



STATE OF HAWAII
DEPARTMENT OF ACCOUNTING
AND GENERAL SERVICES
P.O. BOX 119
HONOLULU, HAWAII 96810-0119

MAY 11 2004

COMPTROLLER'S MEMORANDUM NO. 2004-13

TO: Heads of Departments
ATTN: Payroll Offices and Personnel Offices
SUBJECT: New Procedures for U. S. Savings Bond Inquiries

Effective June 3, 2004, employees participating in the U. S. Savings Bond program should contact the Federal Reserve Bank of Minneapolis for all inquiries or claims for bonds that have not been received or have been lost, stolen, or destroyed. The employee must call (800) 553-2663 and select the individual investor option to access a customer service representative. The information to be provided includes:

Bond owner name;
Bond owner social security number;
Company ID number (State of Hawaii ID is 300928-0000);
Denomination of the bond;
Issue date of the bond; and
Pay period ending date.

Please remind your employees to retain their pay statements to determine when a bond should have been received or to file claims for lost, stolen, or destroyed savings bonds.

If you or your staff has any questions, please call Sheila Walters at 586-0650.

A handwritten signature in cursive script that reads "Russ K. Saito".
RUSS K. SAITO
State Comptroller