

## Funds Verification Procedures

- Request the following information from the caller:
  - The caller's name and (if applicable) the name of their business.
  - Information from the check: Account number, maker's name, check number, and amount.
  - If the caller cannot or will not provide this information, or if the caller provides incorrect information, do not complete the request. Refer any unusual requests to your Branch Manager. If you are still unable to reach a resolution, refer the caller to Security.
- Look up the following:
  - Balance- Be sure to check the *available* balance, as this takes into consideration any overdraft protection and holds that would affect the balance.
  - Stop Payments- Make sure the check in question has not been stopped.
  - Balance History- Make sure the check has not already been paid. Make sure the check number is in the current range of checks.
- If the funds are available and the check has not been stopped or paid, tell the caller that the funds are available *at this time*.
- If the check is not good at the time, tell the caller the appropriate reason. *Use only the reasons on this list.*
  - The funds are not available. This may be a result of insufficient funds, Reg CC holds, tax levies, or other reasons, but *do not* disclose the specifics to the caller.
  - The maker has stopped payment on the check.
  - The account is closed. Do not tell the caller when or why the account was closed, or if the customer has other accounts.
- If the check has already paid, ask the caller when the check was deposited. If the caller indicates that they have not deposited the check yet, refer the caller to Security. If the deposit date makes logical sense in relation to the pay date, indicate that the check has been paid.