

Stale Check FAQ



WHEN CHECKS GO STALE

What is a stale check?

A stale check is one that is at least 180 days old.

What happens if a check from Mercer Marketplace becomes stale during the plan year?

If a check over \$25 has not been cashed by a participant within 180 days and the plan year is still open, Mercer Marketplace will void the old check and automatically reissue a new one when the first check becomes stale. If the check is less than \$25 and the plan year is open, Mercer Marketplace will void the check, deny the claim and return the funds into the participant's plan year balance.

What happens if a check from Mercer Marketplace becomes stale after the plan year?

If a participant's check of any amount becomes stale during a closed plan year, Mercer Marketplace will void the stale check, deny the claim and send funds back to the employer.

How will I know if a participant's check has become stale?

Mercer Marketplace will provide a notification to the employer that shows the list of checks issued from the participants' reimbursement accounts that remained uncashed and have become stale. This notice will also indicate the amount that was applied to the employer's cash balance from the uncashed check.

What if the plan year is over and I still want the participant to receive the funds from the stale check?

If a check becomes stale after the plan year run-out period, the funds are treated as forfeited funds and are applied to your aggregate cash balance or returned to your account on file. If an employer wishes to reissue a stale check to the participant, they may do so. Mercer Marketplace would not reissue the checks.