FASCore Documentation

FUNCTIONAL PROCESS: Distributions
PROCEDURE: Check Re-issue Policy
DATE: April 2007

Overview

These procedures review the policies regarding the re-issuing of a check to a participant or a TPA.

Procedure

I. Request to reissue an outstanding check to same payee – non receipt of original check or stale dated check
   A. This can occur at any time
      1. The process to initiate a stop pay and reissue cannot begin until 10 calendar days after the date the original check was generated.
      2. There is not a time constraint regarding tax years with a reissue to the same payee.
   B. Reissue of a check to a participant:
      1. Participant should call Client Services at 1-800-543-2520 to place a stop payment on the original check and request that the check be reissued.
      2. If the participant has the original check, they can either destroy the check (preferred) or mark "VOID" and return to FASCore.
      3. If the original check is located at a later date, see 2 above
   C. Reissue of a check to a TPA:
      1. Plan Sponsor or MetLife Account Executive should call the MetLife Plan Support Line at 1-800-856-7772 to place a stop payment on the original check and request that the check be reissued
      2. If the Plan Sponsor or MetLife Account Executive has the original check, they can either destroy the check (preferred) or mark "VOID" and return to FASCore.
      3. If the original check is located at a later date, see 2 above
   D. FASCore will not alter withholding or the year of the original tax form
   E. The original distribution is left as is on the FASCore system
   F. If the check is older than 60 days and to the same payee – stale dated:
      1. Check will be reissued within 30 days of receipt of request
      2. There is no change in taxation
      3. There are no earnings paid to these participants/TPAs

II. Request to reissue a check that the participant simply did not cash to a different payee
   A. For 60 days from issue date, FASCore will:
      1. Change payee name, upon receipt of a new distribution form
      2. Alter the distribution request from 'rollover' to 'paid to participant' or vice-versa, upon receipt of a new distribution form
      3. Change tax form/withholding using the same effective date as the original distribution to avoid gain/loss issues, upon receipt of a new distribution form
      4. If they have the original check, they can either destroy the check (preferred) or mark "VOID" and return to FASCore
   B. If the tax year has changed within the 60 day window, FASCore will not reissue
      1. If special circumstances exist and require re-issuing, these would be treated as exceptions as this may cause FASCore to pay a fine on the tax form correction
      2. There may be a charge for performing these exceptions
         a. If FASCore is to pass along the charge, this must be identified at the time it is agreed to correct the tax form
         b. The charge would be passed on to MetLife on the quarterly invoice
         c. MetLife can pass along the charge to the client as necessary
      3. Exceptions of this nature require approval by the MetLife Plan Support Team.
   C. If the check is older than 60 days and to a different payee:
      1. Check will be reissued within 30 days of receipt of request
      2. FASCore will reissue checks to participants that were originally rollover requests that were never cashed
      3. The participant may be subject to withholding and will receive a current year 1099 for this
      4. There may be excise taxes due if the participant has not met the required age limits
      5. There are no earnings paid to these participants

III. Request to reinstate assets from rollover check or distribution check.
   A. These requests must be sent through to the MetHome team.
   B. The request must be in writing.
   C. If this is not a FASCore error, FASCore will use same day reversal transaction, meaning assets are repurchased at current day's price and the participant was out of the market from the original distribution date to the date the reinstatement request was received.
   D. If there was an error in the processing at FASCore, FASCore will make the participant whole.