



# Unclaimed Property Outsourcing Services

ETM offers complete unclaimed property outsourcing services to help you meet all of your unclaimed property reporting requirements without all the work. ETM's goal is keep you compliant while reducing the time spent on unclaimed property. Our expertise allows you to maximize the time you have to focus on your primary business, all at an affordable price. Services available can include the following:

## Unclaimed Property Outsourcing Services

### Compliance

Our team of UCP experts will carefully review your stale records and apply due diligence and dormancy tracking rules by property type and state to determine what to escheat when, and to what state to send the reports. During the term of our agreement, we'll continually monitor the stale records not yet ready for reporting, and apply the most current due diligence and dormancy tracking rules to ensure they get reported appropriately based on state requirements. All records and reports are retained for the life of your service agreement.

### Due Diligence

We'll generate, print, and mail your due diligence letters based on state requirements. As an option, we can act as Claim Contact on your behalf during the claims process - see "*Claims Processing*" for details.

### Claims Processing

As an option, ETM can act as Claim Contact on your behalf during the claims process. We will process all of your incoming mail during the claim window and update all records with the appropriate statuses. ETM will attach the soft copy of the claims forms received to each property record as part of the historical view and for audit trail purposes. The hard copy of all RPOs (Return from Post Office) and claims will be provided to your company for internal record keeping. Additionally, we can provide call center services to assist with incoming questions from lost owners. We'll track and update your property records during the claims process leaving you only the responsibility of processing the claims and check reissues.

### Reporting

Per full accordance with respective statutes, we'll create final unclaimed property state reports for each state, send them to you for review and approval, and send you clear and comprehensive delivery and payment instructions with each report.

### Audit Trail

All changes impacting property records are logged, providing you with the ability to see 'who did what and when.' This information provides a comprehensive and transparent view of all unclaimed property activity.

### Audit Library

During the service agreement contract period, we will retain archived copies of your state reports, cover sheets, and due diligence letters.

### Outsourcing Services

ETM will work with your company's designated point of contact throughout the escheatment process. A comprehensive scope of work will be provided outlining the entire process.

Call us at 855-737-1688 for information and specific pricing and we'll take it from here.