



STATE OF WASHINGTON

DEPARTMENT OF REVENUE

OFFICE OF THE DIRECTOR

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December 1, 2022

TO: Sarah Bannister
Secretary of the Senate
Washington State Senate

Bernard Dean
Chief Clerk
Washington State House of Representatives

Nick Streuli, Executive Director, Policy & Outreach
Office of the Governor

FROM: John Ryser, Acting Director
Department of Revenue

SUBJECT: REPORT ON THE UNCLAIMED PROPERTY PROGRAM

The Department of Revenue is submitting this report to the Legislature and Governor as required by [Engrossed Substitute Senate Bill 5693](#) (Section 136(13)), passed during the 2022 Legislative Session. This budget proviso requested the following data on Washington's Unclaimed Property Program:

Annual data for the years 2012 through 2022 that includes:

- The number of items of unclaimed property received by the program and the number of holders of unclaimed property who submitted items to the program.
- The top 10 holders who submitted unclaimed property and the percentage of those holders' submissions that have been subsequently claimed.

Historic data since the inception of the Unclaimed Property Program that shows:

- The cumulative number of all unclaimed property items and the aggregate, median, and mean value of those items at the end of each calendar year.
- The annual number of unclaimed property items valued at less than \$75 and the percentage of these items for which the Department of Revenue made contact with a claimant that year.
- The annual number of direct mail contacts to prospective claimants made by the Department of Revenue and the resulting number of claims made within the following three months.

Customer service data for the period of December 1, 2020, through December 1, 2022, that includes:

- The average length of time between a claim was filed and when it was paid.
- The number and percentage of claims initiated online but not able to be paid to the claimant and the reasons, by percentage, for the failure to successfully pay the claim.
- The monthly website traffic for the unclaimed property website.

Some of the requested data does not exist. This report provides as much of the requested data as possible.

If you have any questions or need the report in an alternate format, please contact Steve Ewing, Legislative and External Affairs Liaison, Executive Division, at (360) 534-1545.

cc: David Schumacher, Director, Office of Financial Management
Drew Shirk, Executive Director, Legislative Affairs, Office of the Governor
Roselyn Marcus, Assistant Director, Office of Financial Management
Rachel Knutson, Senior Budget Assistant, Office of Financial Management

Unclaimed Property Report to the Legislature 2022



Introduction

[Engrossed Substitute Senate Bill 5693](#) (Section 136(13)), passed during the 2022 Legislative Session, requires the Department of Revenue to submit a report on Washington's Unclaimed Property (UCP) program to the Governor and the Legislature by December 1, 2022. This report fulfills that obligation.

The Washington State Department of Revenue (department) administers Washington's UCP program as a free public service that reunites property and assets with rightful owners or their heirs. To date the UCP program has returned over \$1.2 billion to rightful owners. Nationally, the program ranked 10th out of 48 states for dollars returned based on statistics in the National Association of Unclaimed Property Administrators' FY20 Annual Report.

Washington's self-funded, non-appropriated UCP program acts as a custodian for the owners of abandoned property. The department holds UCP funds in perpetuity until the rightful owner or heir comes forward to claim the funds.

In FY22, the Unclaimed Property program:

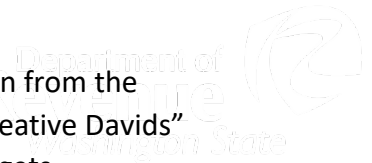
- Received \$246.5 million in unclaimed property, of which \$29.6 million was recovered through department audit, compliance, and outreach/education efforts.
- Processed 192,704 refunds.
- Returned \$89.4 million.

Currently, there is more than \$1.8 billion in unclaimed property available to be claimed.

The UCP program's primary function is to act as a consumer protection program. In addition, the department is committed to educating and providing guidance to businesses and other organizations that hold unclaimed property to ensure compliance with the state's UCP laws.

Since 2021:

- Launched a new and improved website, featuring a FastTrack process for instant approval of some unclaimed property claims. This was a \$7.3 million project that came in on time and \$2.9 million under budget.
- Recognized as the 2020-21 Unclaimed Property State of the Year by the Unclaimed Property Professionals Organization. The award is given each year to a state that has gone above and beyond to assist the companies that are required to remit unclaimed property to the state.
- Held an award-winning statewide media campaign across TV, radio, billboards, and



social media. The UCP Campaign won a Gold for an Integrated Campaign from the International Davey Awards, which honors the achievements of the “Creative Davids” who derive their strength from big ideas, rather than stratospheric budgets.

About unclaimed property

Unclaimed property is money or other property held by an organization that has lost contact with the owner for an extended period. At that point, the property is considered lost, forgotten, or abandoned and must be turned over to the department’s UCP program.

Common types of unclaimed property include:

- Checking and savings accounts.
- Uncashed payroll checks.
- Utility and security deposits.
- Safe deposit box contents.

Unclaimed property does not include real estate, vehicles, and most other physical property.

Businesses and other organizations holding unclaimed property (holders) are required to report that property to the state of the owner’s last known address. Except for travelers checks and money orders, holders are required to report the name, last known address (if any), last activity date, description of the property, identifying number (if any), and amount due. Amounts of \$50 or less may be reported as an aggregate.

Available Data

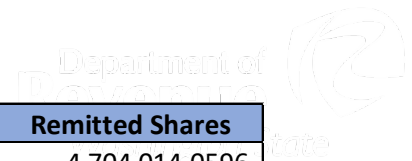
Washington’s unclaimed property law was passed in 1955, and holders began reporting in 1956. From 1956 to 1982, the program operated using microfiche and paper records. In 1983, the program began inputting reports and names into a computer system. From 1956 to 1981, the only data available is the amount received and the amount returned by year. Data is kept on a fiscal year basis. In April 2021, the program converted to a new, modern system.

Annual data for the years 2012 through 2022

The number of names added to the unclaimed property database per year along with the number of holders who remitted property.

The following table shows the number of holders who remitted property (either cash and/or shares of stock¹) and the number of properties added to the database. A property can have one or more names listed as owner of the property.

¹ The department also receives the contents of abandoned safe deposit boxes, but this is a very small fraction of the unclaimed property reported to us.



Fiscal Year	Reports w/ Property	Property Count	Remitted Amount	Remitted Shares
2012	9,966	849,859	\$ 92,012,256.37	4,704,014.0596
2013	9,761	854,679	\$ 107,846,276.73	9,916,521.9874
2014	9,817	807,925	\$ 101,355,056.45	33,182,908.5953
2015	10,090	840,214	\$ 98,650,784.61	15,834,752.7850
2016	10,303	1,053,819	\$ 117,086,074.63	20,242,211.2368
2017	9,970	867,543	\$ 117,158,389.89	17,444,534.3552
2018	10,604	1,020,711	\$ 124,740,434.12	8,901,919.7058
2019	10,735	1,051,955	\$ 135,374,434.28	10,679,911.0012
2020	10,843	1,086,684	\$ 160,427,204.90	46,855,025.2692
2021	13,996	1,142,958	\$ 172,956,711.42	43,690,070.4732
2022	15,015	1,257,025	\$ 200,343,073.37	29,619,438.1888

Top 10 holders who submitted unclaimed property and the percentage of those holders' submissions that have been subsequently claimed.

The tables below show by fiscal year the top 10 holders who remitted cash and the percentage of those submissions that have been claimed as of June 30, 2022. These lists may contain reports filed with no owner names or only a name and no other identifying information. Examples of such reports include those filed by Integrated Payment Systems (traveler's checks), MoneyGram (money orders), and the King County Clerk's Office (court cases):

- Traveler's checks do not expire. When a traveler's check is redeemed from the holder after having been reported to the department, the holder submits a request for reimbursement to the department.
- For money orders, holders usually report a name and no other identifying information. To claim a money order, an owner must furnish the original instrument to the department to ensure we pay the correct owner.
- Frequently, court cases are reported under the case number or just an owner name, and for these cases the courts require a court order to release the funds. The department pays the claim once a court order is received instructing who to pay.



Top 10 holders by fiscal year

2012			
Holder Name	Remitted Amount	Amount Claimed through FY22	Percent Claimed
BANK OF AMERICA WASHINGTON	5,923,238.10	1,163,959.99	19.7%
INTEGRATED PAYMENT SYSTEMS ¹	3,173,589.69	205,540.04	6.5%
US BANK NA	2,413,347.23	1,001,237.91	41.5%
FEDERAL DEPOSIT INS CORP	1,391,119.99	780,846.64	56.1%
WELLS FARGO BANK NA	1,087,521.18	506,937.22	46.6%
BANK OF NEW YORK MELLON CORPORATE TRUST	1,042,821.14	756,633.39	72.6%
REGENCE BLUESHIELD	1,010,383.12	563,727.47	55.8%
MONEYGRAM PAYMENT SYSTEMS ²	978,736.87	6,647.07	0.7%
COMCAST CORP ³	964,006.23	-	0.0%
CHARLES SCHWAB & CO INC	881,600.81	740,511.04	84.0%

¹ Money orders and official checks reported with no owner names.

² Money orders reported with no owner names.

³ No owner names reported.

2013			
Holder Name	Remitted Amount	Amount Claimed through FY22	Percent Claimed
BANK OF AMERICA WASHINGTON	6,844,759.26	1,844,157.29	26.9%
US BANK NA	3,355,434.34	1,999,661.25	59.6%
JP MORGAN CHASE BANK NA	3,024,006.44	1,906,184.02	63.0%
INTEGRATED PAYMENT SYSTEMS ¹	2,857,018.09	183,342.22	6.4%
METROPOLITAN LIFE INSURANCE CO	2,476,668.95	368,153.18	14.9%
METROPOLITAN LIFE INSURANCE CO	1,610,425.93	946,350.88	58.8%
WELLS FARGO BANK NA	1,484,574.64	703,284.65	47.4%
WM WRIGLEY JR CO	1,457,307.71	1,450,944.68	99.6%
BOEING EMPLOYEES CREDIT UNION	1,416,522.05	971,359.58	68.6%
CIT GROUP COMMERCIAL THE	1,322,828.79	1,261,844.01	95.4%

¹ Money orders and official checks reported with no owner names.

2014			
Holder Name	Remitted Amount	Amount Claimed through FY22	Percent Claimed
BANK OF AMERICA WASHINGTON	3,876,277.69	1,585,754.63	40.9%
JP MORGAN CHASE BANK NA	3,082,117.43	1,376,873.31	44.7%
US BANK NA	2,869,346.39	1,735,294.92	60.5%
INTEGRATED PAYMENT SYSTEMS ¹	2,614,454.05	113,995.10	4.4%
KEY BANK NATIONAL ASSOCIATION	1,902,293.53	1,038,654.42	54.6%
WELLS FARGO BANK NA	1,882,770.45	773,281.19	41.1%
CHARLES SCHWAB & CO INC	1,774,562.87	1,600,288.43	90.2%
MONEYGRAM PAYMENT SYSTEMS ²	1,028,940.28	4,576.95	0.4%
MUFG UNION BANK N A	1,016,540.39	628,223.69	61.8%
ENERGYSOLUTIONS LLC	880,000.00	880,000.00	100.0%

¹ Money orders reported with no owner names.

² Money orders reported with no owner names.



Top 10 holders by fiscal year

2015			
Holder Name	Remitted Amount	Amount Claimed through FY22	Percent Claimed
BANK OF AMERICA WASHINGTON	3,271,811.71	1,027,700.52	31.4%
WELLS FARGO BANK NA	2,609,318.71	1,289,917.24	49.4%
JP MORGAN CHASE BANK NA	1,881,910.00	1,313,253.15	69.8%
METROPOLITAN LIFE INSURANCE CO	1,743,657.58	651,153.08	37.3%
MICROSOFT CORP ACCOUNTS RECEIVABLE	1,440,615.40	559,057.04	38.8%
KEY BANK NATIONAL ASSOCIATION	1,370,887.57	736,264.79	53.7%
US BANK NA	1,328,212.17	812,553.67	61.2%
UW Medicine Eastside Specialty Center	1,318,209.02	1,054,038.83	80.0%
UMPQUA HOLDINGS CORP	955,757.69	887,360.36	92.8%
MONEYGRAM PAYMENT SYSTEMS ¹	899,560.58	1,850.50	0.2%

¹ Money orders reported with no owner names.

2016			
Holder Name	Remitted Amount	Amount Claimed through FY22	Percent Claimed
BANK OF AMERICA WASHINGTON	5,398,603.33	1,149,395.65	21.3%
AT&T MOBILITY SETTLEMENT FUND	4,491,603.07	1,720,493.68	38.3%
BOEING EMPLOYEES CREDIT UNION	3,914,156.48	2,622,531.41	67.0%
WELLS FARGO BANK NA	3,364,063.28	1,563,060.56	46.5%
MICROSOFT CORP ACCOUNTS RECEIVABLE	1,830,351.45	88,542.66	4.8%
METROPOLITAN LIFE INSURANCE CO	1,699,014.73	690,553.26	40.6%
JP MORGAN CHASE BANK NA	1,678,598.64	919,982.41	54.8%
KEY BANK NATIONAL ASSOCIATION	1,462,197.80	571,328.28	39.1%
US BANK NA	1,326,605.95	582,253.95	43.9%
KING CO CLRK DPT OF JUDICIAL ADMN-SUPERIOR CT	1,143,352.31	597,941.34	52.3%

2017			
Holder Name	Remitted Amount	Amount Claimed through FY22	Percent Claimed
FUND 1 INDEPENDENT FORECLOSURE REVIEW PA	4,695,582.33	1,289,310.65	27.5%
BANK OF AMERICA WASHINGTON ¹	4,188,091.73	90,644.68	2.2%
WELLS FARGO BANK NA	3,397,961.51	1,423,726.99	41.9%
JP MORGAN CHASE BANK NA	2,484,048.46	1,324,035.91	53.3%
US BANK NA	1,836,453.89	652,519.52	35.5%
MICROSOFT CORP ACCOUNTS RECEIVABLE	1,809,698.19	161,293.73	8.9%
KING CO CLRK DPT OF JUDICIAL ADMN-SUPERIOR CT ²	1,549,522.73	77,921.88	5.0%
METROPOLITAN LIFE INSURANCE CO	1,483,561.90	836,563.15	56.4%
KEY BANK NATIONAL ASSOCIATION	1,440,400.79	658,407.72	45.7%
REGENCE BLUESHIELD	1,431,484.09	558,793.28	39.0%

¹ 30% of the money remitted had no name and/or address, 17.4% of the money remitted was for owners with an address in a foreign country.

² 90.7% of the money remitted had no name or address.



Top 10 holders by fiscal year

2018			
Holder Name	Remitted Amount	Amount Claimed through FY22	Percent Claimed
BANK OF AMERICA NORTH CAROLINA	5,467,818.97	1,145,018.98	20.9%
WELLS FARGO BANK NA	3,219,766.00	1,774,110.82	55.1%
KEY BANK NATIONAL ASSOCIATION	2,364,407.33	1,192,947.74	50.5%
BANK OF AMERICA NORTH CAROLINA	2,182,614.71	189,893.61	8.7%
JP MORGAN CHASE BANK NA	2,056,208.77	1,082,080.60	52.6%
US BANK NA	1,858,018.16	749,087.08	40.3%
REGENCE BLUESHIELD	1,536,204.29	658,104.92	42.8%
PRUDENTIAL INSURANCE COMPANY	1,350,774.00	469,695.72	34.8%
CHARLES SCHWAB & CO INC	1,340,215.98	815,841.42	60.9%
CHARLES SCHWAB & CO INC	1,246,167.15	534,125.83	42.9%

2019			
Holder Name	Remitted Amount	Amount Claimed through FY22	Percent Claimed
BANK OF AMERICA WASHINGTON ¹	5,371,932.05	738,564.21	13.7%
WELLS FARGO BANK NA	3,843,408.68	1,213,913.51	31.6%
KEY BANK NATIONAL ASSOCIATION	3,206,783.04	1,861,848.89	58.1%
JP MORGAN CHASE BANK NA	2,626,243.76	1,702,051.25	64.8%
HSBC BANK USA NA	1,774,720.52	1,544,389.42	87.0%
BOEING EMPLOYEES CREDIT UNION	1,762,369.34	882,506.98	50.1%
ALASKA USA FEDERAL CREDIT UNION	1,762,111.04	1,633,822.67	92.7%
US BANK NA	1,661,198.49	428,112.70	25.8%
MICROSOFT CORP ACCOUNTS RECEIVABLE ²	1,510,023.68	175,255.86	11.6%
METROPOLITAN LIFE INSURANCE CO	1,502,906.27	538,212.43	35.8%

¹ 28.4% of the money remitted had no name and/or address, 15% of the money remitted was for owners with an address in a foreign country.

² 73.5% of the money remitted was for owners with an address in a foreign country.

2020			
Holder Name	Remitted Amount	Amount Claimed through FY22	Percent Claimed
BANK OF AMERICA NORTH CAROLINA ¹	5,705,237.12	896,490.51	15.7%
WASHINGTON FEDERAL SAVINGS	4,955,903.57	2,803,201.83	56.6%
WELLS FARGO BANK NA	3,680,789.65	1,391,907.33	37.8%
KEY BANK NATIONAL ASSOCIATION	3,620,213.27	1,765,360.00	48.8%
JPMORGAN CHASE BANK NA	2,944,734.93	1,233,807.16	41.9%
BOEING EMPLOYEES CREDIT UNION	2,294,866.29	907,809.40	39.6%
US BANK NA	2,212,849.49	578,943.34	26.2%
PREMERA BLUE CROSS	2,191,111.53	792,734.36	36.2%
CHARLES SCHWAB & CO INC	1,967,189.19	1,072,328.08	54.5%
MICROSOFT CORP ACCOUNTS RECEIVABLE	1,847,420.94	513,708.00	27.8%

¹ 30% of the money remitted had no name and/or address, and 15% of the money remitted was for owners with an address in a foreign country.



Top 10 holders by fiscal year

2021			
Holder Name	Remitted Amount	Amount Claimed through FY22	Percent Claimed
US BANK NA	4,975,968.59	657,554.48	13.2%
BANK OF AMERICA - NORTH CAROLINA	4,515,516.58	484,631.61	10.7%
KEY BANK NATIONAL ASSOCIATION	3,892,788.94	1,565,971.61	40.2%
WELLS FARGO BANK NA	3,429,039.65	676,958.39	19.7%
WASHINGTON FEDERAL SAVINGS	2,095,960.94	846,483.83	40.4%
BANK OF AMERICA - NORTH CAROLINA	2,031,797.86	288,270.32	14.2%
DEPARTMENT OF LABOR & INDUSTRIES	2,004,637.01	524,441.57	26.2%
JP MORGAN CHASE BANK NA	1,964,005.01	280,796.69	14.3%
HSA BANK	1,944,234.10	564,311.58	29.0%
KING CO CLRK DPT OF JUDICIAL ADMN-SUPERIOR CT	1,821,703.85	154,942.39	8.5%

2022			
Holder Name	Remitted Amount	Amount Claimed through FY22	Percent Claimed
WELLS FARGO BANK NA	9,632,023.21	384,548.51	4.0%
BANK OF AMERICA NA	6,088,588.19	454,922.94	7.5%
US BANK NA	4,104,311.90	205,586.71	5.0%
Deutsche Bank Trust Company Americas	3,664,200.22	-	0.0%
KEY BANK NATIONAL ASSOCIATION	3,525,295.17	851,658.23	24.2%
BOEING EMPLOYEES CREDIT UNION	2,854,981.56	228,003.66	8.0%
ALASKA USA FEDERAL CREDIT UNION	2,378,956.85	2,017,147.23	84.8%
UMPQUA BANK	2,229,630.86	352,166.43	15.8%
PAYPAL INC	2,120,375.76	195,070.33	9.2%
CITIBANK NA	2,006,767.33	78,367.62	3.9%

Historic data since the inception of the program

The cumulative number of all unclaimed property items and the aggregate, median, and mean value of those items at the end of each calendar year.

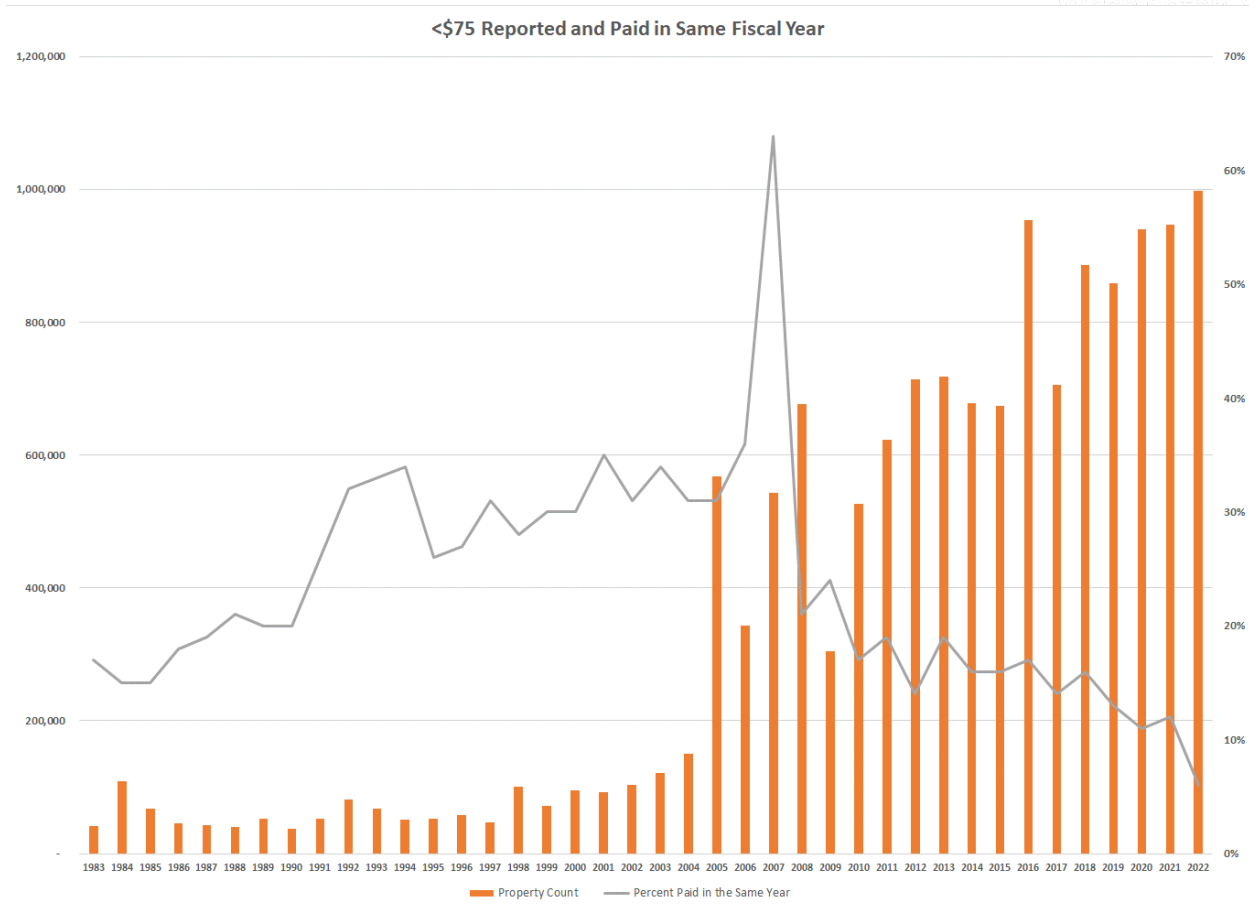
Available data for this is by fiscal year from 1983 through 2022. Prior to 1983, paper records were kept, and this level of detail is not available.

Unclaimed Property
Report to the Legislature 2022
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Fiscal Year	Cash Remitted	Property Count	Amount Paid	Remaining Amount	Average Amount	Median Amount
1983	\$ 4,911,690.30	47,817	\$ 989,989.29	\$ 3,921,701.01	\$ 102.72	\$ 15.72
1984	\$ 14,821,807.80	173,459	\$ 3,639,788.83	\$ 11,182,018.97	\$ 85.45	\$ 15.30
1985	\$ 22,398,625.33	252,534	\$ 5,363,299.13	\$ 17,035,326.20	\$ 88.70	\$ 15.00
1986	\$ 29,503,881.75	311,830	\$ 7,087,544.09	\$ 22,416,337.66	\$ 94.62	\$ 16.11
1987	\$ 36,602,202.43	367,653	\$ 9,159,225.85	\$ 27,442,976.58	\$ 99.56	\$ 17.28
1988	\$ 43,410,207.86	420,725	\$ 11,378,663.27	\$ 32,031,544.59	\$ 103.18	\$ 18.90
1989	\$ 52,994,209.51	489,756	\$ 14,528,913.70	\$ 38,465,295.81	\$ 108.21	\$ 20.00
1990	\$ 60,551,950.87	537,519	\$ 16,407,592.66	\$ 44,144,358.21	\$ 112.65	\$ 21.00
1991	\$ 75,268,881.98	612,328	\$ 22,803,900.86	\$ 52,464,981.12	\$ 122.92	\$ 24.74
1992	\$ 91,897,333.90	715,857	\$ 29,855,276.80	\$ 62,042,057.10	\$ 128.37	\$ 25.00
1993	\$ 112,233,255.76	819,933	\$ 39,160,731.69	\$ 73,072,524.07	\$ 136.88	\$ 27.00
1994	\$ 130,544,841.76	896,813	\$ 46,457,064.94	\$ 84,087,776.82	\$ 145.57	\$ 28.40
1995	\$ 156,181,905.76	970,984	\$ 54,930,016.33	\$ 101,251,889.43	\$ 160.85	\$ 29.09
1996	\$ 176,577,233.08	1,054,562	\$ 64,286,571.96	\$ 112,290,661.12	\$ 167.44	\$ 29.84
1997	\$ 193,248,259.46	1,124,546	\$ 71,623,631.47	\$ 121,624,627.99	\$ 171.85	\$ 30.00
1998	\$ 223,765,521.94	1,274,800	\$ 83,548,936.06	\$ 140,216,585.88	\$ 175.53	\$ 31.14
1999	\$ 253,522,790.34	1,386,019	\$ 96,767,482.65	\$ 156,755,307.69	\$ 182.91	\$ 32.06
2000	\$ 285,353,455.65	1,524,410	\$ 109,640,618.76	\$ 175,712,836.89	\$ 187.19	\$ 33.18
2001	\$ 324,368,084.27	1,660,300	\$ 123,821,276.13	\$ 200,546,808.14	\$ 195.37	\$ 34.39
2002	\$ 363,155,935.00	1,815,207	\$ 141,083,645.89	\$ 222,072,289.11	\$ 200.06	\$ 35.00
2003	\$ 405,366,039.05	1,990,962	\$ 158,758,130.66	\$ 246,607,908.39	\$ 203.60	\$ 35.98
2004	\$ 456,182,425.22	2,211,377	\$ 180,780,929.01	\$ 275,401,496.21	\$ 206.29	\$ 36.39
2005	\$ 610,832,571.30	3,050,173	\$ 248,492,304.81	\$ 362,340,266.49	\$ 200.26	\$ 34.92
2006	\$ 700,092,759.35	3,518,116	\$ 290,644,562.43	\$ 409,448,196.92	\$ 199.00	\$ 33.10
2007	\$ 776,972,665.15	4,171,847	\$ 329,976,957.06	\$ 446,995,708.09	\$ 186.24	\$ 30.00
2008	\$ 859,305,455.19	4,962,684	\$ 366,530,908.26	\$ 492,774,546.93	\$ 173.15	\$ 26.00
2009	\$ 937,305,770.98	5,386,563	\$ 403,759,761.42	\$ 533,546,009.56	\$ 174.01	\$ 25.89
2010	\$ 1,026,405,678.08	6,046,146	\$ 447,537,510.79	\$ 578,868,167.29	\$ 169.76	\$ 25.00
2011	\$ 1,115,237,049.65	6,804,330	\$ 485,930,556.29	\$ 629,306,493.36	\$ 163.90	\$ 23.66
2012	\$ 1,209,550,159.13	7,663,403	\$ 521,827,264.97	\$ 687,722,894.16	\$ 157.83	\$ 21.62
2013	\$ 1,317,160,083.17	8,520,147	\$ 567,924,557.81	\$ 749,235,525.36	\$ 154.59	\$ 20.00
2014	\$ 1,418,094,906.55	9,333,004	\$ 610,476,800.09	\$ 807,618,106.46	\$ 151.94	\$ 20.00
2015	\$ 1,517,157,437.46	10,135,570	\$ 650,754,707.01	\$ 866,402,730.45	\$ 149.69	\$ 18.59
2016	\$ 1,631,327,465.78	11,232,043	\$ 693,645,260.95	\$ 937,682,204.83	\$ 145.24	\$ 16.66
2017	\$ 1,749,459,194.80	12,087,025	\$ 737,149,771.90	\$ 1,012,309,422.90	\$ 144.74	\$ 15.92
2018	\$ 1,879,538,507.47	13,136,101	\$ 784,665,558.63	\$ 1,094,872,948.84	\$ 143.08	\$ 15.00
2019	\$ 2,012,201,382.64	14,158,914	\$ 829,160,042.33	\$ 1,183,041,340.31	\$ 142.12	\$ 15.00
2020	\$ 2,174,321,703.54	15,290,239	\$ 875,095,427.95	\$ 1,299,226,275.59	\$ 142.20	\$ 15.00
2021	\$ 2,349,318,814.87	16,447,401	\$ 911,623,228.61	\$ 1,437,695,586.26	\$ 142.84	\$ 14.99
2022	\$ 2,543,725,435.54	17,663,760	\$ 932,817,072.34	\$ 1,610,908,363.20	\$ 144.01	\$ 14.72

The annual number of unclaimed property items valued at less than \$75, and the percentage of these items for which the department contacted a claimant that year.

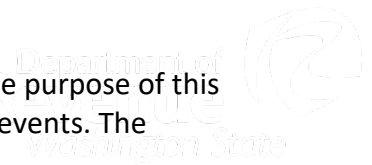
The property count in the chart below reflects the number of items reported in a fiscal year with a value of less than \$75, and the percentages are those such items paid in the same fiscal year. The law requires the department to send a notice to apparent owners at the address reported by the holder only for items valued at more than \$75. Property valued at \$5 or more are listed on the department's searchable online UCP database.



The annual number of direct mail contacts the department made to prospective claimants, and the resulting number of claims made within the following three months.

The department is required to send a notice to apparent owners of unclaimed property for items reported with a value of \$75 or more. The holder is also required to send a notice to the owner before submitting the funds to the UCP program to allow the owner to claim the funds before they are sent to the state. Normally, property becomes unclaimed because the owner has moved or the holder otherwise has a bad or incomplete address in their records. A large percentage of the notices the department mails to apparent owners are returned as undeliverable or the person is no longer at that address.

The current unclaimed property system tracks the date notices are mailed to the owners. Before April 2021, the system tracked whether a notice was sent but not the date the notice was mailed.



In the early 90s the UCP program hired its first Unclaimed Property Locator. The purpose of this position is to locate owners with higher dollar claims and to conduct outreach events. The department added a second locator position in July 2021.

Fiscal Year	Outreach Mailings	Claims w/in 3 months
2021	29,576	4,850
2022	172,394	27,063

Customer service data

For this report, the Legislature requested certain customer service data between December 1, 2020, and December 1, 2022. Because the department must submit this report to the Legislature by December 1, 2022, we have provided data for December 1, 2020, through August 31, 2022, the most current data available at the time of this report’s drafting.

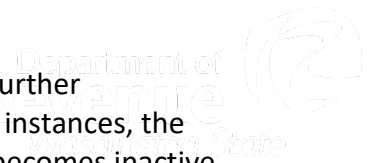
The average length of time between the filing of a claim and when it was paid.

A claim may have one or hundreds of properties included in the package. FastTrack claims are those approved immediately by the system, using certain criteria. Claimants receive their funds in less than a week if approved via FastTrack. Claims submitted with supporting documents (claims with images) are not eligible for FastTrack approval and are required to be reviewed by a Claims Examiner.

Description	Count
Paid Claim Count	123,263
FastTrack Paid Claims Count	43,458
Claims With Images Received	80,994
Average Days to Pay	34

The number and percentage of claims initiated online but not able to be paid to the claimant and the reasons, by percentage, for the failure to successfully pay the claim.

When the department receives supporting documents for a claim, either online or through the mail, we review the documentation and either pay the claim, deny the claim, or send an evidence letter to the claimant. An evidence letter is used to request additional information, documentation, or clarify information previously submitted. After the request for information is received, the claimant normally provides additional documentation, and the department pays



the claim. In some instances, the department denies the claim after receiving further information establishing that the claimant is not entitled to the funds. In other instances, the claimant never responds to the evidence request, and after 90 days the claim becomes inactive. Once a claim is inactive, the claimant will need to file a new claim or contact the UCP program to activate the claim. If additional documents are uploaded into our UCP system on an inactive claim, the claim is automatically reopened.

The table below contains information about claims not paid. The reasons for unpaid claims are contained in the “End Point Description” column. More detail about the end point descriptions is found immediately following the table.

End Point Description	Claim Count	Percentage	Evidence Letters Sent	Average Days To Close
Cancelled Check- Do Not Reissue	300	1.8%	42	104
Denied - Conversion	987	5.9%	-	22
Denied - No Property Found	31	0.2%	1	53
Denied - Not Owner	1,370	8.2%	165	72
Denied - Potential Fraud	129	0.8%	14	43
Denied - Previously Paid	503	3.0%	58	83
Denied - Relationship Not Proven	60	0.4%	17	51
Inactive - Claimant Decided Not to Pursue	191	1.1%	90	88
Inactive - Duplicate Claim	777	4.6%	80	70
Inactive - Merged	2,092	12.5%	197	79
Inactive - No Action Taken	174	1.0%	63	122
Inactive - System Automated	10,168	60.6%	8,298	193

Explanation of end point descriptions

Cancelled Check – Do not Reissue

This end point applies in cases when a warrant (check) is issued as payment for the claim and is later returned as not deliverable, and UCP staff are unable to locate a different address for the claimant.

Denied – Conversion

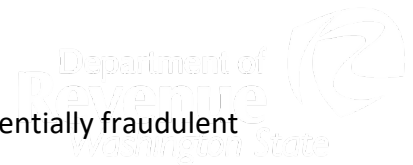
This end point applies to claims denied in our old system before the conversion to our new system.

Denied – No Property Found

This end point applies when no property is found after an individual submits a Search Request on the UCP program’s website.

Denied – Not Owner

This end point applies when the department determines the property the claimant is attempting to claim belongs to a different individual.



Denied – Potential Fraud

This end point applies to claims denied because the claim submission is potentially fraudulent based on information submitted by the claimant.

Denied – Previously Paid

This end point is used for claims denied because the department previously paid out a claim for the same property.

Denied – Relationship not proven

This end point is used when a claimant is unable to prove their entitlement to the property claimed, and the department is not able to verify who the property belongs to.

Inactive – Claimant Decided not to Pursue

This end point is used when a claimant, after filing a claim, contacts the UCP program stating they do not wish to pursue the claim.

Inactive – Duplicate Claim

When a claimant files multiple claims for the same property, only one claim will be processed, and the others will be closed as duplicate claims with this end point in our system.

Inactive – Merged

When a claimant files multiple claims for multiple different properties, the department merges the claims into a single claim. The remaining claims become inactive with this end point in our system.

Inactive – No Action Taken

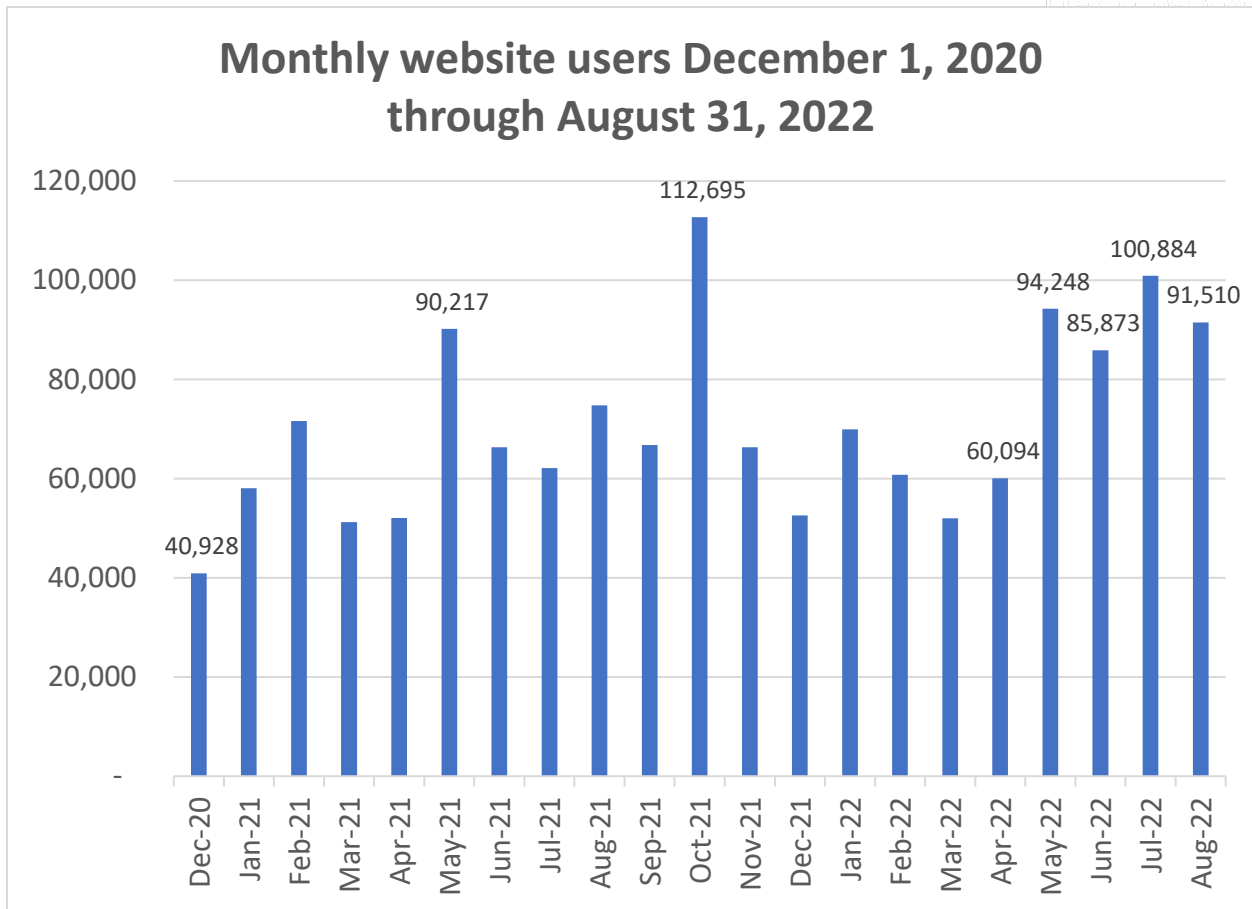
This end point is used for claims closed out by UCP program staff due to no activity by the claimant.

Inactive – System Automated

This end point is used by our UCP system for claims in which no activity has occurred for 90 days following contact from the UCP program.

The monthly website traffic for the unclaimed property website.

The graph on the next page represents users visiting the unclaimed property website, ucp.dor.wa.gov (claimyourcash.org).



May 2021 numbers reflect publicity around our new website, which launched in April 2021. The October 2021 users include the public as well as businesses filing their annual unclaimed property reports. In May 2022, we launched our new advertising campaign developed by an advertising firm hired using funds legislatively authorized in the 2021 Legislative Session.