

**California State Controller's Office  
Administration and Disbursements Division  
Frequent Q&As**

The California State Controller's Office (SCO) prepares and releases all Controller's warrants. The specific payment records are provided by the state agency that initiates the payment. The payee information is maintained at the agency and the Controller's Office does not retain this information.

**What is a State Controller's Warrant?**

A warrant is a draft issued by the State of California to a payee which advises any person in possession of the warrant that, upon presenting the warrant to the California State Treasurer through banks and financial institutions, the State Treasurer will pay to that person, the amount indicated on the warrant.

For most purposes, a warrant functions exactly like a check.

**How do I change my mailing address?**

Your change of address must be sent to the agency that issued your payment.

**How long is my Controller's warrant/check good for?**

Controller's warrants are valid for one (1) year after the original issue date shown on the face of the warrant.

**I just received a warrant from the Controller's Office, what is it for?**

The specific payment records are provided by the state agency that initiates the payment. The payee information is maintained at that agency and the Controller's Office does not retain this information. Please contact the agency that issued your payment.

**How do I know what agency sent me this warrant?**

The agency information is on the Remittance Advice (RA) or the Explanation of Benefits (EOB).

**I am receiving SCO mail addressed to someone else.**

Please return the mail to:

State Controller's Office  
Disbursements Bureau  
Post Issuance Unit  
P.O. Box 942850  
Sacramento, CA 94250

When we receive returned mail we forward the information to the issuing agency so they may update their mailing list. Please contact the issuing agency for any questions.

**How do I request direct deposit or change banks/accounts for my direct deposit?**

The specific payment records are provided by the state agency that initiates the payment. Please contact the agency that issues your payment.

**The warrant I received should be made payable to someone else.**

Please return the original warrant with a letter stating the reason for reissuance to:

State Controller's Office  
Disbursements Bureau  
Post Issuance Unit  
P.O. Box 942850  
Sacramento, CA 94250

We will forward the correspondence to the issuing agency.

**I lost my warrant/check.**

Please contact the issuing agency and ask them to process a Request for Duplicate Warrant/Stop Payment (form STD 435).

**My warrant/check is damaged and the bank will not accept it. What do I do?**

If you have at least 51% of the warrant, including either the warrant number in the upper right or the banking micro-encoding on the bottom, please send the original damaged warrant with a current mailing address to:

State Controller's Office  
Damaged Warrant Desk  
P.O. Box 942850  
Sacramento, CA 94250

The processing time for a replacement warrant is approximately 10 working days from the date of receipt.

**How long does the forgery process take?**

Approximately 60-120 days.

**I did not receive my warrant.**

Please contact the issuing agency and ask them to process a Request for Duplicate Warrant/Stop Payment (form STD 435).

**How long will it take for the payee to get a duplicate warrant?**

The SCO can issue and mail a duplicate warrant in 3 to 5 business days from when we receive a completed, *signed* STD 435. The STD 435 must include the original warrant number, issue date, and dollar amount (information is provided by the agency). The STD 435 must be completed and signed by the payee. If there are multiple payees, all must sign (example, tax refunds are generally made payable to both spouses).

**What if I am unable to get the signature of the second payee?**

The SCO is unable to issue a duplicate warrant without both signatures. Contact the issuing agency for program requirements.

**I received the STD 435 from my agency may I fax it to the SCO?**

No, we cannot accept a fax copy. The form is signed under penalty of perjury and we must have the original signature.

Please mail the original signed form to:

State Controller's Office  
Disbursements Bureau  
Post Issuance Unit  
P.O. Box 942850  
Sacramento, CA 94250

**I received a remittance advice, but a warrant for another person or business, what do I do?**

The payee must return both the warrant and remittance advice with a short note of explanation to:

State Controller's Office  
Disbursements Bureau  
Post Issuance Unit  
P.O. Box 942850  
Sacramento, CA 94250

SCO will get the warrant to the correct payee.