

# IMPORTANT NOTICE

## Tax Refund Checks 2024



Dear Customer;

The 2024 tax season has arrived! For expedited service, please submit payees' required information to ViaCheck team through ViaOne's "Customer Profile" option.

### Tax refund checks requirements\*:

- a) Customers endorse and thumbprint the check in your presence
- b) Complete the KYC (Know your customer) form in the customer profile
- c) Valid and unexpired customer ID for any check over \$1,000
- d) We don't accept checks with P.O BOX as address

\*If a check is payable to multiple payees, each customer should submit the requirements listed above. Other requirements may also apply.



### PROTECT YOUR BUSINESS!

Remember these red flags before cashing tax refund checks:

#### DO YOU KNOW THE PERSON THAT IS PRESENTING THE CHECK?

- Criminals **steal identities and Social Security Numbers** to file falsified U.S. tax returns.
- Criminals also **steal large numbers of tax refund checks directly out of the mail.**
- Criminals **may try to cash checks using a false ID** or may bribe an employee to cash many checks.
- **Warn your employees** about tax refund fraud.
- **Monitor teller activity** as unexpected increases in activity may indicate a problem.
- **Accept checks** only from **verified** payees.
- **Notify law enforcement** and file a Suspicious Activity Report (SAR) for any suspicious transaction.

If you need further information, please contact the ViaCheck team through ViaChat or email ([viacheck@viamericas.com](mailto:viacheck@viamericas.com)).

