

**SUMMARY OF MAJOR CHANGES TO
DoD 7000.14-R, VOLUME 5, CHAPTER 23,
“UNITED STATES SAVINGS BONDS”**

All changes are denoted by blue font

Substantive revisions are denoted by a ★ preceding the section,
paragraph, table, or figure that includes the revision.

Hyperlinks are denoted by *underlined, bold italic blue font*

PARA	EXPLANATION OF CHANGE/REVISION	PURPOSE
Multiple	Hyperlinked references and forms throughout the chapter	Amendment
230102	Added the requirement to comply with the Specially Designated Nationals and Blocked Person list when bonds are to be purchased.	New
230303	Changed the maximum annual purchase limitation for U.S. Savings Bonds to \$5,000.	Amendment
230404	Deleted subparagraphs A and B. Changed to reflect that paper bonds will be printed using only the last four digits of the Tax Identification Number, usually the Social Security Number.	Amendment
230602.D	Changed the DFAS Customer Service Unit’s contact information.	Amendment
230902	Changed time for the disbursing officer’s retention of undeliverable bonds from 3 months to 30-days.	Amendment
230902.D	Changed the address for sending undeliverable bonds.	Amendment
230905	Replaced form PD F 5387 with PD F 4000E, Request for Reissue of United States Savings Bond.	Amendment
231001	Added the complete address to send a request for authorization to redeem U.S. Savings Bonds.	Amendment

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CHAPTER 23

UNITED STATES SAVINGS BONDS2301 OVERVIEW

★ 230101. Voluntary Payroll Savings Plan. This chapter prescribes procedures and forms to be used for the Voluntary Payroll Savings Plan when purchasing Series EE and I United States (U.S.) Savings Bonds in accordance with the Department of the Treasury Financial Management Regulation and agreements with the Department of Defense (DoD). The plan allows military members and civilian employees of the U.S. Government regularly to save a part of their earnings through voluntary payroll allotments under the terms and conditions described in this chapter. This chapter establishes procedural requirements for the safekeeping of savings bonds and the disposition of undeliverable, lost, and canceled savings bonds. Procedures for military members buying U.S. Savings Bonds through allotments are in Volume 7A, Chapter 41 and Chapter 43 of this Regulation. Procedures for military retirees buying U.S. Savings Bonds through allotments are in Volume 7B, Chapter 19 and Chapter 21 of this Regulation. Procedures for civilian employees buying U.S. Savings Bonds through the Voluntary Payroll Savings Plan are in Volume 8, Chapter 4 of this Regulation. Cash sales of savings bonds are not authorized through DoD, consistent with the Department of the Treasury requirements. General information for purchasing savings bonds outside the payroll allotment process is available at the following internet website address: <http://www.publicdebt.treas.gov>.

★ 230102. Compliance with Executive Order 13224 (Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism) and Foreign Assets Control Regulations. The Department of the Treasury's Office of Foreign Assets Control maintains the Specially Designated Nationals (SDN) and Blocked Persons list, which provides a list of individuals and entities covered by Executive Order 13224. Agencies must not make or certify payments, or draw checks or warrants, payable to an individual or organization listed on the SDN and Blocked Persons list. See <http://www.ustreas.gov/offices/enforcement/ofac/sdn/index.html>.

2302 BOND ISSUING AGENT

The Department of the Treasury, Bureau of Public Debt (BPD) is responsible for administering the savings bond program and selling savings bonds. As the Department of the Treasury's fiscal agent, the Federal Reserve Bank of Cleveland, Pittsburgh Branch (FRB, Pittsburgh Branch) issues savings bonds for all of DoD and the Department of Energy (DOE). The Memorandum of Agreement (Agreement Number X03016, dated April 9, 2003) between the BPD, FRB, Pittsburgh Branch, and the Defense Finance and Accounting Service (DFAS) supports this initiative and defines the roles and responsibilities for printing and mailing Series EE and I Bonds for all DoD civilian employees, active duty military members, military retirees, and DOE personnel.

2303 SAVINGS BONDS AVAILABLE THROUGH THE VOLUNTARY PAYROLL SAVINGS PLAN

230301. Available Bond Series and Denominations. Authorized military members and civilian employees may participate in the Voluntary Payroll Savings Plan to buy Series EE and I Bonds in the denominations shown in the following subparagraphs.

A. Series EE Bond Denominations. Series EE Bonds may be bought only in denominations of \$100, \$200, \$500, and \$1,000 through the Voluntary Payroll Savings Plan. Purchase price, denomination maturity value, and bond prefix codes are shown in Table 23-1.

B. Series I Bond Denominations. Series I Bonds may be bought only in denominations of \$50, \$75, \$100, \$200, \$500, and \$1,000 through the Voluntary Payroll Savings Plan. Purchase price, denomination maturity value, and bond prefix codes are shown in Table 23-2.

230302. Average Dating. All Series EE and I Bonds, whether issued biweekly, semimonthly, or monthly, shall be issued under average dating rules. Series EE and I Bonds shall be dated as of the first day of the month in which the end of a pay period falls when at least one-half of the purchase price is accumulated, regardless of the number of consecutive payroll deductions needed to complete the full purchase price. The bond shall be issued and delivered when the full purchase price is accumulated through payroll deductions. Average dating does not change prescribed accounting procedures. Average dating assures no loss of interest on the personal savings of federal payroll savers who accept fewer and larger bonds for greater convenience. When applicable, average dating should be used if an account is charged to allow an earlier effective date for a change in denomination or amount of allotment and part or all of the balance is taken in lower denomination bonds.

★ 230303. Annual Limitations. Effective January 1, 2008, the annual purchase limitations for both Series EE and I bonds are shown in subparagraphs 230303.A through C.

A. Series EE Bond Limitations. There is an annual purchase limit of \$5,000 (issue price) applied separately to bonds issued in paper and electronic form for each Social Security Number (SSN) during a calendar year. Adding or naming a co-owner does not enable a purchaser (civilian employee, military member, or military retiree) to buy more bonds above the \$5,000 annual limit.

B. Series I Bond Limitations. There is an annual purchase limit of \$5,000 applied separately to bonds issued in paper and electronic form for each SSN during a calendar year. Adding or naming a co-owner does not enable a purchaser (civilian employee, military member, or military retiree) to buy more bonds above the \$5,000 annual limit.

C. Maximum Allowable Amount. An individual may buy a maximum of \$5,000 worth of electronic bonds and \$5,000 worth of paper bonds in each series in a single calendar year, or a total of \$20,000 in a single ownership form.

230304. Unavailable Bond Denominations. The Series EE Bond is not available in \$50, \$75, \$5,000, and \$10,000 denominations. The Series I Bond is not available in \$5,000 and \$10,000 denominations through the Voluntary Payroll Savings Plan.

2304 REGISTRATION

230401. General. Series EE and I Bonds are issued only in registered form. The registration shall express the actual ownership of, and interest in, the bond. Savings bonds are issued in the names of natural persons in their own right, in the name of a fiduciary, or in the name of an organization as prescribed in paragraph 230403 of this chapter.

230402. Registration Restrictions. Civilian employees, military members, and military retirees may buy bonds through the Voluntary Payroll Savings Plan for themselves or others if they meet the criteria prescribed in the following subparagraphs.

A. Residents of the United States, its territories and possessions, and the Commonwealth of Puerto Rico.

B. Citizens of the United States residing abroad.

C. Civilian employees of the United States or members of the Armed Forces, regardless of their residence or citizenship.

D. Residents of Canada or Mexico who work in the United States and provide the taxpayer identification number (TIN).

E. A nonresident alien may be designated co-owner or beneficiary, unless the nonresident alien is a resident of an area to which the Department of the Treasury restricts or regulates the delivery of checks drawn against funds of the United States or its agencies. Restricted or blocked areas are listed in [*Title 31 Code of Federal Regulations Section 211.1.*](#)

F. In the name of any organization acting as fiduciary of a single fiduciary estate, but not where the fiduciary will hold the bond merely or principally as security for the performance of a duty, obligation, or service.

230403. Forms of Registration. Subject to the restrictions paragraph 230402 of the chapter, savings bonds may be registered as prescribed in the following subparagraphs.

A. The name of any individual, whether adult or minor, in the individual's own right, in any of the forms listed, do not use courtesy titles or military grades in registrations on savings bonds (e.g., Mr, Mrs, Ms, Capt, COL, and CDR). Punctuation shall not be used, and does not appear on the bonds. A married woman shall use her own given name, not that of her husband; for example, Mary A Jones, not Mrs John B Jones. Include a suffix (e.g., "Sr" or "Jr")

when ordinarily used or when necessary to distinguish the owner from another member of their family.

1. Single Owner. Single owner form is registered in the name of only one person (e.g., John A Jones). The SSN of the owner (the first named individual on the bond) is mandatory and shall be shown as prescribed in paragraph 230404 of this chapter.

2. Co-Ownership. Co-ownership form is registered in the name of two (but not more than two) persons as co-owners, for example, John A Jones or Ella S Jones (“or” identifies the co-owner).

3. Beneficiary. A beneficiary may be registered in the name of one person, payable on death (POD) to one other person (e.g., John A Jones POD Mary E Jones).

★ 230404. SSN Requirements. All paper Series EE and I savings bonds list/reference the TIN, usually the SSN, of the first-named person on the bond. For bonds issued since August 1, 2006, the SSN is printed on the bonds in masked format showing only the last four digits. Agencies will cancel a savings bond allotment authorization that does not include the required SSN and refund any balance in the individual’s bond allotment. Agencies do not require, and should not request, the SSN of the second-named co-owner or beneficiary to be named on paper savings bonds.

230405. Edit of Inscription Data. The FRB, Pittsburgh Branch, edits savings bond inscription data. The inscription data must include the bond purchaser’s SSN, the SSN and name of the bond owner, a valid address, city, state, and ZIP Code for every savings bond mailed. The FRB, Pittsburgh Branch, will reject data files that do not include a valid bond purchaser’s SSN and a valid ZIP code. The applicable DFAS site is responsible for obtaining the proper inscription data and resubmitting the data file as soon as practicable to the FRB, Pittsburgh Branch using established DFAS system procedures. Bonds that have incorrect or incomplete addresses will be identified during the data conversion process and will be returned to the applicable DFAS office.

2305 PROCESS FOR PURCHASING BONDS THROUGH THE VOLUNTARY PAYROLL SAVINGS PLAN

230501. Military Members

A. Authorization for Bond Deductions. Authorized military members, as prescribed in paragraph 230402 of this chapter, may participate in the Voluntary Payroll Savings Plan to buy Series EE and I Bonds. Military members shall use the approved allotment procedures as prescribed in [Volume 7A, Chapter 41](#) and [Chapter 43](#) of this Regulation. Military retirees shall use the approved allotment procedures as prescribed in [Volume 7B, Chapter 19](#) and [Chapter 21](#) of this Regulation. In addition, military members and retirees shall use either the SB-2378 (Authorization for Purchase and Request for Change United States Series EE Savings Bonds or United States Series I (Inflation-Indexed) Savings Bonds) as

prescribed in paragraph 230601 of this chapter or the DFAS myPay system as prescribed in paragraph 230602 of this chapter, to buy both Series EE and I Bonds.

B. Disposition of Authorization Form (SB 2378). When using SB 2378, the paper authorization form, military members shall deliver the completed authorization form to the pay technician that processes the member's pay account. Military retirees shall mail their completed authorization form, SB 2378, to the Defense Finance and Accounting Service, U.S. Military Retirement Pay, P.O. Box 7130, London, KY 40742-7130. The authorization form is used to enter allotment deductions into the applicable military payroll entitlement system.

230502. Civilian Employees

A. Authorization for Bond Deductions. Authorized civilian employees as prescribed in paragraph 230402 of this chapter, may participate in the Voluntary Payroll Savings Plan to buy Series EE and I Bonds. Civilian employees shall use the approved allotment procedures as prescribed in Volume 8, Chapter 4 of this Regulation. In addition, civilian employees shall use the DFAS myPay system as prescribed in paragraph 230602 of this chapter, to buy both Series EE and I Bonds or the approved United States Savings Bonds Authorization Form, SF 2378, as prescribed in paragraph 230601 of this chapter.

B. Disposition of Authorization Forms (SB 2378). When using the SB 2378, the paper authorization form, civilian employees shall deliver the completed authorization form to the customer service representative that processes their pay accounts. The authorization form is used to enter allotment deductions into the bond module of the Defense Civilian Pay System (DCPS).

2306 APPROVED AUTHORIZATION METHODS

230601. United States Savings Bonds Authorization Form. The Department of the Treasury has one approved form to buy, change, or cancel savings bonds through the Voluntary Payroll Savings Plan for DoD. The SB-2378, see Figure 23-1, shall be used by the authorized civilian employees, military members, and military retirees not using the myPay system to buy, change, or cancel Series EE and I Bonds. The Department of the Treasury's website at <ftp://ftp.publicdebt.treas.gov/forms/mar2378.pdf> is where the form can be downloaded.

230602. Authorization for Purchase and Request for Change Using the DFAS myPay System

A. General. The myPay system is available on the DFAS website at <https://mypay.dfas.mil/mypay.aspx>. Both Series EE and I Bonds may be purchased as prescribed in paragraphs 230501 and 230502 of this chapter, using the myPay system. This system will allow military members, military retirees, and civilian employees to start, change, or stop savings bonds.

B. Information Needed. The following information is needed to start or change a bond: Bond owner's name and SSN, mailing address for the bond, and name of the co-owner or beneficiary, if applicable. There is a limit of one owner and one co-owner or beneficiary per bond.

C. Third Party Information. If the bond is to be mailed to a person other than the owner, co-owner or beneficiary, the third party address is to be supplied as the mailing address for the bond.

★ D. Centralized Customer Support Unit. If individuals need help using myPay, they may contact the [DFAS Centralized Customer Support Unit toll-free at 1-888-DFAS411 or 1-888-332-7411 or commercial at \(216\) 522-5096 or Defense Switching Network \(DSN\) at 580-5096 \(Monday through Friday, 7:00 a.m. – 6:30 p.m./Eastern time\).](#)

230603. Restrictions. When purchasing savings bonds or making changes, use either a paper form or the myPay system, not both.

230604. Addresses. The purchaser must designate the address to which the bond is to be mailed using the applicable Series EE or I Bond authorization form identified in paragraph 230601 of this chapter, or using the myPay system as prescribed in paragraph 230602 of this chapter. The mailing address must include the ZIP code. Purchasers who have no permanent residence may request that a mailing address other than the address of the owner and/or co-owner be inscribed on their bonds. This address may be the name and address of a person or bank other than that of the owner, co-owner, or beneficiary.

230605. Retention Period for Authorization Data. The SB-2378 authorization form and myPay data shall be kept until the active duty member, civilian employee, and military retiree terminates from service or dies. The form and electronic data may be destroyed 1-year after the individual separates from service or dies.

230606. Separation of Service. The payroll office shall cancel payroll allotments if a military member or civilian employee is terminated from service. If, at the time of termination, the balance in the military member's or civilian employee's allotment account is not enough to buy a bond, the payroll certifying officer shall refund the balance in that allotment account. The transaction shall be documented by preparation of a SF 1034 (Public Voucher for Purchases and Services Other Than Personal) charging the deposit fund account **X6050. The amount of the bond refund for military members and civilian employees shall be included in their final payment upon termination.

2307 RESPONSIBILITIES

230701. DFAS Denver Disbursing Officer (DO). The Denver DO is responsible for:

- A. Receiving all Bond Issuance Schedules as prescribed in section 2308 of this chapter.
- B. Communicating with the FRB, Pittsburgh Branch.
- C. Sending the savings bond data files electronically to the FRB, Pittsburgh Branch in accordance with procedures mutually agreed upon by the DFAS and the FRB.
- D. Sending a data file summary that shows the amount the FRB, Pittsburgh Branch pulled through the CA\$HLINK Agency Access System to applicable DFAS sites.
- E. Using the bond issue data file provided by the FRB, Pittsburgh Branch to populate the Return Check and Bond (RCB) data bases for DFAS Denver, Indianapolis, and Kansas City; and sending bond issue data formats to DFAS Cleveland to populate their RCB System.
- F. Keeping the bond issue data files for 6-years 3-months. The bond issue data files shall be used in site audits and to obtain information from the FRB, Pittsburgh Branch concerning the related bonds.
- G. Contacting the responsible DFAS office to take appropriate action to correct and resubmit a file that is rejected by the FRB, Pittsburgh Branch because of a discrepancy in the file.

230702. DFAS Cleveland, Indianapolis, Denver, and Kansas City DOs. The DOs are responsible for the following:

- A. Preparing a disbursement voucher to support the FRB, Pittsburgh Branch's collection through CA\$HLINK and ensuring the totals agree with the **X6050 bond account.
- B. Processing bonds returned by the U.S. Postal Service as undeliverable as prescribed in section 2309 of this chapter.
- C. Updating the RCB system to include the bonds returned by the U.S. Postal Service.
- D. Processing inquiries regarding nonreceipt of bonds. If a claim is valid, wait 30-days before processing then email all the data as prescribed in paragraph 230903 of this chapter, to the FRB, Pittsburgh Branch.

230703. Payroll Certifying Officers for Military Members. The payroll certifying officers are responsible for:

A. Reviewing the integrity of the Bond Issuance Schedule as prescribed in section 2308 of this chapter.

B. Ensuring a member's pay account for bond allotments is credited to deposit fund account **X6050.

C. Generating a separate automated bond print file equivalent to DD Form 1084 (Bond Issuance Schedule) for each bond series as prescribed in section 2308 of this chapter, when the deductions accumulate to the purchase price of the denomination of the bond.

D. Sending the Bond Issuance Schedule to the FRB, Pittsburgh Branch through the DFAS Denver network after the payroll is certified.

E. Sending all required reports and vouchers to the applicable DFAS DO.

F. Correcting the Bond Issuance Schedule, if an error occurs, and forwarding it to the FRB, Pittsburgh Branch through the DFAS Denver network.

230704. Payroll Certifying Officers for Civilians. The payroll certifying officers are responsible for:

A. Ensuring the integrity of the Bond Issuance Schedule as prescribed in section 2308.

B. Ensuring payroll deductions are reported on the automated equivalent of the DD Form 592 (Payroll for Personal Services - Payroll Certification and Summary) as a credit (collection) to deposit fund account **X6050.

C. Generating a separate automated Bond Issuance Schedule for each bond series as prescribed in section 2308 when the deductions accumulate the purchase price of the denomination of the bond.

D. Sending the Bond Issuance Schedule to the FRB, Pittsburgh Branch through the DFAS Denver network after the payroll is certified.

E. Sending all applicable reports and vouchers to the DO.

F. Correcting the Bond Issuance Schedule if an error occurs and forwarding it to the FRB, Pittsburgh Branch through the DFAS Denver site.

230705. DFAS Accounting Offices. Once the FRB, Pittsburgh Branch prints the bonds, the applicable Accounting office shall reconcile the **X6050 bond account to the generated payroll report and the collection and disbursement vouchers.

230706. FRB, Pittsburgh Branch. The FRB, Pittsburgh Branch is responsible for the following:

- A. Preparing a Debit Voucher, using a different voucher number for each Debit Voucher, for the total purchase price of each bond order by series and providing a copy to the applicable DFAS DO.
- B. Pulling the payment through the CA\$HLINK system.
- C. Contacting the applicable DFAS office when there is a discrepancy in the file. If necessary, the FRB, Pittsburgh Branch shall reject the schedule in total and wait for a replacement file and then print the bonds.
- D. Printing and mailing all Series EE and I Bonds for:
 - 1. Military members after the first of the month.
 - 2. Civilians after the payment has been pulled through the CA\$HLINK system.
- E. Returning undeliverable bonds to the applicable DFAS DO.

2308 BOND ISSUANCE SCHEDULE

230801. Issuance. The bond print file is an automated equivalent of the Bond Issuance Schedule. The pay entitlement systems shall generate a separate schedule for each bond series. Authorized payroll certifying officers shall send the schedule to the FRB, Pittsburgh Branch through the DFAS Denver site for issuance of bonds bought by civilian employees, military members, and military retirees through the Voluntary Payroll Savings Plan.

230802. Preparation. The Bond Issuance Schedule shall include the following data as prescribed in the subparagraphs 230802.A through Q. The subparagraph titles coincide with the block titles of the DD Form 1084. An example of a completed DD Form 1084 is provided as Figure 23-2.

- A. Department. Enter the Military Service or Agency applicable to the military member or civilian employee purchasing the bonds.
- B. Organization. Enter the organization for which bonds are scheduled or the civilian payroll unit submitting the schedule.
- C. Station and Disbursing Station Symbol Number (DSSN). Enter the name, title, station, ZIP code, and DSSN of the disbursing office responsible for preparation of the Bond Issuance Schedule.

- D. Station and DSSN (for use by issuing office only). Leave blank.
- E. Schedule Number. Leave blank.
- F. Page of Pages. Enter the page number and number of pages used for each bond denomination and bond series.
- G. Control Number. Leave blank.
- H. Voucher Number. Leave blank.
- I. Denomination. Enter the denomination of the bonds listed on this schedule. Prepare separate schedules for each bond denomination and bond series.
- J. Number of Bonds. Enter the number of bonds issued.
- K. Unit Purchase Price. Enter the unit purchase price of the denomination of bonds.
- L. Effective Date of Bonds. Enter the effective date of bonds listed on the schedule except when it includes average dated bonds, in which case the entry shall be “See below.” The effective (issue) date shall be the first day of the month in which at least one-half of the purchase price is accumulated, regardless of the number of payroll deductions needed to complete the full purchase price for issuance of the bond.
- M. Method of Purchase. Enter “payroll deduction.”
- N. Certification. The authorized payroll certifying officer preparing the Bond Issuance Schedule shall date and certify the schedule in the spaces provided.
- O. Effective Date and Item Number. Leave blank when all bonds listed have the same effective date and this is shown in the Effective Date of Bond block and when the bonds are to be mailed to the owner. Use this block to enter the effective date for each bond when average dated bonds are included and the effective date is not the same for all bonds listed.
- P. Name(s) and Address of Person(s) to Whom Issued. All Series EE and I Bonds are issued only in registered form as prescribed in section 2304 of this chapter. The full name of the owner shall always precede the name of the co-owner or beneficiary. Only one person may be designated as either co-owner or beneficiary. The purchaser shall designate the address to which the bond is to be mailed as prescribed in paragraph 230603 of this chapter.
- Q. Serial Number of Bonds Issued. Leave blank.
- 230803 Discrepancies. If there is a discrepancy between the Bond Issuance Schedule and the CASHLINK pull, the FRB, Pittsburgh Branch will call the DFAS Denver

office and delete the schedule. The FRB, Pittsburgh Branch never pulls from the CASHLINK system until they confirm the dollar amount and number of items. The DFAS Denver office shall determine where the schedule originated and contact the applicable DFAS office. The applicable payroll certifying officer is responsible for the integrity of the schedule and shall take appropriate action to correct the file if an error occurs.

2309 PROBLEMS AFTER THE SAVINGS BOND IS MAILED

230901. Erroneously Issued Bonds. The payroll certifying officer may be held pecuniarily liable when a savings bond is erroneously issued. Upon discovery of the error, the erroneous payment shall be reported in accordance with [Chapter 6](#) of this volume and the payroll certifying officer shall authorize the issuance of another bond to the authorized person, if applicable. The FRB, Pittsburgh Branch shall issue another bond, if applicable, to the correct purchaser. The payroll certifying officer or DO shall attempt to recover the erroneously issued bond or obtain payment from the recipient of the erroneously issued bond. If such efforts fail, the DO shall contact the local U.S. Secret Service for help and provide the commander a complete report as prescribed in [Chapter 6](#) of this volume.

★ 230902. Undeliverable or Returned Bonds

A. General. When the U.S. Postal Service returns a mailed bond to the FRB, Pittsburgh Branch as undeliverable, the FRB, Pittsburgh Branch shall send the savings bond to the applicable DFAS DO. The DO shall keep a record of all bonds returned as undeliverable using an automated equivalent of DD Form 2658 (Returned and Undeliverable Check/Bond Record) as prescribed in [Chapter 8](#) of this volume for undeliverable Treasury checks. At a minimum, the record shall include the series, denomination, and serial number of the bond; date of the bond; name, address, and SSN of the owner; date of return; disposition; and date of disposition. If the bond is eventually delivered in person to the purchaser of the bond, the signature of the purchaser shall be obtained on the record.

B. Action to Effect Delivery. The DO shall make every effort and use all possible sources of information to affect delivery. If delivery still cannot be made, the DO shall keep the bond for a period of **30-days**, except as provided in subparagraph 230902.E of this chapter.

C. Storage Facilities. The DO shall hold bonds that were mailed and returned undeliverable in vault storage, which meets the same security requirements for storage of Treasury checks as prescribed in [Chapter 3](#) of this volume. The DO shall attempt to obtain a current mailing address for bonds that have been returned undeliverable. If a current mailing address is not obtained, the DO shall send all undeliverable bonds which have been held for a period of **30-days** to the Bureau of Public Debt for disposition as prescribed in subparagraph 230902.D of this chapter.

★ D. Disposition After 30-Day Period. After attempts have been made to obtain a current mailing address, all bonds which have been held as undeliverable for a period of 30-days after receipt shall be sent, uncanceled, by first-class mail to the following address: [Data Entry, Casefile and Scanning Section, BPD, Department of the Treasury, 200 Third Street, Parkersburg, WV 26106-5312](#). The DO shall send an advance notification letter to the Bureau of the Public Debt at the address above to alert the Bureau that a shipment of undeliverable bonds is in transit. The DO shall send the undeliverable bonds to the Bureau of the Public Debt with a copy of the advance notification and a listing that includes the bond serial numbers. The DO shall keep a copy of the letter and list for his/her records. Shipments of undeliverable bonds to the Bureau of Public Debt shall contain no more than 5,000 bonds. Upon receipt of the shipment, the Bureau of Public Debt will provide the DO a receipt by signing and returning the DO's original letter.

E. Deceased, Missing, and Mentally Incompetent Personnel

1. Deceased or Missing Military Member and Retirees. The DO shall mail any bond which has not been delivered at the time of receipt of notification of death or missing status, to the co-owner, beneficiary, or third party if such a designation is on the bond. To determine the rightful owner refer to the [Department of the Treasury Circular 530, revised](#).

2. Mentally Incompetent Military Member and Retirees. Any bond that has not been delivered at the time of receipt of notification of mental incompetence shall be held by the DO pending receipt of instructions from the legally appointed guardian or from the person designated to receive the member's active duty pay.

3. Deceased, Mentally Incompetent or Missing Civilian Employee. Refer to [Volume 8, Chapter 7](#) of this regulation for deceased employees, incompetent employees, and missing persons of this Regulation.

230903. Inquiries Regarding Nonreceipt of Bonds. The purchaser shall contact the DO when the owner does not receive the bond. The DO shall verify and certify that the bond was properly issued and sent to the owner. If a claim is valid, the DO shall contact the FRB, Pittsburgh Branch by email using the FRB, Pittsburgh Branch's template and provide all the data as shown in Table 23-3. The DO may send one email message with three different bond owners on one template. The FRB, Pittsburgh Branch shall process the [PDF 3062-4 E](#) Form (Claim for United States Savings Bonds Not Received). The FRB, Pittsburgh Branch shall wait 30-days beyond the printing date of the bond before initiating the claims process. This waiting period allows enough time for return of undeliverable bonds.

230904. Inquiries Regarding Errors in SSNs. Unless the purchaser specifically requests a reissue, it is not necessary to reissue a savings bond for the sole purpose of changing an incorrect SSN. The applicable DO, however, must send the correct SSN to the Department of the Treasury, Bureau of the Public Debt, [Treasury Securities Accounting Branch, 200 Third Street, Parkersburg, WV 26106-5312](#).

★ 230905. Inquiries Regarding Changes to the Registration. If the purchaser asks to change the bond registration, the payroll certifying officer or other designated official shall inform the purchaser that [form PD F 4000 E Form \(Request to Reissue United States Savings Bond\)](#) is used to request changes to the registration of both the Series EE and I bonds and may be obtained from the following internet website address: <http://www.publicdebt.treas.gov> or a financial institution. The owner has the responsibility of sending the form with the bonds requiring a change to the [FRB, Pittsburgh Branch, Treasury Retail Securities Site, P.O. Box 299, Pittsburgh, PA 15230-0299](#).

230906. Lost, Stolen, or Destroyed Bonds. The DO, civilian pay customer service representative, or military pay technician shall give the purchaser the FRB, Pittsburgh Branch's 1-800-245-2804 Customer Service number when a bond is reported to be lost, stolen, or destroyed. The purchaser shall be informed that if the bond serial number is unknown, replacement can be facilitated if the issue months and the names and addresses appearing on the bonds can be provided. The FRB, Pittsburgh Branch shall provide the member a PD F 1048 E Form (Claim for Lost, Stolen or Destroyed United States Savings Bonds) and start action to replace the bonds. The PD F 1048 E Form is available at <http://www.publicdebt.treas.gov>.

230907. Fraudulent Claims Presented by the Purchaser. The DO is not pecuniarily liable for bonds that subsequently are replaced by the Department of the Treasury or the FRB, Pittsburgh Branch in settlement of a fraudulent nonreceipt or loss claim presented by the purchaser. The DO is responsible, however, for making the first effort to recover the replacement bond or restitution in money equal to the redemption value of the redeemed bond. The DO shall notify the Department of the Treasury if unsuccessful in accomplishing recovery or restitution.

2310 REDEEMING SAVINGS BONDS

★ 231001. General. MBF's have the authority to cash savings bonds. In overseas areas where [no Military Banking Facilities \(MBFs\)](#) are available, DOs may request authorization through their chain of command. [This is the only situation where a DO may redeem savings bonds.](#) If the request is justified, the [DOs Commander/Director shall forward the request to the Department of the Treasury, BPD, P.O. Box 7012, Parkersburg, WV 26106-7012.](#) This authorization shall not be given except under the most unusual circumstances. Disbursing offices that currently have authority to redeem savings bonds are authorized to continue this service, [providing no changes in area support by a local MBF have occurred.](#)

231002. Cashing Bonds

A. Authorized DOs. The DO who has been authorized to redeem savings bonds shall do so according to redemption tables and procedures in [Department of the Treasury Circular 750](#). NOTE: Series EE and I Bonds issued after February 2003 must be at least 12 months old before the DO may redeem them.

B. Redeemed Bonds. Redeemed bonds shall be returned on a separate SF 215 (Deposit Ticket) following instructions provided by the servicing FRB.

C. Discrepancies. Upon discovery that an amount was paid above that authorized by the applicable redemption table, report the cash shortage as an increase on line 7.2B of the DD Form 2657 (Daily Statement of Accountability) and attempt to recover the overpayment from the payee. If collection is made, prepare an OF 1017-G (Journal Voucher) to document the collection and record the transaction as a decrease to line 7.2B and an increase to cash. If collection action is unsuccessful, then process the shortage as a physical loss of funds as prescribed in [Chapter 6](#) of this volume.

D. IRS Form. The DO shall issue an IRS Form 1099-INT (Statement for Recipients of Interest Income) to recipients of \$10 or more of interest paid on redemption of savings bonds. The IRS Form 1099-INT includes the amount of interest paid, name, address, TIN of the person to whom paid, and other information needed by the IRS. The TIN usually is the bondholder's SSN. Do not cash a bond for an individual who refuses to furnish this number. Since individuals redeeming bonds may move by calendar year-end, DOs should furnish the IRS Form 1099-INT to the recipient at the time of the transaction.

2311 SAFEKEEPING SAVINGS BONDS

231101. Military Members. There are two requirements for safekeeping: (1) only active duty military members are authorized to have their bonds held in safekeeping, and (2) the active duty members must purchase bonds in their name, as the owner of the bond. The following procedures pertain to bonds held in the automated Book-Entry System for safekeeping bonds.

A. Authorization Form. Active duty military members shall prepare and sign the SB-2378 authorization form for the Series EE and I Bonds by placing an "X" in box "E" as prescribed in paragraph 230601 of this chapter.

B. The DFAS Sites. The supporting DFAS site that keeps the active duty military member's Master Military Pay Account shall accept and enter the data on the authorization forms prescribed in subparagraph 231101.A of this chapter, into the applicable entitlement system.

C. Records. The Book-Entry System for safekeeping savings bonds keeps a completely automated inscription data file (excluding the bond serial number which is assigned only when the bond is redeemed) to ensure bonds may be issued on demand. If applicable, the supporting DFAS site shall keep a record of each hardcopy bond held for each active duty military member. The hardcopy record shall show the bond number, issue date, and denomination and series of the bond. Annually, each active duty military member with bonds held in safekeeping shall be told that bonds held in safekeeping by bond series and denomination are available on-line or upon request.

D. Storage Facilities. The supporting DFAS site shall hold bonds that active duty military members elect for safekeeping electronically in the Book-Entry System. Bonds that were released from the Book-Entry System and returned undeliverable to the supporting DFAS site and all existing hardcopy bonds, if applicable, shall be stored in a vault. The vault must meet the same security requirements for storage of Treasury checks as prescribed in [Chapter 3](#) of this volume. The supporting DFAS site shall attempt to obtain a current mailing address for bonds that have been returned undeliverable. If a current mailing address is not obtained, the supporting DFAS site shall send all undeliverable bonds that have been held for a period of 3 months after receipt to the BPD, Office of Investor Services, Current Income Services Division, HH/H Assistance Branch, Locator Section, P.O. Box 2968, Parkersburg, WV 26106-2968, for disposition as prescribed in subparagraph 230902.D of this chapter. The supporting DFAS sites shall release bonds held in safekeeping as prescribed in subparagraphs 231101.E through H of this chapter.

E. Retention of Bonds. Bonds shall be held for safekeeping only as long as the member is on active duty. The bonds shall be withdrawn from safekeeping at the time of separation, discharge, or retirement from active duty. If the member does not remove his/her bonds from safekeeping at the time of separation, the supporting DFAS site shall attempt to notify the member. Bonds not withdrawn from safekeeping 120-days from the date of separation, discharge, or retirement shall be sent to the BPD, Office of Investor Services, Current Income Services Division, HH/H Assistance Branch, Locator Section, P.O. Box 2968, Parkersburg, WV 26106-2968.

F. Members Requesting Bonds. The DO shall release Book Entry and/or hardcopy bonds in his/her possession to an active duty member upon receipt of a written request or a signed facsimile request from the member. The DO shall forward the member's request to the BPD for release of those hardcopy bonds that the DO no longer has in his/her possession.

G. Inquiries Regarding Nonreceipt of Bonds. If a claim is valid, wait 30-days before processing, then email all the data as prescribed in paragraph 230903 of this chapter, to the FRB, Pittsburgh Branch.

H. Death of a Service Member. In the event of a service member's death, the bonds shall be mailed, upon proof of entitlement to ownership, to the designated co-owner, beneficiary, or executor. If no co-owner, beneficiary, or executor was designated, or if the designated co-owner, beneficiary, or executor cannot be found, the bonds shall be sent to the BPD, Office of Investor Services, Current Income Services Division, HH/H Assistance Branch, Locator Section, P.O. Box 2968, Parkersburg, WV 26106-2968.

DENOMINATION OF U.S. SAVINGS BONDS, SERIES EE		
ISSUE PURCHASE PRICE	DENOMINATION MATURITY VALUE	BOND PREFIX
50.00	100.00	C
100.00	200.00	R
250.00	500.00	D
500.00	1,000.00	M

Table 23-1. Denomination of Series EE Bonds

DENOMINATION OF U.S. SAVINGS BONDS, SERIES I		
ISSUE PURCHASE PRICE	DENOMINATION MATURITY VALUE	BOND PREFIX
50.00	50.00	L
75.00	75.00	K
100.00	100.00	C
200.00	200.00	R
500.00	500.00	D
1,000.00	1,000.00	M

Table 23-2. Denomination of Series I Bonds

Non-Receipt Claims

Bond Serial Number:	
Bond Owner's Social Security Number:	
Name:	
Current Address:	
City, State and Zip Code:	
Is the Bond Owner a Minor? (Yes or No)	

Table 23-3. The FRB, Pittsburgh Branch's Template for Non-Receipt Claims

DEPARTMENT OF DEFENSE Authorization Form SB-2378 OMB No. 1535-0111		AUTHORIZATION FOR PURCHASE AND REQUEST FOR CHANGE UNITED STATES SERIES EE SAVINGS BONDS OR UNITED STATES I (INFLATION-INDEXED) SAVINGS BONDS		PRINT IN INK OR TYPE	
1. BRANCH OF SERVICE		2. SOCIAL SECURITY NUMBER		3. PAY GRADE (Military Only)	
4. NAME		5. DEPT/AGENCY/DUTY STATION		6. DUTY PHONE NO.	
REQUESTED ACTION For allotment options, see your campaign volunteer or payroll office.		<input type="checkbox"/> A New Allotment		<input type="checkbox"/> B Increase Allotment	
		<input type="checkbox"/> C Change Denomination		<input type="checkbox"/> D Change Inscription	
				<input type="checkbox"/> E Subkeeping (Active Duty Only)	
				<input type="checkbox"/> F Other Action (Describe below)	
Select One Series Per Card		Select One Denomination		I only <input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200 <input type="checkbox"/> \$500 <input type="checkbox"/> \$1000	
<input type="checkbox"/> I BOND		OTHER ACTION _____		Chart below determines number of pay periods for each Bond (Pay periods per year: Military 12-Civilian 26)	
OR					
<input type="checkbox"/> EE BOND					
If you checked A, B, or C above shows amount to be allotted each pay period.					
\$ _____					
Face Value \$50		Face Value \$100		Face Value \$200	
Face Value \$500		Face Value \$1,000			
I - Costs \$50		I - Costs \$100		EE - Costs \$100	
EE - Costs \$250		EE - Costs \$500		EE - Costs \$1,000	
Deduction		Deduction		Deduction	
I		E/I		E/I	
55.00 10		75.00 10		55.00 10/NA	
56.25 8		112.50 6		112.50 8/NA	
110.00 5		225.00 3		225.00 5/10	
112.50 4		375.00 1		225.00 4/8	
225.00 2				500.00 NA/5	
550.00 1				250.00 2/4	
				500.00 1/2	
				1000.00 NA/1	

Figure 23-1 SB 2378 (Bond Authorization Form)

BOND INSCRIPTION Complete the following if (a) you checked A or D on reverse; or (b) you have multiple Bond allotments				
7. Effective first payroll period after		8. Bond Owner's Name		9. Social Security Number (Required)
10. Address	a. Number and Street			d. ZIP Code
	b. City or Town		c. State	
11. Check one if you wish to designate a co-owner or beneficiary		12. Name (First Name) (Middle Name optional) (Last Name)		13. Social Security Number (Optional)
<input type="checkbox"/> CO-OWNER <input type="checkbox"/> BENEFICIARY				
14. Mail Bond To: (if different from above)	a. Name (First Name) (Middle Name optional) (Last Name)		d. State	e. ZIP Code
	b. Number and Street	c. City or Town		
EMPLOYEE'S SIGNATURE _____ (Return signed form to your payroll office or campaign volunteer)				
I hereby authorize the foregoing amount from my pay for the purchase of U. S. Savings Bonds to be issued with the inscription shown on this form. This authorization is to remain in effect until canceled by me in writing or termination of my employment. Married women should use their given names, e.g., "Mary L. Smith". If co-owner or beneficiary is designated, the inclusion of that individual's Social Security number is desirable but not required. The use of courtesy titles is optional.				
NOTICE UNDER THE PRIVACY AND PAPERWORK REDUCTION ACTS The Treasury Department's Bureau of the Public Debt keeps records about who owns savings bonds. Please fill in the information that applies to you so that we can issue savings bonds and keep accurate records as authorized by Title 31 of the United States Code, Chapter 31. We don't disclose any information except as authorized by law. We estimate it will take you about one minute to complete this form. However, you are not required to provide information requested unless a valid OMB control number is displayed on the form. Any comments or suggestions regarding this form should be sent to the Bureau of the Public Debt, Forms Management Officer, Parkersburg, WV 26104-1328.				
*U.S.G.P.O.: 2002-491-812.53557				

Figure 23-1. SB 2378 (Bond Authorization Form) (Reverse)

BOND ISSUANCE SCHEDULE UNITED STATES SAVINGS BONDS - SERIES E				
DEPARTMENT Department of the Army		STATION AND DISBURSING STATION SYMBOL NO. <i>(For use of Issuing Office only)</i> T.S. TIMOTHY, LTC, FC Disbursing Officer Ft. Finance, IN 46216 DSSN 0001		SCHEDULE NO. 2-1
ORGANIZATION Civilian Payroll Office				PAGE 1 OF 1 PAGES
STATION AND DISBURSING STATION SYMBOL NO.				CONTROL NO. VOUCHER NO.
DENOMINATION \$100.00	NO. OF BONDS 4	UNIT PURCHASE PRICE \$50.00	EFFECTIVE DATE OF BONDS 01 Nov 20XX	METHOD OF PURCHASE Payroll Deduction
IT IS REQUESTED THAT UNITED STATES SAVINGS BONDS BE ISSUED IN ACCORDANCE WITH INFORMATION HEREON FOR THE INDIVIDUALS SHOWN ON THE FOLLOWING LIST CONSISTING OF 1 SHEET(S). THE FULL PURCHASE PRICE OF \$ 50.00 HAS BEEN WITHHELD FROM PAY OR COLLECTED IN CASH.				
15 Dec 20XX		_____		
<i>(Date)</i>		<i>(Signature of Certifying Officer) (Sign original only)</i>		
EFFECTIVE DATE AND ITEM NO.	NAME(S) AND ADDRESS OF PERSON(S) TO WHOM ISSUED		SERIAL NO. OF BONDS ISSUED	
1	Ted D. Brown 123456789 4315 Forest Drive Indianapolis, IN 46278 POD Betty A. Brown 234567890			
2	Don L. Green 345678901 411 Pond Street Indianapolis, IN 47234			
3	Mike E. Blacke 456789012 2613 Chester Avenue Indianapolis, IN 46268 Or Miniefred Blacke 567890123			
4	Chester N. Bailey 678901234 Or Stella Bailey 789012345 1223 Oak Street Charlotte, Vermont 05445			
5				
6				
7				
The letter A, B, C, or D in the item number column shows items to be forwarded by mail is A - the owner, B - the co-owner or beneficiary, C - Federal Reserve Bank for safekeeping, service members only, or D - Departmental safekeeping <i>(not applicable to Army)</i> . Where no disposition is shown, the bonds will be forwarded for personal delivery.				

DD Form 1084, DEC 66 (EG)
207/147

REPLACES EDITION OF 1 DEC 57,
WHICH IS OBSOLETE.

Form Approved by Comptroller General U.S.
19 November 1957
Designed using Perform Pro, WHS/DIOR, Oct 94

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Figure 23-2. DD Form 1084 (Bond Issuance Schedule)