

# Check Cashing Policies & Procedures

Stop Check Fraud

## Non-Sufficient Funds Policy and Procedure

**PURPOSE** This procedure outlines the steps taken when cashed checks are returned by the bank for NON-sufficient funds/stop payment/account closed (NSF). Returned checks require a sequence of actions.

### RESPONSIBILITY

Staff **WE DO NOT CASH CHECKS OVER \$999**



**Follow Store Procedures**

### ACTION

1. Receive returned check then print a transaction report from the check cashing computer.
2. Review the endorsement stamp and receipt number on the back of the check. Identify which clerk cashed the check.
3. Cashier or manager should call customer and investigate why check was returned.
4. Call company, organization or government department that issued the check and investigate why check was returned.
5. Always talk to customer about their legal obligation and the consequences they face if they don't cooperate and help us in getting our money back.

**Super Stop provides check-cashing service to customers that have a valid Kentucky driver license or a valid Kentucky identification card.**

### Daily Check Cashing Limits

The check cashing limit is a minimum of \$5 up to a maximum of \$999.00

**WE DO NOT CASH CHECKS OVER \$999.99** Checks \$500.00 and over will require a manager approval

### Suspension of Check Cashing Privilege

Super Stop Market reserves the right to suspend or terminate a customer check cashing privileges for returned checks or other financial reasons. If the returned checks are the result of a bank or a company error and were reimbursed, the privilege will be reinstated.

### Collection of Returned Checks

A \$35 fee will be charged for each returned check. The customer will be notified by phone and required to respond within three (3) business days. Failure to respond to this notice will result in a legal action.

Follow the collection of a returned check procedure.

### Allowable Check Cashing

- Payroll checks.
- Government checks.
- Insurance checks.
- Money Orders "must be purchased from us"
- Income tax refund checks

## Fees for Check Cashing

Super Stop fee will be based on the following schedule:

Check amount	Fee
\$100.00	2%
\$100 → \$200	2%
\$200 → \$300	2%
\$300 → \$999	2.5%
Periodic Sales discounts	We cash checks for change



## Limitation and Requirements For Check Cashing

**Customers:** a valid official picture ID (i.e. valid Driver's License, Government issued picture ID).

**All Others:** Valid green Card alien resident card or passport.

### Information required every time we cash a check

- Signature endorsement on back of check
- Current address and telephone number and if it doesn't match the customer information in our database please correct it
- You must update customer phone number in system every time they cash a check.

## Third-Party Checks

A third-party check is a check that is written to one person, and then signed over to another person.

## **SUPER STOP DOES NOT ACCEPT THIRD-PARTY CHECKS**

**Handwritten Checks** Do not accept checks that are not typed, or computer generated by a company. Handwritten checks could be stolen with a forged signature.

## Check Number Limit

The number of checks each customer can cash per month is 4 checks.



## Check Cashing System

Super Stop check cashing system is innovation database software to help and speed the check cashing process. It is very important that all customer information in our database is correct and updated every time the customer return to our store.

## Fingerprint:

Super Stop requires the customer to include a finger or thumb print in our database along with the ID and signature endorsement. If the check clears, there is no issue. However, if the check is returned for insufficient funds or as a stolen or forged check, the fingerprint can be cross-checked for criminal activity. You can include this as a check cashing procedure.

## Taking a picture of the Customer

Super Stop requires taking a current picture to our check cashing returned customers.



## Check Fraud Scenarios

When a check is returned and we failed to communicate or get reimbursed for our loss by the customer or the check issuer stated it is fraud, the store manager or clerk should proceed with the following:

- Store manager or clerk must call Louisville Check Fraud unit at: (502) 574-2133
- Prepare 2 complete check transaction reports from our check cashing system including all customer and check information. A copy goes to the Fraud unit and the second for our internal filling.

## Check Drops and deposits

When a check is cashed it will have to be dropped into our safe immediately as soon as possible and after cash reconciliation all checks MUST be deposited in the bank account to get credited as fast as possible.

## CTR Preparations

When to file a CTR: **WE DO NOT CASH CHECKS OVER \$999**

- If a customer brings a check that is more than \$10,000 or more.
- If a customer brings 2 checks totaling \$10,000 or more.



## Cashing Money Orders

When to cash a money order: **ONLY IF MONEY ORDER IS PURCHASED FROM OUR STORE**

- Money order **MUST** be blank and not filled out
- Money order **MUST** have the stub that is attached to it.
- Customer must have valid identification.
- Money orders are not processed into our check cashing system because they are not payroll checks.
- Do not cash money orders exceeding \$500.00 dollars.

## Employee Responsibility for returned checks

When a check is returned for any reason due to clerk error Super Stop reserve the right to charge clerk for the full amount of the check including any charges that might occur by our financial institution

## RECORD DISPOSAL REQUIREMENTS UNDER THE BUSINESS ADMINISTRATION ACT

All Employees must understand the proper disposal of Super Stop records that contain the following:

- Sensitive information about a customer's medical condition
- Certain financial data relating to a customer's account or transaction with Super Stop
- Data provided by a customer to Super Stop upon any financial transaction.
- Data about a customer's federal, state, or local tax return.

Once such records are no longer needed, Super Stop must do one of the following before discarding them:

- A. Shred the record
- B. Erase the personal information contained in the record
- C. Modify the record so that the personal information is unreadable
- D. Take actions that will ensure that no unauthorized person will have access to the personal information contained in the records.

**Improper disposal of records containing personal information may result in losing you job and serious legal actions.**

## Check Cashing Responsibilities

**DO NOT Cash Checks more than \$500 without manager APPROVAL**

- Report fraudulent or forged checks.
- Super Stop will maintain digital logs of checks cashed.
- Maintain a daily reconciliation of cash.
- Report any illegal activities immediately.
- Post fees charged for cashing checks.
- Post the license in plain view.