

My Money Order was Returned to me Unpaid. What Can I do?

1. If a money order has been returned to you unpaid:

Access our Surety Bond Claim form at

<http://www.idfpr.com/DFI/CED/pdfs/Applications/SBClaimForm.pdf>

2. Secure a copy of the returned item from your financial institution (**Currency Exchange or Bank**) to which the money order was returned to. It is important that this copy indicate a "Reason for Return". Look for phrases such as :

- Account Closed
- NSF (Non Sufficient Funds)
- Refer to Maker (banking term instructing you to go to person that gave it to you)

This document will demonstrate your loss to the bonding company

If you were charged a late fee, returned item fee or any other fee as a result of the money order being returned, please indicate the amount on the Claim Form and supply copies of documentation supporting these charges.

3. If the person you made the money order payable to is a creditor (i.e. credit card company, mortgage company, government agency etc.) we strongly recommend that you contact them immediately and explain the situation. If they wish to confirm your claim with the department, we would be happy to speak to them to explain what has happened and what steps are being taken to make them whole. Generally, creditors will work with you especially if they determine that you were diligent in your obligation and that what has happened was out of your control.

My Utility Payment was not credited

1. Access our Surety Bond Claim form at

<http://www.idfpr.com/DFI/CED/pdfs/Applications/BPClaimForm.pdf>

Complete Claim Form with exception of Money Order Section and attach copy of payment receipt and copy of bill for period in which payment was made showing that payment was not received.

Also, we encourage you to contact the payee and explain situation. Provide them with receipt copy and ask that this be noted on your account.

I was supposed to pick up my license plates/vehicle title but currency exchange is closed. What can I do?

Contact the Currency Exchange Section at (312) 814-5153 with your Temporary Registration Permit Number (TRP) and/or Vehicle Identification Number (VIN) and we will advise you further.