Federal Emergency Management Agency

Washington, D.C. 20472

December 11, 2000

MEMORANDUM FOR: Doug Bellomo, P.E., Project Officer
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[Original Signed]

FROM: Matthew B. Miller, P.E., Chief
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SUBJECT: Procedure Memo 17 – Direct Deposit Refunds for LOMCs

Background: LOMC requesters frequently submit overpayments for review and processing of LOMC requests. When the payments are submitted by check or money order and the payment has been deposited before the overpayment is identified, it has been standard practice to issue refunds in the form of a check from the U.S. Treasury. However, to comply with the provisions of the Debt Collection Improvement Act of 1996 (P.L. 104-134), as implemented by the U.S. Treasury via 31 CFR Part 208, FEMA must now issue these refunds via direct-deposit or electronic fund transfer procedures. Whenever possible, this should be done using the bank information referenced on the check submitted by the requester.

Issue: The existing procedures and sample letters that appear in the July 2000 version of the FEMA *Document Control Procedures Manual* do not reflect the revised refund processing requirements. Accordingly, the procedures and letters in the *Manual*, which are used by the Map Coordination Contractors daily, must be revised immediately.

Action Taken: The *Manual* has been revised to reflect the new processing requirements. These changes, which are highlighted on the attached pages from the *Manual*, will be incorporated into the pdf version of the *Manual* in the near future. The following portions of the *Manual* are affected: Subsections 2.3, 3.1.1, and 3.2.1; 316-ACK.FRQ and 316-REFUND letters and REFUND1.MEM document in Appendix B; and 216-DF(1), 216-DF(2), 216-REFUND(1), and 216-REFUND(2) letters and REFUND2.MEM document in Appendix C.

Final Procedure: The MCC and FEMA staff involved in the processing of refunds for LOMC requests are to implement the changed processing requirements effective immediately.

Attachments

cc: See Attached Distribution List

All policy and standards in this document have been superseded by the FEMA Policy for Flood Risk Analysis and Mapping.
However, the document contains useful guidance to support implementation of the new standards.

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