U.S. Department of the Treasury

The Guide to Cashing Savings Bonds

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The Guide To Cashing Savings Bonds (FS P 0022)

The United States Treasury created this guide to help financial institutions navigate the process of redeeming and cashing savings bonds so you can balance quality customer service with efficient and accurate performance. It's a win-win for your financial institution – knowing the procedures and processes helps protect your financial institution from loss.

If you accidentally cash a bond or note for the wrong person or if you cash a bond or note that otherwise results in a financial loss, your financial institution is liable for the loss unless the Department of the Treasury can determine your institution was not at fault or negligent as a paying agent. That's where individual responsibility comes in. If you follow this guide whenever you cash a savings bond **(and you may on occasion need to refer to additional instructions and guidance provided through www.frbservices.org),** it will be easier for Treasury to make that determination.

How this guide works

The Guide to Cashing Savings Bonds is designed to help financial institutions flow through decisions you must make when a customer brings a note or bond to redeem. Here are the basic questions to answer and steps to take:

1. Is each bond authentic and eligible to be redeemed?
2. Is the person cashing the bond entitled to it?
3. What is the bond's redemption value?
4. Can you verify the customer's identity?
5. Documents for identification
6. Making a payment
7. Final steps for internal processing

Your financial institution's basic responsibilities

Required: Cash savings bonds or notes that are eligible for payment for a customer with the proper identification.

Optional: Your financial institution may, but isn't required to, cash bonds or notes presented by a parent of a minor, a beneficiary, or, in certain circumstances, a legal representative, such as a trustee, guardian, executor, or other fiduciary representative. If you choose to not cash these bonds, you may refer the customer to the Treasury Retail Securities Site at FRB Minneapolis or you may forward the transaction to Minneapolis on behalf of the customer.

Prohibited: Do NOT cash bonds or notes presented and signed by:

- an attorney-in-fact (an individual acting under a power of attorney);
- a step-parent on behalf of a minor;
- someone whose name is the same as, or similar to, the bond owner's name when you know that the presenter is not the owner and not entitled to payment; or
- someone whose name appears only in the address in a bond's inscription after the words "Mail to."

Do NOT cash bonds or notes if:

- any information on those bonds/notes has been altered;
- the bonds/notes are mutilated or defaced in any way;
- there are any noticeable irregularities in the texture, feel, or appearance of the bonds/notes; or
- they are photocopies, images, or photographs – or any other types of copies.

Disasters and Hardship Cases

In the event of financial hardship or certain designated disasters, exceptions may be available for quicker redemptions. In such situations, please contact Treasury Retail Securities at 1-844-284-2676.

Why notations are SO important

It's very important to note the identification or evidence you accept. You can make that notation on the bond or on a separate record (which must be retained). Either way, make sure your notation is clear, readable and detailed enough to show exactly how you established the customer's identification and/or where any evidence can be found if ever necessary. The goal is to ensure your notes can be easily read on images, copies, photocopies, or photographs of redeemed bonds and notes.

We even provide examples of adequate notations. This is important because if Treasury has any question about the liability of your financial institution as a result of the payment, the institution must be able to provide complete information about the payment and the identification that was used.

Examples of common forms of registration

Sole Owner: "John A. Doe"
Co-owner: "John A. Doe OR Mary B. Doe"
Owner with Beneficiary: "John A. Doe POD Mary B. Doe"

Understanding Issue Dates and Validation Dates

Issue Date – Use the Issue Date to price the bond. Issue dates consist of the month and year (eg: 5/89 or Nov. 1989)
Validation Date – The Validation Date simply represents the date the bond was printed. Do NOT use it to determine the value of the bond. Validation dates consist of the month, day, and year (eg: 1/02/89).
A validation date could differ from the issue date if, for example, the bond was reissued or was included in a claim for lost bonds and consequently replaced.

However, be sure to compare the Issue Date to the Validation Date. If you find an obvious difference, it could indicate an error in the Issue Date that may cause the bond to be paid incorrectly. As an example: an Issue Date of January 2011 and a Validation Date of January 2, 2012.

For unanswered questions or to forward materials, please follow established procedures to contact Treasury Retail Securities at PO BOX 214, Minneapolis, MN 55480-0214 or call 1-844-284-2676.

CLICK TO BEGIN

1 Is each bond authentic and eligible to be redeemed?

→ Is the bond a Series E, Savings Note, Series EE, or Series I?

YES GO

NO STOP **Don't cash the bond.** Forward the bond to the Treasury Retail Securities Site at FRB Minneapolis for processing. *(Don't cash or redeem Series F, G, J, K, H, and HH or Individual Retirement Bonds or Retirement Plan Bonds.)*

→ Is the Issue Date valid?

YES GO

NO STOP **Don't cash the bond.** Forward the bond to the Treasury Retail Securities Site at FRB Minneapolis for processing.

HINT: Valid Issue Dates are:

Series E –	May 1941 – June 1980
Savings notes –	May 1967 – October 1970
Series EE –	January 1980 – Present
Series I –	September 1998 – Present

→ Does the Issue Date match the bond's Printed Date?

YES GO

NO WAIT Use caution. Some bonds may have legitimate variation in dates, generally when the bonds were reissued as a result of a claim or reissue transaction.

If you are at all unsure, STOP Forward the bonds to the Treasury Retail Securities Site (FRB Minneapolis) for processing.

HINT: Price bonds using the Issue Date, NOT the Validation Date. Be sure to compare the Issue Date with the Validation Date for obvious errors on bonds that were issued Over the Counter (OTC). For example, an Issue Date may show 1/02 while the Validation Date shows 1/2/03, or vice versa.

→ Has the bond been held for the minimum retention period of 12 months?

YES GO

NO STOP **Don't cash the bond.** It's not yet eligible for payment. Explain to the customer that the bond must be held for the minimum holding period.

→ Has information printed on the savings bond been altered in any way?
→ Has the bond been mutilated or defaced in any way?

NO GO

YES STOP

Don't cash the bond if there's any indication that someone has visibly, physically changed the names, addresses, issue dates, or any other information. For example: the person added a name to the front; there appear to be erasures; someone changed or tried to change the issue date.

HINT: Check for variations in the font and type size. There should be none.

HINT: Check to be sure the printed area of the bond (the inscription on the face of the bond) is aligned LEFT. Any variance in alignment indicates changes.

→ Is the bond a photocopy or some other kind of copy?
→ Are there any noticeable irregularities in the texture, feel, or appearance of the bond?

NO GO

YES STOP

Don't accept or cash any bond that appears to be copied. Is it printed on bond stock? Is it black and white? (Color copies are no guarantee – printers are getting more sophisticated.) Check the back of the bond for two things: (1) reference to regulations and (2) signature lines printed on the bond. Finally, make sure everything lines up correctly – check for any slight slants or off-kilter printing or graphics.

HINT: Check for serrated edges on newer bonds (where they were printed, perforated, and separated). Be aware that many older bonds do not have serrated edges, however.

HINT: If a presenter asks you if a bond is good, that's a tip he or she knows it may not be. We offer two tools that can help. **Savings Bond Valuation and Verification** (SBVV) tells whether a bond has been cashed, reissued, or converted already, and whether a claim for it has been filed. Both SBVV and our other tool, **Savings Bond Pro,** allow you to verify bonds' serial numbers against a Treasury file of bonds reported lost, stolen, or never received.

More information:

SBVV -- https://www.treasurydirect.gov/instit/savbond/price/SBVV%20Instructions.pdf
Savings Bond Pro -- https://www.treasurydirect.gov/instit/savbond/price/bondpro_features.htm

2 Is the person cashing the bond entitled to it?

→ Is the customer named as owner or co-owner ("or") on the bond?

YES GO

NO WAIT

Is the customer:

→ a parent of a minor who is named as owner or co-owner? GO to 2-a

→ named as beneficiary? GO to 2-b

→ requesting payment as a legal representative? GO to 2-c

NO to ANY STOP

Don't cash the bond. Forward the bond to the Treasury Retail Securities Site at FRB Minneapolis for processing.

HINT: if there is a "Mail To:" name printed on the bond, that person is NOT a registered owner and is NOT entitled to payment.

→ Do you have any reason to think the person requesting payment might not be the actual owner, co-owner, or other person named on the bonds, even though he or she seems to have the same name as one of those printed on the bonds?

NO GO

YES STOP

Don't cash the bonds. This might happen if two people in the same family have the same name. For example, the presenter is a Jr., Sr., I, II, III but there is no suffix on the bond (or vice versa). The names are the same with the exception of the bond showing either a different or no middle initial.

→ Has the person signed the Requests for Payment on the backs of the bonds in your presence?

YES GO

NO ACTION

Don't cash the bond until the customer signs or re-signs in our presence.

→ Do the **SIGNATURE** and **NAME** match the name on the bond exactly?

YES GO

NO WAIT

Use caution. Is it an obvious difference, like a shortened first name, a maiden or married name? Have them re-sign, note the explanation, and proceed. If it's not obvious or the explanation doesn't satisfy you, don't cash the bond.

HINT: If the names don't match, remember that it could be a situation where family members share names or suffixes are different.

→ Is the social security number on the bond the customer's?

→ Is the address on the bond the customer's current address?

YES GO

NO ACTION

Ask the customer to enter the correct SSN and/or the correct address on the back of the bond before continuing.

2 a Special Cases: Parents

OPTION: Payment to a parent is at the option of your financial institution. If your institution doesn't want to make the payment, refer the request to the Treasury Retail Securities Site at FRB Minneapolis.

→ Is the customer the parent of a child named as owner or co-owner?

YES GO

NO STOP **Don't cash the bond.** Forward the bond to the Treasury Retail Securities Site at FRB Minneapolis for processing.

HINT: a step-parent is not permitted to request or receive payment on behalf of a child named as an owner or co-owner.

→ Is the child too young to sign the request and understand the transaction?

YES GO

NO ACTION Have the child sign the request. Obtain and note identification.

→ Is the customer the custodial parent with legal custody?

YES GO

NO STOP **Don't cash the bond.** Forward the bond to the Treasury Retail Securities Site at FRB Minneapolis for processing. Payment can only be requested by the parent with whom the child resides or who has been given legal custody.

ACTION On the back of the bond, have the parent enter a request similar to: "I certify that I am the parent of Jane Doe with whom Jane Doe resides (or to whom legal custody has been granted). She is X years old and is not of sufficient understanding to make this request. John Doe on behalf of Jane Doe."

And then proceed.

→ Is the social security number on the bond the child's?

YES GO

NO ACTION Ask the customer to enter the child's SSN on the back of the bond before continuing.

If the child does not have a social security number: STOP Inform the customer that he/she must obtain one for the child before the bond can be cashed on the child's behalf.

→ Is the address on the bond the child's current address?

YES GO

NO ACTION Ask the customer to enter the child's address on the back of the bond before continuing to **Step 3.**

Go to Step 3

2 b Special Cases: Beneficiary

OPTION: Payment to a beneficiary is at the option of your financial institution. If your institution doesn't want to make the payment, refer the request to the Treasury Retail Securities Site at FRB Minneapolis.

→ Does the customer have a death certificate for the owner?

YES GO

NO STOP **Don't cash the bond.** The customer must have a certified death certificate.

→ Is the death certificate certified under seal of the state or local registrar?

YES GO

NO STOP **Don't cash the bond.** The customer must have a certified death certificate.

→ Is the name on the death certificate **the same** as the owner's name on the bond?

YES GO

NO WAIT **Use caution.** Is it an obvious difference, like a shortened first name, a maiden or married name? Have the customer re-sign, note the explanation, and continue.

If it's not obvious or the explanation doesn't satisfy you: STOP **Don't cash the bond.** Forward the bond to the Treasury Retail Securities Site at FRB Minneapolis for processing.

→ Has the beneficiary signed the request for payment in your presence?

YES GO

NO ACTION Ask the customer to sign or re-sign the request before continuing.

→ Does the signature **match EXACTLY** the name on the bond?

YES GO

NO WAIT Use caution. Is it an obvious difference, like a shortened first name, a maiden or married name? Have the customer re-sign, note the explanation, and continue.

If it's not obvious or the explanation doesn't satisfy you: STOP **Don't cash the bond.** Forward the bond to the Treasury Retail Securities Site at FRB Minneapolis for processing.

→ Is the social security number on the bond the beneficiary's?

YES GO

NO ACTION Ask the customer to enter his or her number on the back of the bond before continuing.

Step 2. Entitlement of Customer

→ Is the address on the bond the beneficiary's current address?

YES GO

NO ACTION Ask the customer to enter his or her address on the back of the bond before continuing to **Step 3.**

ACTION Make the following notes on the bond or in a separate record before continuing to **Step 3:**

- → the document number or case number on the death certificate
- → the date of death
- → the name and location of the issuing authority
  (Ex: "D/C John Doe, St of KS, No 50-87, DOD 7/30/90")

2 c Special Cases: Legal Representative

OPTION: Payment to a legal representative is at the option of your financial institution. If your institution doesn't want to make the payment, refer the request to the Treasury Retail Securities Site at FRB Minneapolis.

→ Is the customer an attorney-in-fact (acting under a power of attorney)?

NO GO

YES STOP **Don't cash the bond.** Forward the bond to the Treasury Retail Securities Site at FRB Minneapolis for processing. You may not pay to an attorney-in-fact.

→ Is the legal representative designated on the bond by both name and title (EX: "John Doe EX U/W Mary Doe Decd")?

YES GO

NO ACTION If the legal representative was NOT designated on the bond by name and fiduciary title but WAS appointed by the court to settle and represent a decedent's estate, **go to 2-d** Legal Representative Not Named on Bond.

If the legal representative was NOT designated on the bond, and if that representative is a guardian, trustee, or other representative who was NOT appointed by the court to represent and settle a decedent's estate: STOP **Don't cash the bond.** Refer the request to your Treasury Retail Securities Site.

→ Has the legal representative signed the request for payment in your presence?

→ Does that signature include the capacity in which he or she is acting?

YES GO

NO ACTION Ask the customer to sign or re-sign the request and provide the capacity (Ex: "U/W Mary Doe Decd") before continuing.

→ Does the signature with fiduciary title (ex: guardian, executor, trustee, etc.) match exactly the name and fiduciary title on the bond?

YES GO

NO WAIT **Use caution.** Is it an obvious difference, like a shortened first name, a maiden or married name? Have the customer re-sign, note the explanation, and continue.

If it's not obvious or the explanation doesn't satisfy you: STOP **Don't cash the bond.** Forward the bond to the Treasury Retail Securities Site at FRB Minneapolis for processing.

→ Is the taxpayer identification number on the bond the same one used for the estate?

→ Is the address on the bond the same mailing address for the estate?

YES GO

Go to Step 3

NO ACTION Ask the customer to enter the correct TIN and/or address on the back of the bond before continuing to **Step 3.**

2 d Special Cases: Legal Representative Not Named on Bond

OPTION: Payment to a legal representative is at the option of your financial institution. If your institution doesn't want to make the payment, refer the request to the Treasury Retail Securities Site at FRB Minneapolis.

→ Does the customer have a death certificate (certified under seal of the state or local registrar) for each person named on the bond?

YES GO

NO STOP **Don't cash the bond.** Forward the bond to the Treasury Retail Securities Site at FRB Minneapolis for processing. The customer must have a certified death certificate for each person named on the bond.

→ Is the name on the death certificate(s) the same as the name on the bond?

YES GO

NO WAIT Use caution. Is it an obvious difference, like a shortened first name, a maiden or married name? Have the customer re-sign, note the explanation, and continue.

If it's not obvious or the explanation doesn't satisfy you: STOP **Don't cash the bond.** Forward the bond to the Treasury Retail Securities Site at FRB Minneapolis for processing.

→ Is the customer acting for the estate of the LAST deceased?

YES GO

NO STOP **The customer may not request payment.** The bond belongs to the estate of the named owner who died last.

HINT: When two people named on a bond (as co-owners or as owner and beneficiary) are both dead, that bond belongs to the estate of the person named on the bond who died last. In this situation, reject any request from anyone acting for or representing the estate of the person who died first.

When two people are named on a bond (as co-owners or as owner and beneficiary) and only one is dead, the bond belongs to the living, surviving person who is named on it.

→ Does the customer have evidence of his/her authority or appointment?
→ Does it show that he/she is the representative of the decedent's estate with full authority to represent and settle the estate?

YES GO

NO STOP **Don't cash the bond.** The customer must have a certified copy of his or her authority or appointment.

Step 2. Entitlement of Customer

ACTION Refer the request to the Treasury Retail Securities Site at FRB Minneapolis for processing if:

- Evidence of the representative's authority is "limited" or "special" rather than "full" general authority to settle the estate.
- The customer states that he/she is designated in a will as the executor, but there is no legal evidence or other indication that the will was probated and that the customer was appointed through court proceedings.
- The estate is being settled using a small estate affidavit, a special estate settlement process under State law.
- The estate is being settled informally.

→ Is the evidence of authority or appointment certified to be true and correct under court seal?

YES GO

NO STOP **Don't cash the bond.** The customer must have a certified copy of his or her authority or appointment.

→ Is the evidence of authority or appointment current?

YES GO

NO STOP **Don't cash the bond.** The customer must have evidence of an appointment that's in full force and effect.

HINT: Consider evidence current if:

- The appointment was made no more than 1 year prior to today's date, or
- The evidence bears a full force and effect statement issued within one year of the presentation of the bonds.

→ Has the customer signed the request for payment in your presence?
→ Does that signature include the capacity in which he/she is acting (Ex: U/W Mary Doe Decd")?

YES GO

NO ACTION Ask the customer to sign or re-sign the request, including the capacity before continuing.

→ Is the Taxpayer Identification Number on the bond also the one used for the estate?
→ Is the address on the bond the same as the one used for the estate?

YES GO

NO ACTION Ask the customer to enter the correct TIN and/or mailing address on the back of the bond before continuing.

2 e Make Clear and Complete Notes

Here are the notes you'll need to make on the bonds or in a separate record for death certificates and evidence of authority or appointment:

From each death certificate:

- the document number or case number,
- the name and location of the issuing authority, and
- the date of death of each person named on the bond.

From the evidence of authority or appointment:

- the document number or case number,
- the date of issuance or full force and effect certification, and
- the name and location of the issuing authority.

EX: "D/C John Doe, St of KS, No 50-87, DOD 7/30/90; L/A John Doe, St of KS, Kay Cty, No P87-5, Dist Ct 7/17/90".)

3 What is the bond's redemption value?

The Fiscal Service offers banks two tools for determining the redemption value of a savings bond. They are **Savings Bond Pro** and **Savings Bond Valuation and Verification (SBVV)**. Also, your bank may have a pricing tool of its own.

Though Bond Pro and SBVV both price bonds, the two tools are different. For example, Bond Pro provides information on individual customers and SBVV doesn't, and SBVV provides the status of a bond (see "Step 1. Bond Authenticity and Eligibility") and Bond Pro doesn't.

Distinguishing characteristics:

- The database for SBVV is updated daily. In Bond Pro, the caveat file that shows bonds reported lost, stolen, damaged, etc., is updated only once every six months, when we perform the values update.
- With Bond Pro, you download a program and then download updates every six months. SBVV is web-based and updated automatically.
- With Bond Pro, banks track how many bonds they redeem and who redeems them, and can create a 1099 data file for tax reporting. SBVV doesn't offer these features.
- For each customer, Bond Pro stores information such as address, Social Security Number, and bonds purchased and cashed. SBVV doesn't collect this information.
- SBVV shows the status of a bond: whether it is eligible to be cashed or needs to be mailed in for further processing.

4 Can you verify the customer's identity?

There are three kinds of identification you may use:

- the individual is an established customer of your financial institution
- the individual is identified by another person
- the individual presents an identification document (used only for payments of $1,000 or less)

4 a Individual is an established customer

→ Does the customer have an account with your financial institution?
→ Is the account at least six months old?

Is the answer **YES** to BOTH? GO

Is the answer **NO** to EITHER? ACTION Go to 4-c.

→ Does the customer's signature on the bonds match that person's signature on file at your institution?

YES GO

NO ACTION **Don't cash the bond.** Request help from a supervisor or officer of your bank.

ACTION Make notes. Before cashing the bond, clearly note the identification you are using to verify the customer.

- Type of account,
- Account number, and
- Date account was established.
  (Ex: "Ck Acct 3421, 4/1/80")

4 b Individual is identified by another person

→ Is the customer with another person who's an established customer of your financial institution?
→ Does the identifier know the customer by the name on the bond?

Is the answer **YES** to BOTH? GO

Is the answer **NO** to EITHER? ACTION Go to 4-c.

HINT: The established customer must have had an account open for at least six months or be well known to an officer at your financial institution.

→ Does the identifier reliably know the customer?
→ Is their acquaintance of sufficient duration?

YES GO

NO STOP Go to 4-c.

HINT: Personal identification based on a casual acquaintance isn't reliable. Ex: a brief landlord-tenant relationship or identification made of patrons by owners or employees of hotels, bars, restaurants, bowling alleys, etc.

ACTION **Make notes.** Before cashing the bond, have the identifier sign the back of the bond, and clearly note what kind of identification you accepted. Include:

- name and address of the identifier,
- relationship, and
- length of the acquaintance.
  (Ex: "John Smith, 98 Oak St, ex-college roommate, 10 yrs")

4 c Individual is identified through documentation

→ Does the customer have a motor vehicle operator's license or state identification card?

YES GO

NO ACTION If the customer:

- has another form of ID, check the document lists in Step 4, confirm it's acceptable, and then continue.
- Doesn't have acceptable ID, STOP **Don't cash the bond.**

  The customer must take the bond to a financial institution where he or she is an established customer or must contact the Treasury Retail Securities Site at FRB Minneapolis.

→ Does the ID appear genuine and meet the specific requirements for the type of document?

YES GO

NO STOP **Don't cash the bond.** The customer must take the bond to a financial institution where he or she is an established customer or must contact the Treasury Retail Securities Site at FRB Minneapolis.

HINT: A motor vehicle operator's license or state ID must have a photograph or physical description of the customer, be signed by the customer, and be countersigned or otherwise validated. See the Document Table if you have questions.

→ Is the name on the identification the same as the name on the bond?

YES GO

NO WAIT Is it an obvious difference, like a shortened first name, a maiden or married name? Have the customer re-sign, note the explanation, and continue.

If it's not obvious or the explanation doesn't satisfy you, or if the presenter and the owner have the same or similar names but you're aware they're not the same person: STOP **Don't cash the bond.** Request help from a supervisor or officer of your financial institution.

→ Is there a picture and/or physical description that matches the customer?

YES GO

NO ACTION **Don't cash the bond.** Request help from a supervisor or officer of your financial institution.

→ Do the signatures on the ID and the bond match?

YES GO

NO ACTION **Don't cash the bond.** Request help from a supervisor or officer of your financial institution.

ACTION Make notes. Before cashing the bond, note the identification you accepted. A motor vehicle operator's license notation must be readable and include the issuer and the number. EX: "NY D/L A07346-9975-73882." Refer to the document tables in **Step 5** for requirements for other documents.

5 Documents for Identification

5 a Acceptable General Documents

Type of ID	Requirements	Notation
Craft/trade license issued by state or local government, for example, a barber, cab driver, electrician, etc.	License with licensee's photograph or physical description and signature, and countersigned or otherwise validated.	Issuer, document, number EX: "DC barber lic. 4513"
Employer identification card including those of state and local governmental agencies	Card with employee's photograph or physical description and signature, and countersigned or otherwise validated by employer whose existence is known to the paying agent.	Issuer, number EX: "ABC Co. ID 879,065"
Motor vehicle operator's license	License with licensee's photograph or physical description and signature, and countersigned or otherwise validated.	Issuer, number EX: "NY D/L A07348-99753-738826"
State-issued identification card	Card with holder's photograph or physical description and signature, and countersigned or otherwise validated.	Issuer, number EX: "CA ID K123456"

5 b Acceptable U.S. Government Documents

Type of ID	Requirements	Notation
Alien Registration Receipt Card ("Green Card")	Form I-151 or I-551, with holder's photograph, date of birth, port of entry, thumbprint and signature.	Form number (from lower right corner on back) and alien number (in center on front of card) EX: "Form I-151, AI 2345678"
Armed Forces identification card	Active duty - DD Form 2, followed by branch of service, for example, "A" (Army) and word "Active" printed in green ink. Reserve - same form, green ink. Retired - same form, gray ink.	Form number (appears in left marginal border on face of card), service number, card number, issue date EX: "DD 2A Active, 33,215,626/12951 - 8/3/89"
Federal employee identification card or badge	Card or badge with employee's photograph or physical description and signature, and countersigned or otherwise validated.	Form number (if any), issuer, card number, issue date EX: E&P 9309 OD, US Treasury, 4464,1/2/89"
Uniformed Services Identification and Privilege Card	DD Form 1173 - orange color.	Form number (appears on left lower corner on back of card), card number (appears on upper right face of form), place of issue, issue date EX: "DD1173,A812,994 / Fort Lee - 4/1/89"
United States passport	Booklet with holder's photograph, signature and physical description.	Passport, number, issue date EX: "US passport EL 2345 - 8 /30/89"

5 c Unacceptable Documents

These and similar documents are inadequate for identification because they don't contain both a physical description and a validated signature, and they are usually easy to obtain without having to establish identification to the issuing authority.

However, for payments of $1,000 cash value or less, paying agents may request both this kind of identification as well as additional acceptable documents to corroborate identity. This might be helpful if the presenter doesn't have a six-month-old or older account with the institution.

- Armed Forces discharge or separation documents;
- Automobile registration certificates;
- Birth and marriage certificates;
- Credit cards or plates;
- Health or other insurance policy holder cards;
- ID cards purchased from commercial ID business;
- Organization, union, professional, etc., membership and identification cards;
- Passbooks - banks, etc.;
- Selective Service classification cards;
- Selective Service registration certificates;
- Social security cards; and
- Voter registration cards.

6 Making a Payment

➜ Have you made clear and complete notes describing the identification documents used to verify the customer? That's important because image quality and readability are necessary when considering liability for any future losses resulting from improperly cashed savings bonds. So here's a guide:

For Existing Customers ➜ Show the complete account number and type of account as well as the date the account was established. (Ck Acct 3421, 4/1/80)

For All Customers ➜ Write on the backs of the bonds with readable, clear notes. Up to 10 years later, your notes must be clear enough so we know what identification and documents were accepted and how you established the person's eligibility.

It's the same for notes about legal documents – make them complete and clear so we can easily retrieve documents from a court or agency.

You may keep notations in separate records, but remember that your institution must have those records easily accessible for 10 years.

➜ Have you noted the correct financial information? When paying the bond, be sure to pay and show the Current Redemption Value (CRV) of the bond, **not just** the Interest Paid amount.

Stamp each bond with a "PAID STAMP." The stamp must show:

- The full Current Redemption Value (CRV)
- Initials of the employee cashing the bonds
- The transaction date
- Name and location of your branch or office

Be sure the PAID STAMP does not cover up or print over information already on the bonds, such as:

- Serial Numbers
- Addresses
- Names
- Issue dates

7 Final Steps For Internal Processing

- Remove images of any bonds that WERE NOT PAID BUT WERE FORWARDED FOR PROCESSING from the images/bonds your institution paid and are submitting for credit. This will avoid duplicate submissions.

- Make sure each bond has a unique serial number whenever you submit more than one bond for credit.

- When encoding bonds for submission, be sure to MICR encode the Current Redemption Value (CRV), NOT the Interest Paid, to avoid errors.

- When imaging bonds for Check 21 submission, be sure the bond is not folded to obscure essential information (stamps, requests for payment, serial numbers, signatures, etc.). Be especially careful when imaging the larger Series E half-sheet bonds to ensure no information is obscured.