



# **F.Y.I.**

**from the Policy Unit**

**FYI-178**

**Date: May 30, 2018**

## **SUBJECT: Bond of Indemnity SOP**

Please contact the Policy Unit if you have any questions regarding these or any other changes at [DCSS\\_POLICYQUESTIONS@azdes.gov](mailto:DCSS_POLICYQUESTIONS@azdes.gov) or call 602-771-8127

The Policy unit is pleased to announce a new Standard Operating Procedure (SOP) developed by the Payment Exceptions Unit (PEU). This SOP explains how to process a Bond of Indemnity packet when a client claims they have not received a child support check or a check has been lost.

The Bond of Indemnity (BOI) SOP may be found here:

[The PORT/Standard Operating Procedures/DebtFinancial Management/Bond of Indemnity \(BOI\)](#)

The BOI Letter and Form may be found here:

[The PORT/APPENDICES/Document Matrix/DCSS Internal Forms and Checklists/Payment Processing](#)

***DCSS colleagues are urged to view this information directly on The PORT and not create a separate personal file.***

***\*Please do not reply directly to this message as we will not be able to respond. This email address is only used for outgoing mail.***