



DEPARTMENT OF THE TREASURY  
FINANCIAL MANAGEMENT SERVICE  
P.O. BOX 51318  
PHILADELPHIA, PA 19115-6318

Date: May 23, 2013

TO: Agencies Serviced by the Check Resolution Division (CRD)

SUBJECT: Transition of Check Claims and Check Reclamations Workload

The purpose of this communication is to notify you of upcoming changes that will affect your organization's interactions with the Bureau of the Fiscal Service (BFS). As you may be aware, BFS is working to consolidate and reorganize various payment and post-payment operations. In this restructuring, the BFS realignment of work will result in two focused activities:

- Kansas City Financial Center (KFC) as the BFS Payment Processing Center
- Philadelphia Financial Center (PFC) as the BFS Post-Payment Processing Center

Listed below are key dates related to the transition:

- Check claims received prior to January 1, 2013 are being adjudicated by CRD personnel. Effective January 1, 2013 PFC began handling all new check claims.
- Effective May 13, 2013 all correspondence previously mailed to P.O. Box 1849 in Hyattsville, MD should now be mailed to P.O. Box 51322 in Philadelphia, PA.
- Effective June 3, 2013 agencies should contact PFC at 855-868-0151 option #1 instead of 202-874-8445 regarding all post-payment inquiries.
- As of September 30, 2013 all check post-payment work will be supported by PFC as CRD will no longer exist.

We appreciate your patience with this current initiative and strive to provide your agency with the same quality of customer service you have come to expect. If you have any questions leading up to and during the transition, please use the below points of contacts:

Check Resolution Division

Ronald Cymbor, Director, Check Resolution Division (202) 874-7913


Philadelphia Financial Center


Lisa Andre, Manager, Customer Service Branch (215) 516-8142

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Sincerely,

  
Ronald Cymbor  
Director  
Check Resolution Division

  
Elizabeth A. Belinsky  
Regional Director  
Philadelphia Financial Center