



September 1, 2010

Update

U.S. Department of the Treasury Check Reclamation Program Upcoming Changes in 2010

As previously communicated on July 14, 2010, the Department of the Treasury, Financial Management Service (FMS) and the Federal Reserve Bank of Philadelphia are implementing changes to the current delivery and processing of check reclamations, which will take effect on September 27, 2010.

Additional information not communicated previously

FMS will not generate check reclamations starting Monday, September 20th through Monday, September 27th. This week will be used for implementation of enhancements to the FedMail[®] technology platform. FMS will resume generating and transmitting check reclamations on Tuesday, September 28th.

As a reminder, the changes to the Treasury Check Reclamation process are recapped below:

Changes to your check reclamations

Today, when check reclamations are delivered via e-mail or fax, the Request for Refund (Check Reclamation) notice is delivered separately from the claim form and check images. With the new process, for customers who receive their Request for Refund notices via an e-mail, the file will be sent in PDF format. Adobe Reader[®] 7.1, or higher, should be used in order to read the PDF appropriately. The Request for Refund and, when applicable, the associated claim form image will be delivered within a single document. The check image will no longer be delivered. Your endorsing bank item sequence number will be provided on the Request for Refund, along with other pertinent check data in place of the check image. Your financial institution may receive more than one e-mail in a given day based on the total number of reclamations being sent. The body of the e-mail or fax will contain the item count for each delivery. The new reclamation format will contain a revised authorization form, enabling your institution to pay for multiple reclamations. This form should replace the old authorization form. In addition, the new format will contain reclamation and payment information, along with a change of address form.

Changes to the payment process

Beginning September 1, 2010, all payments for check reclamations made by a cashier's check should be mailed to:

Department of the Treasury
Financial Management Service
Accounts Branch
Check Resolution Division
3700 East West Highway, Room 700E
Hyattsville, MD 20782

Do not mail checks as payment for EFT reclamations to the address above. Please refer to the "Green Book", Chapter 5 on EFT Reclamations, for details about paying for these items. The "Green Book" can be found at: <http://fms.treas.gov/greenbook/index.html>.

The preferred method of payment for check reclamations is by authorization and there will be no changes to this process. You should continue to use one of the three current methods: e-mail to core@rich.frb.org, fax to (804) 697-2607 or send via the FedLine Web[®] access solution.

Currently, the Federal Reserve account statement includes a tracking number. With the new process, the tracking number will be replaced by a seven-digit numeric reclamation ticket number. For payments that are made via an authorization, the new ticket number will be reflected on your institution's Federal Reserve account statement.

If you are currently sending your payments in via a cashier's check and would like to switch to an authorization, please contact the Federal Reserve Bank of Richmond, T-CORE Department, at (804) 697-2605.

Questions related to check reclamations

Please direct all questions related to duplicate Request for Refund notices, wrong bank requests, request for claim images, or other requests to: ckrecl@fms.treas.gov.

Questions about changes to the check reclamation process

Please direct all questions about this new process to: trs.recl@phil.frb.org.

Questions about enhancements to the FedMail technology platform

Please visit the FedMail Resource Center at: FRBservices.org/campaigns/fedmail/index.html.

The Financial Services logo, "FedMail" and "FedLine Web" are trademarks or service marks of the Federal Reserve Banks. A complete list of marks owned by the Federal Reserve Banks is available at FRBservices.org.

"Adobe Reader" is a registered trademark of Adobe Systems Incorporated.