

# ***Unclaimed Advisor List of Services***

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## ***COMPLIANCE***

- Assistance in developing an “audit-compliance philosophy” (identification of goals/objectives of the compliance program)
- Development of strategies to target and communicate with traditionally non-compliant holders and industries
- Review and provide guidance/response on holder questions/challenges to reporting
- Review and provide guidance on holder voluntary disclosures and settlement proposals; negotiation of liability disputes
- Creation of “desk audit” programs to evaluate holder filings
- Creation/management of field audit programs
- Authorship of outlines to identify common areas of under-reporting and non-reporting
- Evaluation of sufficiency of statutory provisions to ensure coverage
- Analysis of statutory coverage and reporting “loopholes”

## ***COMMUNICATIONS***

- Development of outreach campaigns/initiatives (content, placement, evaluation, etc.)
- Creation of media strategies and messaging (strategy/handling of press inquiries; drafting of press releases, editorials, announcements, etc.)
- Drafting/editing of holder reporting manuals, instructions, and related communications
- Organizing holder seminars/issue forums (coordination, presentation)
- Website design
- Holder liaison services (mediation or representation before trade groups, industries, etc.)
- Networking (utilizing existing relationships with all state and provincial unclaimed property programs)
- Lobbying/testifying/legislative advocacy

## ***OPERATIONS AND PROGRAM MANAGEMENT***

- Drafting of procedures and protocols
- Training and education
- "Unclaimed Property 101 for new administrators/agency heads/elected officials"
- Recommendations for streamlining claims review and payment
- Identification, development of benchmarks
- Staffing analysis/recommendations
- Review/validation of complex owner/estate claims
- Assessment of program performance and recommendations for optimal performance
- Review of vendors/outsourcing opportunities
- Sharing of best practices
- Day-to-day assistance with building a successful unclaimed property operation
- Fraud/risk management/security advice and counsel
- Assist in recruitment/review/vetting of employment candidates

## ***RESEARCH AND REFERENCE***

- Legislative drafting
- Economic analysis (forecasting/budgeting)
- Authorship of white papers and other studies
- Access to 25 years' + assembled unclaimed property literature and knowledge

**"A general resource on all things unclaimed"**

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