

EagleCash™ Refunds User Guide

How can I determine if there is a balance on my EagleCash Card?

It's easy! If you are at a location that accepts EagleCash, you can check the balance yourself at an EagleCash kiosk, or you can visit the Finance Office, Post Office, PX/BX or AAFES Concessionaire and ask a cashier to check it for you. If you are not at a location that accepts EagleCash, you can contact the EagleCash Customer Service Center at the Federal Reserve Bank of Boston by e-mail or telephone at:

E-mail: eagle@bos.frb.org
Telephone: DSN: 312-955-3555
Toll Free: (US) 877-973-8982
Commercial: 617-973-3555

The EagleCash Customer Service Center hours of operation are Monday - Friday from 0100 hours to 1900 hours Eastern time.

How can I obtain a refund of any balance on my EagleCash Card?

1. If you are deployed (i.e., Balkans, OEF, OIF, etc.), the camp/post/base Finance Office will assist you, or if your card is enrolled in the EagleCash Kiosk program, you may unload the funds back to your designated account.
2. If you are no longer deployed, or if your Finance Office, Soldier Readiness Processing (SRP), Mobilization/Demobilization site, or Military Hospital doesn't support EagleCash, contact the EagleCash Customer Service Center by e-mail or telephone using the contact information provided above (also printed on the back of the EagleCash card).

What happens if there is a balance on my EagleCash Card and I don't request a refund?

If the card was enrolled in the EagleCash Kiosk program, any funds remaining on the card at expiration will automatically be refunded to the bank/credit union account the card was linked to. If the refund is returned to us because the designated account is closed, we will attempt to refund the balance to the cardholder's military Direct Deposit Payroll account. If we are unable to issue you a refund, the funds will be moved to an account maintained by the U.S. Treasury Department for unclaimed obligations.

What is the refund process for cardholders that are WIA/KIA?

- WIA - cardholder can contact the EagleCash Customer Service Center (CSC) by e-mail or telephone using the contact information provided above to receive a refund.
- KIA - Finance or Casualty Assistance Officers should contact the CSC to obtain a refund to the cardholder's account of record.

What information must I have to receive a refund from the EagleCash Customer Service Center?

- Full Name
- Last 4 numbers of your Social Security Number
- Last 6 numbers of your EagleCash card number (located on the back of the card) as available
- Current bank/credit union routing and account numbers
- Mother's maiden name or other identifying information provided at enrollment

How long will it take for me to receive my refund?

Automatic refunds can be expected within 30 days of the EagleCash card's expiration date if the banking information provided at enrollment is still valid; add 30 days if the information has changed. For refunds requested by telephone or e-mail, it usually takes 3 business days for the refund to be credited to a cardholder's account (from date the EagleCash Customer Service Center is notified and the balance is confirmed).

How will I receive my refund?

If the card was enrolled in the EagleCash Kiosk program, the refund will be deposited automatically to the account the card is linked to. If the card was not linked to the EagleCash Kiosk program, the cardholder must request a refund and provide current bank/credit union account information.

How will I know my refund was processed?

Monitor the bank/credit union account you linked your EagleCash card to. Look for an entry that contains the following text: "US Treas - EagleCash Residual" along with the associated date and amount of the transaction.



***For more
information
contact your Finance
Office or visit***



www.fms.treas.gov/eaglecash