

"Working together to fund Washington's future"

# **Unclaimed Property**

December 13, 2021

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## Agenda

- What is unclaimed property?
- Program changes and improvements.
- Unclaimed property advertising.
- Demo.



### What is Unclaimed Property?

#### RCW 63.29

- Money or intangible property owed to an individual or business.
- Property is considered unclaimed after it is held for a period of time with no owner contact, and a good faith effort has been made to locate the owner.





#### **Examples of Unclaimed Property**

- Bank accounts
- Uncashed checks and money orders
- Credit balances
- Travelers checks
- Stocks & dividends

- Safe deposit box contents
- Matured life policy funds/insurance proceeds
- Refunds/Rebates
- Utility deposits
- Payroll

#### New System



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- Contractor: Kelmar Associates LLC, KAPS system
- KAPS is a Software as a Service system managing Unclaimed Property
- One of 30 states utilizing the KAPS Unclaimed Property System
  - $\circ$  FindMyFunds.com
- System is all encompassing:
  - Online payments (KeyBank)
  - Audits
  - Billings
  - Claims







- More intuitive website powered by Kelmar.
- How to videos for claiming, reporting property, and making payments.
  - Available in English and Spanish.
- Robust ad hoc report capabilities.
- Condensed into one main system.

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#### Reporting improvements for businesses

- Submit reports online without My DOR account.
  - Option to manually create a report and file online.
- More flexibility in payment options.
  - Credit cards now accepted!
- Reports reconcile quickly.
  - Property available to claim.





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- Streamlined self-audit program.
- New holder webinars July 2020.
- Educational videos October 2021.
- Added unclaimed property information to New Tax Registration Letter.

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#### **Claims Processing Improvements**

- "FastTrack" process.
- System tools to validate identities and mitigate fraud.
- Enhanced customer search functionality.



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### Marketing and Outreach

- Focus on new unclaimed property website.
  - Advertised via TV in Seattle area.
  - Billboards from Pierce to Snohomish county.
  - Radio advertising throughout state (including Spanish speaking stations).
  - Social media platforms.







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#### New Website Demo



Welcome To The Washington Unclaimed Property Website

