FA P 001
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New Agent Welcome Booklet

Treasury Retail Securities

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Introduction

Thank you for your interest in being a paying agent for the U.S. Savings Bond program.

The U.S. Savings Bond Program has offered Americans a convenient and secure way to save since 1935. More than 50 million Americans own over $172 billion in savings bonds. The Bureau of the Fiscal Service and the Treasury Retail Securities (TRS) site administer the program, in partnership with financial institutions, which serve as paying agents. The TRS site is located at the Federal Reserve Bank of Minneapolis.

While paper savings bonds are no longer sold over-the-counter at financial institutions, redeeming savings bonds is an easy way for you to provide additional services to your customers. The TRS site and the Bureau of the Fiscal Service offer free resources that make being a savings bond paying agent rewarding for you and your customers.

This booklet contains the required agreements and forms necessary to qualify your institution as a paying agent. It also includes contact information, available resources, and information to help make the qualification process as easy for you as possible.

Upon receipt and approval of the completed applications, we will send you a Certificate of Qualification and the stamps needed for processing savings bond transactions.

What is the Treasury Retail Securities Site's Role?

The TRS site plays a key role in the U.S. Savings Bond Program and supports paying agents by:

- Managing the nationwide network of thousands of financial institutions who serve as paying agents.
- Providing agents with the resources necessary to serve their savings bond customers.
    - Online resources at http://www.treasurydirect.gov and https://www.frbservices.org/treasury-services/savings-bonds-financial-institutions.html.
    - A toll-free service number to contact trained staff ready to assist you and your customers.
    - Automated systems for quick and convenient processing of savings bond transactions.
    - Treasury forms, one paying agent stamp, one Circular 888 stamp (if applicable), and software provided at no cost. (Note: Duplicate paying agent and/or Circular 888 stamps are not provided by the TRS site and must be ordered by the paying agent.)
    - Training opportunities for savings bond agents.
- Processing savings bonds and notes redeemed by paying agents, including crediting the agent for the redemption value. See page 6 for additional information.
- Redeeming savings bonds and notes not eligible for redemption by paying agents.
- Reissuing (registration changes) savings bonds for customers.
- Acting as liaison between the bureau of the Fiscal service and savings bond agent.

Treasury Retail Securities Site – Contact Information

Below you will find contact information for the Treasury Retail Securities site.

Address	Contact information
Treasury Retail Securities Federal Reserve Bank of Minneapolis PO Box 214 Minneapolis, MN 55480	Phone: 1-844-284-2676 Email: savbonds@ fiscal.treasury.gov

What is Your Role as a Paying Agent?

As a qualified paying agent, your institution is authorized to redeem series A through E, EE, and I United States Savings Bonds, Savings Notes, and Savings Stamps eligible for payment to customers presenting proper identification. For the purpose of redeeming these securities, a customer is any person presenting bonds/notes/stamps at your financial institution, whether or not he or she has an account with your institution.

As a paying agent, it is your responsibility to:

- Ensure the bond or note being presented is eligible for payment.
    - The bond or note must be at least 12 months old.

- Cancel the redeemed bond or note with your paying agent stamp.

- Ensure the request for payment on the back of each bond or note is properly signed.

- Confirm the customer provides a taxpayer identification or social security number on the back of the savings bond presented for redemption.

- Follow identification guidelines set forth in The Guide to Cashing Savings Bonds
- (PD P 0022). See page 8 for additional information.

- Submit paid bonds or notes through your electronic or paper check processes. See page 5 for additional information.

Paying agents are also encouraged to redeem U.S. Savings Stamps, though you are not required to do so. Savings stamps are worth their face amounts; the denominations are $0.10, $0.25, $0.50, $1, and $5. The sale of savings stamps was discontinued June 30, 1970.

What Services are Available for Paying Savings Bonds?

Depositing Redeemed Savings Bonds

The Federal Reserve Banks accept image-eligible savings bonds in mixed and separately sorted FedForward® image cash letters (ICLs) and separately sorted paper cash letters. While image-based savings bond processing is strongly preferred, paper savings bond deposits are also accepted.

Financial institutions that are not FedForward services depositors, either directly or through a processor or correspondent, can contact their account executive or Check Services Customer Support at (877) 372-2457 to begin the process of signing up for these services.

Mixed and Separately Sorted Image Cash Letters (ICLs)

Image-eligible savings bonds include Series E (half-sheet paper and card), Series EE, Series I, and Savings Notes. All other savings bond types – full-sheet paper savings bonds and facsimile paper savings bonds – must be deposited in paper form.

Paper and Facsimile Savings Bonds

Paper savings bonds are accepted only in separately sorted cash letters. Any paper savings bonds deposited in mixed paper cash letters may be returned to the depositor.

For more information on depositing redeemed savings bonds in ICLs and separately sorted paper cash letters, please visit https://www.frbservices.org/treasury-services/savings-bonds-financial-institutions.html or contact Check Services Customer Support at (877) 372-2457.

Note: Current teller procedures to redeem savings bonds remain unchanged.

The Circular 888 Special Endorsement Stamp

What is the Purpose of the Circular 888 Special Endorsement Stamp?

The stamp allows a paying agent to redeem savings bonds and notes of certain series without the owner's signature. Restrictions apply to use of the endorsement stamp.

Details are available in Treasury Department Circular 888. Please visit http://www.treasurydirect.gov/deptcirculars.htm to download the circular.

How is the Circular 888 Endorsement Stamp Used?

This authority permits an agent to place the special endorsement stamp on the back of a bond in lieu of the owner's signature in specific situations. The agent may either redeem the endorsed securities or forward them to the TRS site for redemption. *Use the endorsement only to replace the signature of a bond owner who is a known customer.* The term "owner" refers to the person named as the owner or co-owner in the registration of a bond or note, or as the beneficiary when proof of the owner's death is provided.

This endorsement must be legibly impressed in black or other dark ink on the back of each security in the space provided for the owner to request payment. The stamp may not exceed a space bounded by 1¾ inches vertically, and 3 inches horizontally. It must exactly follow the wording prescribed:

> *Request by owner and validity of transaction guaranteed in accordance with T.D. Circular No. 888, as revised. (Name, location, and paying agent code number assigned by designated Federal Reserve Bank.)*

Guaranty Given to the United States

By placing the special endorsement stamp on a bond or note, the paying agent has:

1. Unconditionally guaranteed the validity of the transaction to the United States.
2. Assumed complete and unconditional liability to the United States for any loss which may be incurred by the United States as a result of the transaction.
3. Unconditionally agreed to make prompt reimbursement for the amount of any loss, upon request of the U.S. Department of the Treasury.

How do You Apply for the Stamp?

To apply for authority to use this special endorsement stamp, complete the *Application-Agreement for Treasury Circular No. 888* (PD F 3902). Return the agreement to the TRS site with the other completed forms in this booklet.

Please note: Agents qualified under circular 888 will receive one Circular 888 endorsement stamp from the TRS site. Agents are responsible for ordering duplicate stamps as needed.

Resources

Websites

https://www.frbservices.org/treasury-services/savings-bonds-financial-institutions.html

Visit FRBservices.org for the latest news and announcements on the U.S. Savings Bond Program. FRBservices.org also offers a variety of banking resources for financial institutions.

www.treasurydirect.gov

Visit the Savings Bonds section of the TreasuryDirect® website for institutions to see information and resources specifically for savings bond agents. The Training and Guides and Newsletters links provide a wide range of information for new agents.

Guide

Guide to Cashing Savings Bonds (PD P 0022)

Use this guide to simplify the redemption process for your tellers and eliminate errors for which you could be liable. Visit http://www.treasurydirect.gov/instit/savbond/guide/guide_cash.htm to download the guide, or order copies your employees who handle savings bond transactions from the TRS site.

The Code of Federal Regulations

Visit http://www.treasurydirect.gov/deptcirculars.htm for detailed information on the statutes and regulations governing the United States Savings Bond Program, provided in the Code of Federal Regulations Department Circulars. These regulations include:

- *Department Circular 750*: Provides regulations governing the payment of U.S. Savings Bonds and Notes.
- *Department Circular 2-98*: Provides regulations governing Series I U.S. Savings Bonds.
- *Department Circular 3-80*: Provides regulations governing Series EE U.S. Savings Bonds.

How to Order Forms for Savings Bond Transactions

To download single copies of forms:

Visit www.treasurydirect.gov/forms.htm. For your convenience, the majority of the forms are fillable. You may complete the form on your screen, print it, and give it to your customer to sign and submit.

Using online forms provides instant access to the forms you need, ensures you always have the most current forms on hand, and eliminates the hassle of maintaining a file drawer of forms.

How do You Become a Savings Bond Paying Agent?

Are you ready to join the other financial institutions across the country that redeem savings bonds for their customers?

To become a paying agent, simply refer to the Agent Qualification Checklist on the following page for information on the forms you need to complete to qualify your institution. The necessary materials are enclosed or available online for your convenience. The checklist will help you select the forms that fit the savings bond services you'd like to offer. If you have any questions about the forms, please contact the Treasury Retail Securities site. See page 3 for contact information.

New Agent Setup: Qualification Checklist

Complete the following forms and agreements to qualify your institution as a paying agent and to select optional services according to your needs. If you need assistance completing the forms, and to review your options, please contact the TRS site (refer to page 3 for contact information). When you have completed the appropriate forms, make a photocopy of each document for your records and mail the original forms and this checklist to the TRS site.

☐ ***Agent Profile Form*** **(FA F600)**

Complete this form to provide information about your institution.

- Provide the information needed to order your paid stamp.
- Supply delivery instructions for supplies.
- Select your desired bond-pricing software options.

☐ ***Paying Agent Application Agreement*** **(PD F3880)**

Complete this agreement to qualify as a paying agent to redeem Series A - E/EE/I Savings Bonds, Savings Notes, and Savings Stamps.

- An authorized official of your institution must sign this form.
- Affix your institution's official seal to the form.

☐ *Application –* **Agreement to Qualify Under Department of the Treasury Circular No. 888, as Revised and Amended (PD F 3902)**

Complete this agreement to qualify your institution to specially endorse Series E/EE/I Savings Bonds or Notes for redemption under the provisions of Department Circular 888. This endorsement allows a bond or note to be paid without the owner's signature.

- An authorized official of your institution must sign this form.
- Affix your institution's official seal to the form.