

San Joaquin Valley Insurance Authority

BOARD OF DIRECTORS

SUSAN B. ANDERSON

JUDITH CASE

MIKE ENNIS

ALLEN ISHIDA

PHIL LARSON

DEBORAH POOCHIGIAN

PETE VANDER POEL

Meeting Location:
Tulare County Employee Retirement
Association Board Chambers
136 N. Akers Street
Visalia, CA 93291
May 6, 2011
9:00 AM

AGENDA DATE: May 6, 2011

ITEM NUMBER: 11

SUBJECT: Letter of Apology from JP Morgan Chase & Co.

REQUEST(S): Receive and file letter of apology from JP Morgan Chase & Co. regarding Positive Pay Issue

DESCRIPTION: On January 14, 2011, it was reported to your Board that the SJVIA had experienced several returned checks during the week of November 15-19, 2010. SJVIA staff spent many hours determining the cause of the issue with both JP Morgan Chase & Co (Chase) and Anthem Blue Cross. After an extensive review process, Chase acknowledged that the issue originated with an error in their system. Your Board directed staff to demand that Chase pay all fees experienced by the SJVIA or any check recipients. A meeting was held with Chase on Friday, February 25, 2011 that included Vicki Crow, Auditor-Treasurer, Paul Nerland, SJVIA Manager and Stephen Farmer, Accounting & Financial Division Chief, County of Fresno. Chase agreed to reimburse the SJVIA for all fees incurred and to send a letter of apology taking responsibility for the error. The letter was received on May 2, 2011 and is submitted to your Board as an attachment to this item.

FISCAL IMPACT/FINANCING:

Chase has agreed to cover all fees associated with the error referenced in the letter.

AGENDA: San Joaquin Valley Insurance Authority

DATE: May 6, 2011

ADMINISTRATIVE SIGN-OFF:



Paul Nerland
SJVIA Manager



Rhonda Sjostrom
Interim Assistant SJVIA Manager

**BEFORE THE BOARD OF DIRECTORS
SAN JOAQUIN VALLEY INSURANCE
AUTHORITY**

IN THE MATTER OF Letter of Apology from JP Morgan Chase & Co.

RESOLUTION NO. _____
AGREEMENT NO. _____

UPON MOTION OF DIRECTOR _____, SECONDED BY DIRECTOR _____
_____, THE FOLLOWING WAS ADOPTED BY THE BOARD OF DIRECTORS, AT AN
OFFICIAL MEETING HELD _____, BY THE FOLLOWING VOTE:

AYES:
NOES:
ABSTAIN:
ABSENT:

ATTEST:

BY: _____

* * * * *

That the Board received and filed a letter of apology from JP Morgan Chase & Co. regarding Positive Pay Issue.