



Unclaimed Property Outsourcing Services

ETM offers complete unclaimed property outsourcing services that allow you to outsource all of your unclaimed property reporting requirements. ETM's primary goal is to help you minimize your reporting exposure, and to comply with unclaimed property regulations in an accurate and timely manner. ETM services are affordable and flexible to precisely align with your company's unclaimed property needs. Services available include the following:

Search and Location Services

Locating lost property owners and uniting them with their unclaimed property is a cost effective way to reduce escheatment risk. Using the most sophisticated search technology available, we conducted extensive research to locate the property owner, or determine if the owner is deceased, even in cases where you only have partial source data, such as an incomplete SSN or address. In addition to finding a current address, phone numbers, email addresses and next of kin are often found. We then perform owner outreach by phone and letter, representing your organization according to customer friendly service standards that you dictate. The ultimate goal is to create the most positive service experience possible to allow your customer to reclaim their funds and for you to retain them as a valued client.

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 which to escheat, when to report them, 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. Then we'll send you management reports that calculate and forecast your unclaimed property liabilities.

Due Diligence

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

*See Claims Processing Section for details

Reporting

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

Record Retention

Each state has unique requirements for unclaimed property report retention. On your behalf, in full compliance, we'll retain a complete log file of all "who changed what and when" activity done for each property record. We'll also keep complete copies of your state reports and due diligence correspondence for audit documentation and archive each individual state report.

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, 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 final approval.

Services

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Services (continued)

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ETM will work with your companies designated point of contact throughout the outsourcing process, allowing your company to utilize the subject matter experts at ETM for accurate and timely reporting.

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

Outsourcing Services: Contact an Account Executive for pricing information

- Receive lost property records from client no more than once per month; must be in UPExchange import template format
- Thoroughly review all lost property records
- Analyze and identify all escheatable property types that conform to each state's dormancy requirements
- Apply due diligence rules by property type and state for timely letter production
- Apply dormancy tracking rules by property type and state for timely report production
- Retain a complete log file of all "who changed what when" changes to each property record
- Retain complete copies of all state reports for audit documentation
- Provide state reports of outstanding property to review and approve
- Create final escheatment reports for each state in accordance with their respective reporting requirements
- Provide comprehensive remit instructions for each state filing

Any additional services requested will be reviewed and mutually agreed upon by both parties and are subject to additional fees.