

A Returned FAA Mail

When mail sent to the PI by FAA is returned to the local office, complete the following:

- Review the [case file\(g\)](#) and ADDR to ensure that the address is keyed correctly.
- Review the case file and CADO for any documented information of a reported address change.

When the address is incorrect, complete the following:

- Key the correct address on ADDR.
- Send the returned mail to the PI. Place the original stamped envelope in the current approval year section of the case file. (See [Side Two, Right](#))
- Document CADO with the actions taken.

When a change of address has been reported, complete the following:

- Follow the procedures outlined in [Change of Address](#).
- Send the returned mail and, when necessary, the [appropriate notice](#) to the PI.
- Place the original stamped envelope in the current approval year section of the case file. (See [Side Two, Right](#))

When a change of address has not been reported, complete the following:

- Stop benefits, allowing for NOAA.

MA EXCEPTION

Identify the reason the mail has been returned. [Adequate notice](#) is required when returned mail was stamped by the U.S. Postal Service with any of following reasons:

- Address Unknown
- Attempted, Not Known
- Does Not Live Here
- Forward Time Expired
- No Longer At This Address
- Not At This Address

- Key the LC Denial or Closure Reason Code on AFED, FSED, and MADA, as appropriate.
- Send the [C200 notice](#).

EXCEPTION

When the program is assigned to [Simplified Reporting](#), treat the returned mail as a change with an unknown effect. (See [Unknown Effect \(simplified reporting\)](#)) Send the [C011 notice](#) requesting verification of the participant's address. When the participant does not respond or the notice is returned by the U.S. Postal Service, complete the following:

- Stop benefits, allowing for [NOAA](#).
- Key the LC Denial or Closure Reason Code on AFED and FSED, as appropriate.
- Send the C200 notice.

WARNING

When the participant contacts the local office before the effective date of closure, reopen the case on REPT.