

FEDERAL RESERVE BANK
OF NEW YORK

[Circular No. 8165]
August 22, 1977

INQUIRIES AND OTHER CORRESPONDENCE REGARDING
POSTAL MONEY ORDERS

*To All Member Banks in the Second Federal
Reserve District, and Others Concerned:*

The Federal Reserve Banks act as paying agents for United States postal money orders, as indicated in Appendix B to our Operating Circular No. 4. All such items flow through the Reserve Banks for payment by the United States Postal Service. In the past, there has been some confusion on the part of commercial banks as to where to direct inquiries and other correspondence relating to postal money orders (PMOs). Certain types of inquiries must be handled by the local Federal Reserve Banks, while other types of inquiries can only be handled by the United States Postal Service, Postal Data Center, St. Louis, Missouri. Misrouting of PMO correspondence results in delayed responses. To expedite processing and response, please direct all future PMO inquiries and other correspondence in accordance with the guidelines shown below.

The following matters should be directed to the United States Postal Service in St. Louis:

1. Requests for photocopies (PS Form 6065)
2. Requests for replacement (PS Form 6401)
3. Requests for paid or unpaid status (PS Form 6405)
4. Requests for confirmation of amount (PS Form 6405)

These pre-addressed forms are available at your local Post Office.

The following requests should be directed to this Bank's Head Office or its Buffalo Branch:

1. Requests for credit on PMOs originally thought to be lost or destroyed during the collection process but later determined paid.
2. Inquiries concerning deposit deadlines and credit availability.
3. Requests for specific processing information, such as batch numbers, batch totals, and clearance dates.

Your cooperation in this matter will be appreciated. If you have any questions, please contact, at the Head Office, Leonard I. Bennetts, Manager, Check Adjustment and Return Items Department (Tel. No. 212-791-5292), or, at the Buffalo Branch, Robert J. McDonnell, Assistant Cashier (Tel. No. 716-849-5022).

PAUL A. VOLCKER,
President.