**PeopleSafe - Replace Stale Dated Check Considered Unclaimed Property** **(18 months or Longer Since Issuance Date)**

[Process](#_Toc72922537)

[Related Documents](#_Toc72922538)

**Description:** Use when a member has a stale dated check (that is more than 18 months since the date of issuance), and they want it reissued.

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| Process |

Our checks indicate they are not valid after 180 days however they are not considered Unclaimed Property until after 18 months following the date of issuance. Cashing or depositing a stale dated check can result in returned check fees or other related fees to the member’s bank account.

A Stop Payment can be requested after 30 days following the issue date. The reissue process can take up to 30 days to complete.

The average processing time is three (3) business days for each task. If no further information is needed from the member, they should receive the reissued check within eight (8) weeks of task completion.

* If the check is for unclaimed property of **deceased** member refer to [Unclaimed Property/Checks Not Cashed (018700)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=0f2c2186-2c53-441a-be44-3d0940df202f).

**Note:**  The check is only reissued to the cardholder’s name. If the caller asks to escalate, refer to the Senior Team ([Commercial -016311](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) or [MED D - 018060](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3ca13af-f894-45b7-b16a-f2cb777adf77)).

Complete the steps below:

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| **Step** | **Action** |
| **1** | The caller needs the property ID from the Due Diligence letter along with the check number, amount, and date. Payee can submit claims directly on our website <https://www.cvs.com/unclaimedproperty/home>  Copies of letter(s) sent are not available on our website.  For additional information, refer to [Unclaimed Property/Checks Not Cashed (18700)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=0f2c2186-2c53-441a-be44-3d0940df202f).  Create the following RM Task:   * **Task Category**: Retail * **Task Type**: Unclaimed Property Research * **Queue**: Unclaimed Property |
| **2** | Create a Callback task:   * **Task Category**: Customer Care Internal Process * **Task Type**: Participant Callback Request * **Queue**: CC Internal Research/Richardson   When we reissue this check, if by chance you have any additional outstanding checks, please be aware we will reissue those at the same time.   If you locate any uncashed checks from us, please do not deposit or cash those checks.  Cashing or depositing the outstanding checks for reimbursements from us will be returned and cause unnecessary fees from your financial institution. |

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| **Related Documents** |

* [Customer Care Abbreviations and Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)
* [Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)
* [Refund Stop Payment Check Reissue (004580)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b529fcee-1566-4001-a703-ce8b63186cb2)

**Parent Documents:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049), [CALL-0011 – Authenticating Callers](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

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