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 or the CADO Extension Form (CEF) 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 case file.

- Document CADO or the CEF 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 case file.

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 indicating no known forwarding address.

- Key the LC Denial or Closure Reason Code on AFED, FSED, and MADA, as appropriate.

- Send the C200 notice.

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EXCEPTION

When the program is assigned to Simplified Reporting, treat the returned mail as a change with an unknown effect. (See Unknown Effect) 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.

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WARNING

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

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