



## **NSF/Bad Check FAQ**

### **What do I (Troop Product Manager/Troop Leader) do when a check deposited into the Troop Checking Account bounces?**

The bank may refer to this as a chargeback or returned check. When a check deposited into an account is returned for insufficient funds, stop payment, refer to maker, etc., the only recourse the bank has to recover these funds is to take the funds back out of the account it was deposited into.

Girl Scouts of Greater Iowa uses a check collection agency to collect on returned checks written to troops for the Fall Product Program, Cookie Program, and any other check written to Girl Scouts of Greater Iowa. When a troop sets up a checking account they should instruct the bank to run every check through twice, if possible, and to waive any bank fees because of our non-profit status.

### **Is a troop able to collect payment for returned check(s) and bank fee(s)?**

The bank should send the account holder (your troop) a copy of the chargeback and the check. If the troop is able to collect payment to cover the check from the returned check account holder, make sure to recover the fee the bank charges as well.

### **What if my troop is not able to collect payment for returned check(s) and bank fee(s)?**

Troops must deposit all checks into their accounts within 30 days from the date the check was written. After receiving a chargeback notice:

- Submit the [NSF/Bad Check Form](#) for reimbursement of the returned check(s) and bank fee(s). The form must be filled out completely, along with a copy of the chargeback notice and returned check received from the bank in order to receive a reimbursement from Girl Scouts of Greater Iowa.
- Turn in the request for reimbursement within 30 days of the chargeback/returned check. If a check is deposited into a troop account more than 30 days from date on the check, or if a check is submitted to the council and is more than 90 days old, troops will not be reimbursed.

The above procedure can only be implemented if the [NSF/Bad Check Form](#) is completely filled out, and the charge back notice(s) and check(s) are attached. Contact us with any questions at 800-342-8389 or [info@gsiowa.org](mailto:info@gsiowa.org).