
Subject: Replacement for Damaged or Destroyed Checks

Effective Date: October 1, 2013

Revised from: October 1, 2010

Policy: Damaged WIC checks may be replaced if the caregiver returns at least a portion of the damaged check to the WIC clinic. Destroyed checks may be replaced if the caregiver provides sufficient supporting proof of destruction. Check replacement will be denied and sanctions issued to clients who deliberately damage or destroy checks.

Procedure:

1. Damaged checks
 - a. For this policy, damaged checks include but are not limited to:
 - i. Checks accidentally washed in the washing machine;
 - ii. Torn checks;
 - iii. Checks with substances spilled on them; and
 - iv. Checks that have been written on;
 - (a) By the child, using the check surface for artwork, etc;
 - b. Instruct the client to bring all remnants of all damaged checks to the WIC clinic.
 - c. Determine which check has been damaged. Look for identifying information, such as check number, check date, food package information, etc.
2. Checks destroyed in a fire or any natural disaster that is publicly documented may be replaced.
3. Generate new check(s) using the Check Issuance >Void and Replace Checks menu item in KWIC.