

IRM PROCEDURAL UPDATE

DATE: 12/11/2014

NUMBER: WI-21-1214-1674

SUBJECT: RAL/RAC and non-Treasury Check Guidance

AFFECTED IRM(s)/SUBSECTION(s): 21.4.3.4.4

CHANGE(s):

IRM 21.4.3.4.4(1) IRM 21.4.3.4.4(2) - Revised RAL/RAC and added non-Treasury check guidance.

1. If the taxpayer calls or sends in a request on how to return his/her refund check, the customer service representative (CSR) or tax examiner at the Campus RI Unit will advise taxpayer to write "void" in the endorsement area on the back of the check. Advise taxpayer to mail the check with a letter of explanation to the issuing campus RI Unit. See the Refund Inquiry Unit Addresses link for the appropriate address. Advise the taxpayer not to write on the front of the check.

CAUTION: If the check is a Refund Anticipation Loan (RAL) or a Refund Anticipation Check (RAC), advise the taxpayer to send the check along with an explanation of why they are returning it, to the IRS campus where they would file a paper return. The address can be found on the last page of the Form 1040/Form 1040A/Form 1040EZ instructions. See IRS Mailing Addresses. See IRM 21.4.1.4.7.1(7), *Direct Deposit of Refunds* for guidance to determine if a refund is a RAL/RAC. When received, Receipt and Control or Campus Support will take the appropriate action to route the check to IVO. Enter a narrative in AMS with the advice to the taxpayer and the reason for it.

2. When there is potential refund fraud or ID theft involved, Refund Inquiry should take the following actions. (In most instances these checks will already have been routed by Submission Processing.)
 - a. Make a copy of the returned Treasury refund check. All Treasury checks must be stamped "Non-Negotiable", or, have the word "void" stamped or written on the front or back of the check.
 - b. Prepare a Form 3210, *Document Transmittal*, and send to BFS as normal. See IRM 21.4.3.4.5, Resolving Returned Refunds (Unexpired Checks), for the BFS address.
 - c. The following table describes the types of checks and the routing procedures:

If	Then
<p>Treasury IRS refund checks are returned as Undeliverable and you identify that there is the same address (different names) on multiple checks indicating possible fraud</p>	<ul style="list-style-type: none"> ▪ Fax/eFax check copies and correspondence to Fresno IVO (previously AMTAP) at: # [REDACTED] # ▪ Include the date the Treasury check was sent to BFS on the Fax/eFax
<p>A Treasury check(s) is returned and ID theft is not indicated, but appears to be fraud related (e.g., Multiple checks with different names have been mailed to the same address. Explanation is something like, "I don't know these people, but these checks were mailed to my house.")</p>	<ul style="list-style-type: none"> ▪ Fax/eFax check copies and correspondence to Fresno IVO (previously AMTAP) at: # [REDACTED] # ▪ Include the date the Treasury check was sent to BFS on the Fax/eFax
<p>Treasury check(s) is returned and a note is attached indicating ID theft (e.g., "I got this refund check made payable to me but I have not even filed my tax return this year." I don't know why I got this check.)</p>	<ul style="list-style-type: none"> ▪ Fax/eFax check copies and correspondence to Fresno IVO (previously AMTAP) at: # [REDACTED] # ▪ Include the date the Treasury check was sent to BFS on the Fax/eFax
<p>A Treasury check(s) is returned undeliverable, OR not belonging to the person named on the check, AND there is evidence of previous IVO External Leads review. i.e. TC 841 DLN blocking series/serial number 77711, 77712, or 77713 and issuance of a CP 53A, CP 53B or CP 53C notice.</p>	<ul style="list-style-type: none"> ▪ Fax/eFax check copies and correspondence to Fresno IVO (previously AMTAP) at: # [REDACTED] # ▪ Include the date the Treasury check was sent to BFS on the Fax/eFax
<p>A third party check (non-Treasury checks including RAL/RAC checks) is received outside of Receipt and Control or Campus Support</p>	<p>Process it back to the appropriate function per IRM 3.8.46.1, <i>Discovered Remittances</i> (for Receipt and Control), or IRM 21.1.7.9.20, <i>Discovered Remittance</i> (for Campus Support).</p>
<p>Check is attached to:</p> <ul style="list-style-type: none"> ▪ Letter 4115C, or ▪ Letter 4464C, or 	<ul style="list-style-type: none"> ▪ Fax/eFax check copies and correspondence to Fresno IVO (previously AMTAP) at:

<ul style="list-style-type: none">▪ Letter 4883C	<ul style="list-style-type: none">▪ # [REDACTED] # Include the date the Treasury check was sent to BFS on the Fax/eFax
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- d. If not already on the account, input TC 971 AC 522 and the appropriate IDT tracking Code. See IRM 10.5.3.2.5, *Initial Allegation or Suspicion of Tax-Related Identity Theft - Identity Theft Indicators*, for codes and additional information.
- e. If you receive items (including debit cards) from different sources, for example U.S. Postal Service, a law enforcement agency, etc., sort the items and mail to:

[REDACTED]