

# Difference Claim Request Form Instructions

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## Section 1: Service Description and Form Instructions

The Cash Services Difference Claim form can be used to submit claims for piece level differences found in currency and coin order(s) received from the Federal Reserve. For differences of full straps or bundles of currency or bags of coin, please contact your local Reserve Bank immediately via phone, in addition to submitting this form.

It is also important to remember that the Federal Reserve requires notice of claim within 5 business days after receipt of a currency order(s) and within 20 business days of a coin order(s).

For assistance completing this form, please consult your local FedCash<sup>®</sup> Services [contact](#).

Send completed form and required enclosures (see Sections 3.1, 3.2, or 3.3) to your servicing FRB Cash office or a Customer Support Help Desk as appropriate in Your District. For contact information, see the list of contacts by District found at the link above.

## Section 3: Customer Specific Requests

Provide all requested information for your financial institution. Of particular importance is the date the order(s) was received, the carrier name, and the names of the staff that performed the verification. Also provide a brief description of your receipt and verification process.

Indicate if the difference involves new or fit currency, difference type, and the denomination(s).

The Federal Reserve has stringent requirements relating to the return of packaging materials. In all cases, you are required to return the currency band and shipping bags. For new currency, the entire BEP packaging, including bar code label, must be returned.

Indicate if the difference involves circulated or Mint coin, difference type, and the denomination(s). If You find bent, partial, or foreign coin in Your coin order, include the number of coins found.

Note: Differences found in rolled coin should be directed to Your service provider.

Provide any additional information pertaining to Your claim request.

## Section 4: Authorized Approval

Complete all requested information in the Authorized Signature section. This form must be signed by an individual on Your Official Authorization List (OAL).

## References

For additional information please refer to the [Cash Services Manual of Procedures](#) (CSMOP).

In order for Your claim to be considered, all required information must be completed and required enclosures submitted with the claim form.

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