



**BETTY T. YEE**

California State Controller

### **Frequently Asked Questions Regarding Warrants**

The State Controller's Office (SCO) pays claims submitted by state agencies, who provide the payee name, mailing address, amount, and purpose of payment. Most questions regarding warrants (another word for checks or payments) should be directed to the state agency that submitted the claim. SCO does not maintain payment information and cannot answer questions about the purpose of a payment. If a warrant is lost or stolen, the payee must contact the issuing agency to request a duplicate warrant. Replacement warrants are issued if the original is damaged during printing or lost prior to delivery to the payee. Duplicate warrants are issued if the payee lost the original.

For further assistance, call (916) 445-7789 or (916) 445-3903.

#### **How do I find the phone number for the issuing agency?**

Phone numbers are listed in the [state agency directory](#)

#### **How long is a warrant valid?**

SCO warrants are good for one year from the date of issue.

#### **What do I do if I did not receive my warrant?**

Contact the agency that authorized the payment. The agency will prepare a Request for Duplicate Controller's Warrant/Stop Payment ([STD 435](#)) with the original warrant number, issue date, and dollar amount. The STD 435 must be completed and signed by the payee. If there are multiple payees, each must sign.

#### **Can I fax the STD 435 to SCO?**

No, SCO cannot accept a faxed copy. The form is signed under penalty of perjury, and SCO must have the original signature.

**How long does it take to get a duplicate warrant?**

SCO can mail a duplicate warrant three to five business days after receiving a completed [STD 435](#).

**I moved, but warrants are still going to my old address. Where can I send a change of address?**

Mailing addresses are maintained by the state agency that authorized the payment. SCO does not maintain payment information. Send the updated address to the issuing agency. If you receive payments from multiple agencies, send a change of address to each agency.

**The warrant is payable to the wrong payee or for an incorrect amount. What do I do?**

Contact the issuing agency and return the warrant to them. The agency must submit a new claim to SCO with the correct information.

**What do I do if I received a remittance advice and no warrant?**

Contact the issuing agency (the phone number should be on the remittance advice) and request a duplicate warrant. If there is no phone number, check the [state agency directory](#)

**What do I do if I received a remittance advice, but the warrant is for another person or business?**

Return both the warrant and remittance advice with a short note of explanation to:

State Controller's Office  
Administration and Disbursements Division  
Attention: Claim Processing Supervisor  
P.O. Box 942850  
Sacramento, CA 94250-0001

**What do I do if my bank says my warrant does not have an account number on the bottom?**

Send damaged warrant to:

State Controller's Office  
Administration and Disbursements Division  
Attention: Post Issuance Unit  
P.O. Box 942850  
Sacramento, CA 94250-0001

SCO will mail a duplicate warrant in three to five business days after receiving the original.

**What do I do if I received the copy of the paid warrant, but the signature on the back is not my signature?**

Send a claim of forgery, which is a written statement of facts, including the warrant number and issue date, to:

State Controller's Office  
Administration and Disbursements Division  
Attention: Forgery Desk  
P.O. Box 942850  
Sacramento, CA 94250-0001

Or fax the statement to the attention of the Forgery Desk (916) 445-5759.

The forgery claim process can take up to 90 days to complete. For more information, call (916) 445-7789 or (916) 445-3903.

**What do I do if the bank lost my warrant?**

Contact the issuing agency for a Request for Duplicate Controller's Warrant/Stop Payment ([STD 435](#)). SCO will verify if the payment was made. If the warrant was paid, SCO will forward a copy of the paid warrant to the agency who will then notify you. If the bank did not cash the original warrant, SCO will process the STD 435 and send you a duplicate warrant.

**What do I do if my warrant is damaged to the point the bank will not accept it?**

If you have at least 51 percent of the original warrant and the pieces include the warrant number, tape them together and mail to:

State Controller's Office  
Administration and Disbursements Division  
Attention: Post Issuance Unit  
P.O. Box 942850  
Sacramento, CA 94250-0001

If you have less than 51 percent of the original warrant or do not have the warrant number, contact the issuing agency for a Request for Duplicate Controller's Warrant/Stop Payment ([STD 435](#)) and complete.

**What do I do if I received a warrant, but I am not owed the money?**

Return the warrant and a note of explanation to:

State Controller's Office  
Administration and Disbursements Division  
Attention: Post Issuance Unit  
P.O. Box 942850  
Sacramento, CA 94250-0001

**My deceased relative received a warrant. Can I keep it?**

Contact the issuing agency to determine if the payment is still valid.

**I am the executor of an estate. How do I deposit or cash a warrant made payable to the deceased person?**

Contact the issuing agency if you cannot deposit or cash the warrant.

**I received a duplicate warrant without an explanation of benefits (EOB). How do I get a duplicate of the EOB?**

SCO does not maintain copies of statements or EOBs. You must obtain a duplicate from the issuing agency. For Medi-Cal warrants, call (800) 541-5555. If you are outside of California, call (916) 636-1960. For PERSCare, PERS Choice, and PERS Select warrants, call (800) 737-7776. For all other types of warrants, contact the issuing agency.