**PeopleSafe - Replace a Check That Has Not Been Cashed or Deposited (Considered Lost or Stolen)**

[Process](#_Toc99354145)

[Related Documents](#_Toc99354146)

image2s **Description:** Procedures for replacing a check that is considered lost or stolen and has not been cashed or deposited. Details include stop payment requests, reissue timelines, and steps to initiate the process in PeopleSafe.

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| Process |

* A Stop Payment can be requested after 30 days from the issue date.
* The reissue process can take up to 30 days to complete.
* The average processing time is **3 business days** for each task.
* If no further information is needed from the member, they should receive the reissued check within 8 weeks of task completion.

**Note:**  The check is reissued to the cardholder’s name. If the caller asks to escalate, warm transfer to the Senior Team ([Commercial (16311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) or [MED D (18060)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=d3ca13af-f894-45b7-b16a-f2cb777adf77)).

Complete the steps below:

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| **Step** | **Action** |
| **1** | Access PeopleSafe and create a Resolution Manager (RM) Task as follows:   * **Task Category:** Retail * **Task Type:** Research/Reissue/Stop Payment * **Queue:**  Member Payment |
| **2** | Create a Callback task as follows:   * **Task Category:**  Customer Care Internal Process * **Task Type:** Participant Callback Request * **Queue:**  CC Internal Research/Richardson |
| **3** | image2s  When we reissue this check, if there are any additional outstanding checks, we will reissue those at the same time. If you locate any checks from us that have not been cashed or deposited, please do not deposit or cash those checks. Cashing or depositing the outstanding checks for reimbursements may be returned and cause unnecessary fees from your financial institution. |

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| **Related Documents** |

[Customer Care Abbreviations and Definitions and Terms Index (17428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Log Activity/Capture Activity Codes (5164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)

[Refund Stop Payment Check Reissue (4580)](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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