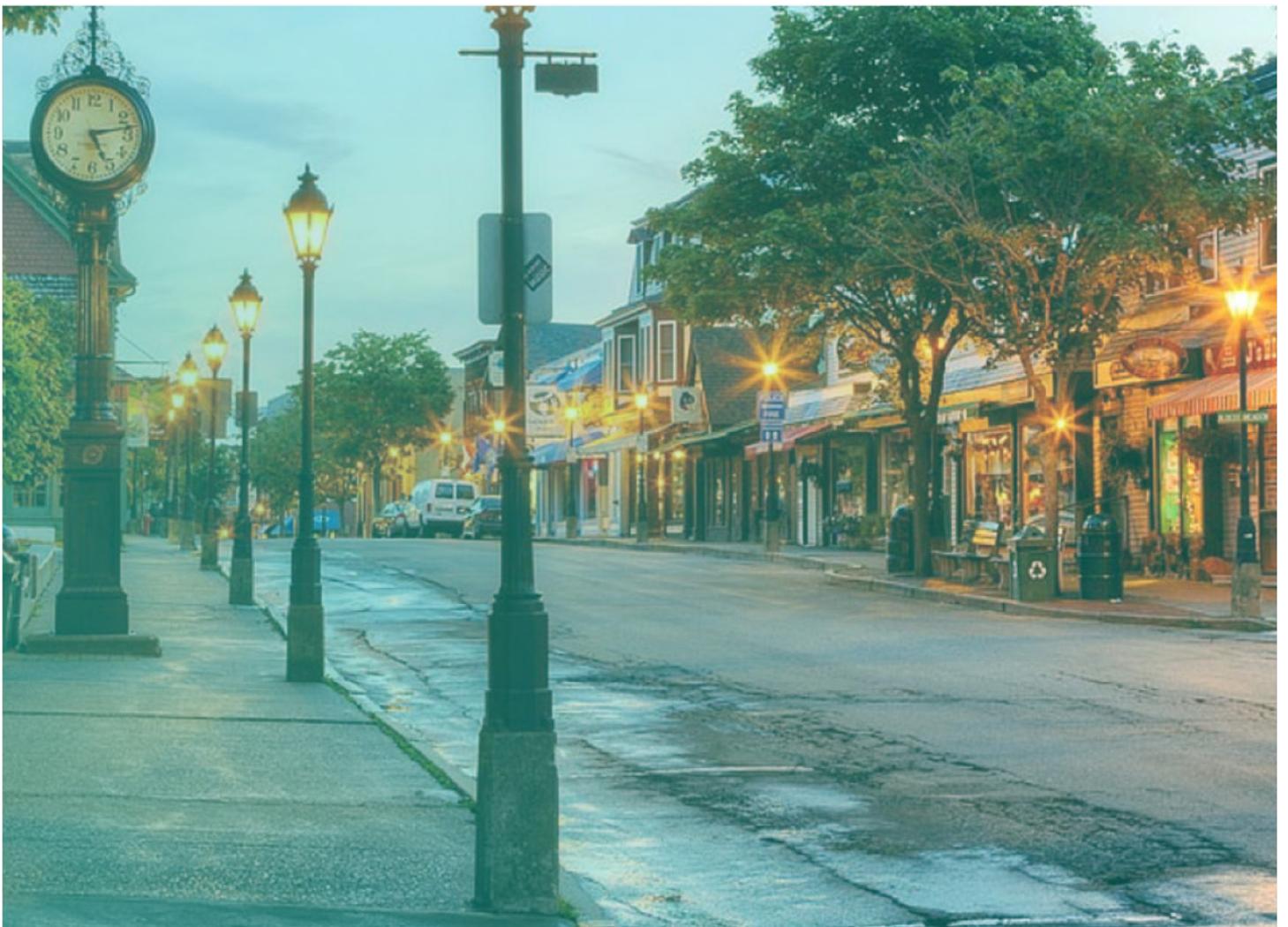


FAQs for Safekeeping Transactions



CONVERSION TO ONLINE BANKING

What transactions were converted to the new Online Banking?

Transactions with the following status were converted to Online Banking:

- Pending settlement
- Currently failing – future settlement

What should I do with my old token?

If your token has expired or will soon, please destroy and dispose of it. If your token has not expired, please return it to us at the address below.

Federal Home Loan Bank of Boston
Customer Service Department
800 Boylston Street, 9th floor
Boston, MA 02199

TRADES

How do I create a trade?

To create a trade, log in to Online Banking, click on the “Safekeeping” icon, and select “Create New Safekeeping” from the drop-down menu. Please see the [Quick Start for Safekeeping Transactions](#) guide for step-by-step instructions.

I entered the first two numbers of my broker code into the Broker Code field, but it did not prepopulate. Is there a drop-down list I can select from?

Once you enter the first three digits of the broker code, a drop-down list with corresponding broker codes will be available for you to select from.

How many digits is the broker code?

The broker code is four digits in Online Banking. The two zeroes that preceded a broker code in Direct+ have been dropped. For example, “001234” in Direct+ would now be “1234” in Online Banking.

Is there a drop down for the CUSIP field?

Yes. Once you enter the first three digits of the CUSIP, a pick list will be available for you to select from.

NAVIGATION

I cannot see the entire “Create Safekeeping” screen on my computer. Can I enlarge it so I see all required fields?

Use the scroll bar on the right-hand side of the screen to scroll down, enter the rest of the required information, and submit request.

Why do I have to scroll to see the details of my safekeeping transactions?

The optimal screen resolution is 1366x768 pixels. If your screen resolution is smaller, horizontal scrolling is needed for some functions.

SECURITY

What happens if I incorrectly enter the passcode I received via voice or text message for multifactor authentication?

You may re-enter the correct passcode within 30 seconds of receiving it. If more than 30 seconds has transpired, you must request a new passcode by clicking on the “Resend Code” link.

Can I approve my own Safekeeping transactions?

It depends on the trade type and your Safekeeping entitlements.

- If your trade is a **purchase**, an approval from one authorized user may be required. Users with “Approve Own” safekeeping entitlements can initiate and approve their own purchases. Users without “Approve Own” permissions will need another user to approve the trade.
- If your trade is a **sale**, a second authorization by another user with “Approve” access is required. Users with “Approve Own” entitlements cannot approve their own for sales transactions.

What are the transaction segregation of duties and MFA requirements?

TRANSACTION SEGREGATION OF DUTIES AND MFA GRID				
Functional Area/Access Level	View / Reports with MFA Required (Y/N)	Initiate with MFA Required (Y/N)	Approval Required (Y/N)	Approval with MFA Required (Y/N)
Safekeeping				
Free Delivery	No	Yes	Yes	Yes
Free Receive	No	No	No	No
Sale	No	Yes	Yes	Yes
Purchase	No	No	No	No
Transfers	No	No	No	No
Notes: Where Approval Required is Yes , FHLB Boston requires segregation of duties. Where Approval Required is No , the member has the option to manage its own segregation of duties.				

TRANSACTION LISTS AND HISTORY

How far back can I see my Safekeeping trades?

You can see 45 calendar days of Safekeeping trades.

What do the categories on the Safekeeping List page mean?

- **Safekeeping Pending Approval List**
Trades that require and are pending approval from an authorized individual at your institution will be found in this list.
- **Safekeeping Rejected List**
Trades that are rejected by an authorized approver will appear on the Rejected List.
- **Safekeeping Pending Settlement List**
Once a trade has been created/approved, the transaction flows to FHLB Boston for settlement. Trades will appear in the Pending Settlement List until the transaction(s) settle at FHLB Boston's correspondent bank.
- **Safekeeping Settled List**
Once settled at FHLB Boston's correspondent, your trade status will update, moving the transactions from the pending settlement list to the settled list.
- **Safekeeping Cancelled List**
If a transaction flows to FHLB Boston and then needs to be modified for settlement, the transaction will be returned to you for action and appear in the cancelled list.

REPORTS

What safekeeping reports are available?

- **5 Day Projected Income**—This report provides you with all principal and interest payments due to your institution within the next five business days.
- **Activity Report**—The activity report will give you all the details of payments of income and trade settlements each day.
- **Daily Stmt of Holdings**—This report provides you the ability to view your holdings daily to ensure your positions are accurate.
- **Monthly Statement of Holdings PDF**—Coming soon. The official Citibank holding statements that you currently receive via the mail will be converted to a new format available online so that you will no longer have a delay in receipt after month end.

How do I get my holdings report?

- Click on the “Report” icon on the left side of the page
- Safekeep reports and all other reports that you are entitled to view are available here

How do I get my advices?

- Click on the “Report” icon on the left side of the page
- The daily Safekeeping activity advices will be available under SFK reports