

Contacts as well as operating and support hours

DEUTSCHE BUNDESBANK
Markets Department
Monetary and Foreign Exchange
Policy Operations
Monetary Policy Operations
Taunusanlage 5
60329 Frankfurt am Main

Telephone: +49 69 2388-1480 (Customer service, tender coordination)

E-Mail: omtos@bundesbank.de

For questions on payments and account management, please contact the Bundesbank Customer Service Desk

Telephone: +49 711 944-2929 (KBS Baden-Württemberg)
+49 89 2889-2929 (KBS Bayern)
+49 30 3475-2929 (KBS Berlin und Brandenburg)
+49 511 3033-2929 (KBS Bremen, Niedersachsen und Sachsen-Anhalt)
+49 40 3707-2929 (KBS Hamb., Mecklenburg-Vorp. u. Schleswig-H.)
+49 69 2388-2929 (KBS Hessen)
+49 211 874-2929 (KBS Nordrhein-Westfalen)
+49 6131 377-2929 (KBS Rheinland-Pfalz und Saarland)
+49 341 860-2929 (KBS Sachsen und Thüringen)

For detailed information on submission of marketable collateral and on collateral management, please contact Collateral Management in the Bundesbank Payments and Settlement Systems Department.

Telephone: +49 69 2388-2477 (Collateral Management/submission of marketable collateral)

For questions on non-marketable collateral, please contact the Credit claim management at the Bundesbank Markets Department .

Telephone: +49 69 2388-1470 (Support team credit claims)

Operating hours:

Access to OMTOS on operating days: 7:00 - 18:00

Support times:

Day of announcement: 8:00 - 18:00
Day of allotment: 7:00 - 16:00
Other operating days: 8:00 - 16:00