

February 12, 2013, Regular Meeting
Agenda Item #24

Subject

Returned Item Service Fee Waiver

APPROVED IN OPEN SESSION February 12, 2013
BOARD OF COUNTY COMMISSIONERS, MANATEE COUNTY

Briefings

None

Contact and/or Presenter Information

Dinorah DiFonzo, Fiscal Services Manager

extension 6012

Action Requested

Requesting for the waiver of returned item service fees for John Cagle and Genevieve Duremdez totaling \$55.00.

Enabling/Regulating Authority

Resolutions R-10-121, R-11-020 and R-11-243 established rates, fees and charges to patrons of the Parks & Recreation Department's activities and programs.

Background Discussion

The Parks & Recreation Department accepts monthly bank draft payments from our annual recreation members. The department has two separate circumstances for which we are requesting service fee waivers.

Mr. John Cagle, a department bank draft customer, recently noticed unauthorized transactions posting to his bank account and submitted a forgery claim to his banking institution. The bank required his accounts to be closed, ultimately causing his December bank draft to be returned on December 11, 2012.

As this was beyond the control of the customer, the department is requesting the waiver of the returned item service fee required by Resolution R-97-041, in the amount of \$25.00.

Genevieve Duremdez's bank draft was returned by the bank as "account not found". After reviewing our software application it was found the system selected a previous bank account which is no longer active.

As this is beyond the control of the customer, the department is requesting the waiver of the returned item service fee required by Resolution R-97-041, in the amount of \$30.00

County Attorney Review

Not Reviewed (No apparent legal issues)

Explanation of Other

Reviewing Attorney

N/A

Instructions to Board Records

Please return a copy of the approved agenda to Dinorah DiFonzo (dinorah.difonzo@mymanatee.org) and Cynthia Gray (cynthia.gray@mymanatee.org). Emailed 2/19/13 (vj)

Cost and Funds Source Account Number and Name

0010000000-115800

Amount and Frequency of Recurring Costs

\$55.00

Attachment: [Returned Item Documents.pdf](#)

CR03420 DIRECT
SITE: VA

BANK OF AMERICA, N.A.
ACH SERVICES

PAGE 1
DATE/TIME: 12/11/12 23:21:00

RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 0000000095034595

** CONFIDENTIAL **

CO ID: 2596000727 CO NAME: MANATEE CTY BOA ENTRY DESC: RecTrac AD SEC: CCD EFF DATE: 12/10/12 CO DISC DATA:
POINT: MCBCOMMI2 APPL: MCBCOMMI2 TYPE:
RETURN REASON CODE: R16 ACCOUNT FROZEN

RETURN POST DATE: 12/11/12

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT	RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
12/10/12	00002279001	Bank of America <i>Cagle</i>	43.93	063100277	003503892729	27	063100273535289	063100279909488
						DR	12341003535289	12346009909488

TOTALS FOR R16 # DEBITS: 1 DEBIT AMOUNT: 43.93 # CREDITS: 0 CREDIT AMOUNT: 0.00

SUMMARY

TYPES OF RETURNS	-----DEBITS-----			-----CREDITS-----		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	1	0	43.93	0	0	0.00
REDEPOSITED ITEMS	0	0	0.00	0	0	0.00
REDEPOSITED PAPER ITEMS	0	0	0.00	0	0	0.00
NON-DOLLAR RETURNS						
PRENOTIFICATION RETURNS	0	0	0.00	0	0	0.00
NOTIFICATIONS OF CHANGE	0	0	0.00	0	0	0.00

*** END OF REPORT ***

Bank of America



Bank of America
Check Fraud Claims
TX1-160-04-01
P.O. Box 655961
Dallas, TX 75265-9502

December 13, 2012

Re: John Cagle – Claim number 06DEC2012-721109

To Whom It May Concern

We are writing to you regarding a mutual customer. Our customer referenced above, recently submitted a forgery claim to us. As a part of our claims process, we require our customers to close the affected account. Any checks that may be presented for payment on this account will not be honored. We understand that one or more of these checks are payable to you.

We are writing to confirm that the return of these checks was outside the control of our customer and trust that you will not let this action adversely affect their credit standing with your organization, nor will you assess a service charge for the returned check(s).

We regret any inconvenience this action may have caused you and our customer.

Please call us toll-free at 1-800-317-6345. And ask for my extension 8897922, Monday-Friday from 8:00am – 5:30 pm CT, if you have any questions

Sincerely,

VIVIAN WALLACE
Check Fraud Claims

Enclosure

CR03420 DIRECT
SITE: VA

BANK OF AMERICA, N.A.
ACH SERVICES
RETURNED ITEMS REPORT
RTN: 063100277 ACCT #: 0000000095034595

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DATE/TIME: 01/11/13 23:47:00
** CONFIDENTIAL **

CO ID: 2596000727 CO NAME: MANATEE CTY BOA ENTRY DESC: RecTrac AD SEC: CCD EFF DATE: 01/11/13 CO DISC DATA:
POINT: MCBCOMM12 APPL: MCBCOMM12 TYPE:
RETURN REASON CODE: R03 NO ACCT/CANNOT LOCATE RETURN POST DATE: 01/11/13

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	AMOUNT	RTN	ACCOUNT NUMBER	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR
01/11/13	00003217201	Flexicare Physical The	70.99	063104668	0046604278	27	063100277828772 DR 13008007828772	062000018970495 13011011174168
01/11/13	00003217203	Flexicare Physical The	24.41	063104668	0046604278	27	063100277828773 DR 13008007828773	062000018970497 13011011174170
01/11/13	00003217204	Flexicare Physical The	24.41	063104668	0046604278	27	063100277828774 DR 13008007828774	062000018970499 13011011174172
TOTALS FOR R03 # DEBITS: 3 DEBIT AMOUNT:			119.81	# CREDITS:	0	CREDIT AMOUNT:	0.00	

Fee 30.00 = 149.81

NOTIFICATION OF CHANGE REASON CODE: C02 INCORRECT T/R NO RETURN POST DATE: 01/11/13

ORIG DATE	INDIVIDUAL ID	INDIVIDUAL NAME	INVALID INFORMATION	TC	ORIG ITEM TRACE ORIGINAL PAR	RETURN TRACE RETURN PAR	
01/11/13	00003768201	Garvin Bawden	071923828	27	063100277828746	071000152315950	
	071923828	9060410671	071000152	DR	13008007828746	13011010638003	
TOTALS FOR C02 # DEBITS: 1 DEBIT AMOUNT:			0.00	# CREDITS:	0	CREDIT AMOUNT:	0.00

SUMMARY

TYPES OF RETURNS	---DEBITS---			---CREDITS---		
	# ITEMS	# ADDENDA	AMOUNT	# ITEMS	# ADDENDA	AMOUNT
DOLLAR RETURNS	3	0	119.81	0	0	0.00
REDEPOSITED ITEMS	0	0	0.00	0	0	0.00
REDEPOSITED PAPER ITEMS	0	0	0.00	0	0	0.00
NON-DOLLAR RETURNS						
PRENOTIFICATION RETURNS	0	0	0.00	0	0	0.00
NOTIFICATIONS OF CHANGE	1	0	0.00	0	0	0.00

*** END OF REPORT ***