

STATE OF DELAWARE
DEPARTMENT OF FINANCE
OFFICE OF UNCLAIMED PROPERTY



HOLDER HANDBOOK
INSTRUCTIONS FOR PREPARING
DELAWARE UNCLAIMED PROPERTY REPORTS

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I. INTRODUCTION

This Holder Handbook is designed to serve as your guide for reporting Unclaimed Property to the State of Delaware. The views expressed in this Holder Handbook are those of the Department of Finance, Office of Unclaimed Property, and such views are not for the purpose of providing legal advice.

Use of the Holder Handbook as a reference guide will provide a better understanding of the process for reporting unclaimed property and make compliance with Delaware's Unclaimed Property Law easier.

II. CONTACT INFORMATION

Website <https://unclaimedproperty.delaware.gov/>

Mailing Address Delaware Department of Finance
Office of Unclaimed Property
Attn: Holder Reporting Team
P.O. Box 8923
Wilmington, DE 19899

Physical Address Delaware Department of Finance
Office of Unclaimed Property
Attn: Holder Reporting Team
820 North French Street, 8th Floor
Wilmington, DE 19801

General Reporting Questions Escheat.holderquestions@delaware.gov

Phone Number (302) 577-8782 (Option 2)

Fax Number (302) 622-4113

III. GENERAL INFORMATION

What Is Unclaimed Property?

Unclaimed property consists of accounts and other financial instruments, usually intangible, being held at banking organizations, insurance companies, government organizations, or any other business organizations/associations that have gone dormant for a specified period of time based on property type.

Common types of unclaimed property include, but are not limited to: dormant checking and saving accounts, uncashed checks, unredeemed gift cards, unexchanged stock certificates, unclaimed credit balances or refunds, uncashed money orders, unredeemed traveler's checks, unclaimed court deposits, forgotten utility deposits, uncashed death benefit checks, and uncashed insurance proceeds. See 12 *Del. C.* §1130(18) for a list of properties that could be presumed abandoned or unclaimed after the dormancy period, and what is not included (*e.g.*, uninvoiced payables, nonescheated capital credits, layaway accounts, and loyalty cards).

Unclaimed property laws exist primarily for consumer protection. The law has evolved to protect not only the owners, but their heirs and estates as well. Once property is in the custody of the Delaware Department of Finance's Office of Unclaimed Property (the State), the State will maintain custody of the property in perpetuity until the rightful owner or heirs come forward to claim it.

What Is Required to Report?

Holders of unclaimed property must report and remit timely any unclaimed property to the State, perform due diligence (attempt to locate the owners before reporting), protect the property until reported and transferred to the State, and maintain copies of the unclaimed property reports and supporting documentation for at least 10 years after reporting.

When Does Unclaimed Property Become Reportable?

Unclaimed property becomes reportable after the applicable dormancy period has run. The dormancy period is the time specified when property is presumed abandoned due to inactivity and no contact between a holder and an owner. In Delaware, most properties are considered abandoned after 5 years of dormancy, 3 years for securities-related property, or 15 years for traveler's checks.

Delaware Unclaimed Property Law

As reporting laws and requirements have changed and can change, Holders should ensure that they are following the current guidelines when preparing and remitting unclaimed property to the State. Holders can find more information at:

- Title 12 Code, Chapter 11, Subchapter II. Unclaimed Property

<http://delcode.delaware.gov/title12/c011/sc02/index.shtml>

III. GENERAL INFORMATION

- Title 12 Unclaimed Property Delaware Administrative Code

<http://regulations.delaware.gov/AdminCode/title12/index.shtml>

IV. UNCLAIMED PROPERTY REPORTING PROCESS

1. IDENTIFY REPORTABLE PROPERTIES AND REPORTING DEADLINES

Annual Review to Identify Unclaimed Property

Holders should review their books and financial records to identify the existence of unclaimed property for annual reporting to the State. During this process, Holders should classify all properties held with the associated dormancy period and determine which properties have reached their dormancy period. For a list of the most common unclaimed properties with dormancy periods, see Appendix- **Chart of NAUPA Property Type Codes with Applicable Dormancy Periods**.

Reporting Period

The reporting cycle is 12 months, from January 1st to December 31st, except for banking organizations, which have a reporting cycle from July 1st to June 30th.

Date of Last Contact

This date determines when the property reaches the dormancy period, and therefore, when property is reportable to the State.

The property is not presumed abandoned as long as the owner indicates an interest in the property. As a result, the last indication of owner interest in the property determines when the date of last contact occurs. Some examples of indication of owner interest in the property are as follows: 1) a record communicated by the owner to the holder concerning the property, 2) a presentment of a check or other instrument of payment, and 3) an activity directed by an owner in the account in which the property is held. See 12 *Del. C.* §§1133, 1134, 1135, and 1136 for more information.

When to Report And Remit Payments

Due to the volume of required information to prepare an unclaimed property report (*e.g.*, list of properties with owners' full name, last known addresses, Social Security numbers/Fed IDs), it is important to plan ahead and to identify the proper reporting deadlines. **The following tables summarize when to report and to remit payments** along with the reportable property type based on the year of dormancy.

IV. UNCLAIMED PROPERTY REPORTING PROCESS

All Holders and Business Associations other than Banking Organizations and Insurance Companies January to December of Report Year

Report and Payment Due: March 1st

Period Ending	Report and Payment Due Date	Report Year	Reportable Property Type: 3 Year Dormancy Period	Reportable Property Type: 5 Year Dormancy Period	Reportable Property Type: 15 Year Dormancy Period
12/31/2019	3/1/2020	2019	2016	2014	2004
12/31/2018	3/1/2019	2018	2015	2013	2003
12/31/2017	3/1/2018	2017	2014	2012	2002
12/31/2016	3/1/2017	2016	2013	2011	2001
12/31/2015	3/1/2016	2015	2012	2010	2000
12/31/2014	3/1/2015	2014	2011	2009	1999
12/31/2013	3/1/2014	2013	2010	2008	1998
12/31/2012	3/1/2013	2012	2009	2007	1997
12/31/2011	3/1/2012	2011	2008	2006	1996
12/31/2010	3/1/2011	2010	2007	2005	1995
12/31/2009	3/1/2010	2009	2006	2004	1994
12/31/2008	3/1/2009	2008	2005	2003	1993

Banking Organizations July of Report Year to June of following Year

Report and Payment Due: November 10th

Period Ending	Report and Payment Due Date	Report Year	Reportable Property Type: 3 Year Dormancy Period	Reportable Property Type: 5 Year Dormancy Period	Reportable Property Type: 15 Year Dormancy Period
6/30/2020	11/10/2020	2019	07/01/2016 - 06/30/2017	07/01/2014 - 06/30/2015	07/01/2004 - 06/30/2005
6/30/2019	11/10/2019	2018	07/01/2015 - 06/30/2016	07/01/2013 - 06/30/2014	07/01/2003 - 06/30/2004
6/30/2018	11/10/2018	2017	07/01/2014 - 06/30/2015	07/01/2012 - 06/30/2013	07/01/2002 - 06/30/2003
6/30/2017	11/10/2017	2016	07/01/2013 - 06/30/2014	07/01/2011 - 06/30/2012	07/01/2001 - 06/30/2002
6/30/2016	11/10/2016	2015	07/01/2012 - 06/30/2013	07/01/2010 - 06/30/2011	07/01/2000 - 06/30/2001
6/30/2015	11/10/2015	2014	07/01/2011 - 06/30/2012	07/01/2009 - 06/30/2010	07/01/1999 - 06/30/2000
6/30/2014	11/10/2014	2013	07/01/2010 - 06/30/2011	07/01/2008 - 06/30/2009	07/01/1998 - 06/30/1999
6/30/2013	11/10/2013	2012	07/01/2009 - 06/30/2010	07/01/2007 - 06/30/2008	07/01/1997 - 06/30/1998
6/30/2012	11/10/2012	2011	07/01/2008 - 06/30/2009	07/01/2006 - 06/30/2007	07/01/1996 - 06/30/1997
6/30/2011	11/10/2011	2010	07/01/2007 - 06/30/2008	07/01/2005 - 06/30/2006	07/01/1995 - 06/30/1996
6/30/2010	11/10/2010	2009	07/01/2006 - 06/30/2007	07/01/2004 - 06/30/2005	07/01/1994 - 06/30/1995
6/30/2009	11/10/2009	2008	07/01/2005 - 06/30/2006	07/01/2003 - 06/30/2004	07/01/1993 - 06/30/1994

IV. UNCLAIMED PROPERTY REPORTING PROCESS

Insurance Companies January to December of Report Year

Report and Payment Due: December 20th

Period Ending	Report and Payment Due Date	Report Year	Reportable Property Type: 3 Year Dormancy Period	Reportable Property Type: 5 Year Dormancy Period	Reportable Property Type: 15 Years Dormancy Period
12/31/2019	12/20/2020	2019	2016	2014	2004
12/31/2018	12/20/2019	2018	2015	2013	2003
12/31/2017	12/20/2018	2017	2014	2012	2002
12/31/2016	12/20/2017	2016	2013	2011	2001
12/31/2015	12/20/2016	2015	2012	2010	2000
12/31/2014	12/20/2015	2014	2011	2009	1999
12/31/2013	12/20/2014	2013	2010	2008	1998
12/31/2012	12/20/2013	2012	2009	2007	1997
12/31/2011	12/20/2012	2011	2008	2006	1996
12/31/2010	12/20/2011	2010	2007	2005	1995
12/31/2009	12/20/2010	2009	2006	2004	1994
12/31/2008	12/20/2009	2008	2005	2003	1993

\$0 Liability/Negative reporting

If no unclaimed property is identified during the reporting cycle, there is no obligation to report. Although it is not required, the State accepts a “negative” or \$0 report.

Requesting an Extension

If Holders anticipate that they will be unable to meet the reporting deadline, Holders may request an extension of the date of filing for good cause. The request must be received by the State at least fifteen (15) calendar days prior to the original filing deadline specified for the Holder under 12 *Del. C.* §1144. It must also be requested in writing using the Delaware form found in the Appendix– **Filing Extension Request**.

2. PERFORM HOLDER’S DUE DILIGENCE

In an effort to reunite unclaimed property with its rightful owner prior to reporting, Holders must send notices to owners about their property sixty (60) to one hundred and twenty (120) days before the property becomes reportable to the State. See a sample of a due diligence letter approved by the State in Appendix- **Due Diligence Sample Letter**.

IV. UNCLAIMED PROPERTY REPORTING PROCESS

This due diligence notice should be sent via first class United State mail to all **known owners with valid addresses, for property \$50 or more, and all securities-related property** regardless of the amount. If Holders receive a response from the owners of the properties, the properties are no longer presumed unclaimed. Therefore, this ends the obligation of reporting and remitting these properties to the State within the reporting cycle, and resets the dormancy period.

Since February 2017, Holders are no longer required to advertise in a local newspaper or other advertisement source. All due diligence must be completed through direct mailing to each known owner.

Important: The expense incurred for due diligence mailing cannot be deducted from the remitted amount.

3. PREPARE AN UNCLAIMED PROPERTY REPORT

General Reporting Guidelines

When preparing the report, please note the following:

- Holders are required to submit a separate report for each EIN's entity. If consolidating unclaimed property into a single EIN's entity, a list of the entities included in the report is required. The list must include the entities' name, EIN, and state of incorporation.
- Holders are required **to separate property by reporting year, and submit separate reports for each respective year and type of report.** The following are some of types of reports:
 - **Annual Report:** required under 12 *Del C.* § 1142.
 - **Supplemental Report:** submitted to report unclaimed property not previously reported in the Annual Report.
 - **VDA Report:** result of a Voluntary Disclosure Agreement.
 - **Negative Report:** a report with \$0 liability.
 - **Reciprocal Report:** a report from another state.
- It is important to correctly select the Holder type due to different reporting deadlines/requirements (**all holders and business associations other than banking organizations and insurance companies**, March 1st; **banking organizations**, November 10th; and **insurance companies**, December 20th).
- **A Report Verification** (formerly known as AP-1 Form), which is required and must be provided by all holders, will be automatically generated based upon the information entered into the State's online portal (this is explained in the next step of the reporting process, "Submit Unclaimed Property Reports"). Paper AP-1 forms are no longer required and will not be accepted.

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- **Reporting Aggregate Amounts** is only permissible when account and owner details are truly “unknown” and the amount of the individual property being escheated is less than or equal to \$50.00.
- Providing owner detail at the time of reporting and remittance reduces the likelihood that Delaware will need to contact you in the future regarding owners who may come forward to claim the property.
- It is recommended that all reports are completed by a member of senior management. Regardless of the title, the individual filing the report must have the authority to make decisions on behalf of the organization for unclaimed property reporting purposes.

4. SUBMIT UNCLAIMED PROPERTY REPORTS

Submitting an Unclaimed Property Report through the State’s Portal

Since March 2018, Holders are required to submit **ALL** Unclaimed Property Reports through the State’s online reporting portal at:

<https://unclaimedproperty.delaware.gov/app/submit-a-report>

All attempts to submit a **paper** report or **any other digital format** will be **immediately rejected by Delaware’s Office of Unclaimed Property**.

All reports submitted via the the State’s online reporting portal must be in NAUPA II (National Association of Unclaimed Property Administrators) Format, which is the current national standard for reporting unclaimed property to the states.

If reporting **ten (10) or fewer properties**, the report that meets all NAUPA II specifications can be created manually during the submission of the report via the State’s reporting portal.

If reporting **more than ten (10) properties**, the report in NAUPA II Format should be created by the holder prior to submitting the report through the State’s online reporting portal. Holders may download software to assist in creating the report in NAUPA II Format from sources such as:

- The National Association of Unclaimed Property Administrators (NAUPA) that has endorsed the “HRS Pro Standard Edition From Conduent” software which can be downloaded from the following website: <https://www.unclaimed.org/reporting/free-holder-reporting-software/> or <https://www.wagers.net/> .

Important: When saving a NAUPA II Format file, please do not attempt to change the file extension, which must be one of the followings: **.rpt**, **.txt**, or **.hrs**.

IV. UNCLAIMED PROPERTY REPORTING PROCESS

Standard NAUPA II Format Reporting Requirements

1. Errors

The following most common errors will cause your report to be rejected and a new NAUPA II file will be required before your report is accepted. Other errors may also cause your file to be rejected.

- Owner’s Last Name starts with a space.
- Owner’s Last Name is missing (Use “UNKNOWN” if name is not known).
- Starting Transaction Date is missing or in invalid format.
- Owner Relationship Code is missing or invalid.
- Owner Type Code is missing or invalid.
- Property Type Code is missing or invalid.
- Deduction Code is missing, and a deduction amount is included in the property record.
- Addition Code is missing, and an addition amount is included in the property record.
- Shares are reported on the property record, and the CUSIP is not a valid securities CUSIP.
- Summary record counts and summary values do not match the detailed property, counts, and values.
- Shares remitted in the NAUPA II file do not match the actual shares remitted to the state.

2. Date of Last Contact

The Date of Last Contact is a required element and should be populated into the “Starting Transaction Date” field. The date that should be entered into this field is the last account holder generated activity recorded in the account (**for information on how to determine the date of last contact, see page 7**). If the property being reported is a type of periodic payment on the account, such as a check, the issue date of the property should be entered into the “Starting Transaction Date” field and the “Ending Transaction Date” should be populated with the account holder last activity date.

3. Relationship Codes

When creating the electronic NAUPA II report, use one of the relationship codes listed below. Proper reporting of accounts is necessary to ensure claims are paid appropriately.

NAUPA Standard Relationship Code	Description	NAUPA Standard Relationship Code	Description
AD	Administrator	OR	Unspecified Joint Relationship (Or)
AG	Agent For	OT	Other Relationship
AN	Unspecified Joint	PA	Payee

IV. UNCLAIMED PROPERTY REPORTING PROCESS

NAUPA Standard Relationship Code	Description	NAUPA Standard Relationship Code	Description
	Relationship (And)		
BF	Beneficiary	PO	Power of Attorney
EX	Executor or Executrix	SO	Sole Owner
FB	For Benefit Of	UG	Uniform Gifts to Minor
JT	Joint Tenants	UN	Unknown

4. Owner Type Codes

When creating the electronic NAUPA II report, designate each line item of property as one of the following three owner type codes:

Owner Type Code	Description	Note
OT	All Other	Most property should utilize this code
UN	Unknown	Use this code if the address of the owner is unknown
AG	Aggregate	Holders are encouraged to file all owner details rather than remitting property in the aggregate

For more information regarding the creation of electronic NAUPA II reports, visit:

<https://www.unclaimed.org/reporting/naupa-standard-electronic-file-format/>

5. REMIT FUNDS DUE TO THE STATE

Holders are required to remit funds and securities directly to the State as detailed below.

Remittance of funds are due at the same time as the unclaimed property report.

12 *Del. C.* §1183 imposes interest and penalties on outstanding unpaid amounts that may significantly increase the Holder's liability.

Remittance of Checks, Wire Transfers, and ACH Payments

Delaware's EIN is 51-6000279.

- a. **Checks** - Make checks payable to **Delaware State Escheator**. All checks must include the Holder's name and EIN used during submission of the unclaimed property report. Also, the check amount must agree with the reported amount.

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Mail checks to: Delaware Department of Finance
Office of Unclaimed Property
Attn: Holder Reporting Team
P.O. Box 8923
Wilmington, DE 19899

- b. ACH or Wire Transfers** - Advance notification of payment by ACH or Wire Transfer is required. Contact the State via e-mail at DOF_holderreceiptsquestions@delaware.gov or at (302) 577-8782, option 3, and include the Holder's name and EIN used during submission of the ACH or Wire payment in the notification.

Remittance of Securities and Registration

All DTC eligible shares must be deposited through DTC or DWAC (if not a DTC participant). Fractional shares **must** be sold prior to escheatment and reported as cash in lieu of. The DTC Transfer and Physical delivery instructions are listed below.

Important:

Documentation demonstrating that the reported securities have been transferred into the ownership of the State is required to satisfy an escheat liability.

Effective July 18, 2016, the State's custodian Bank of New York Mellon (BNY Mellon) has consolidated with Global Securities Processing (GSP). The State of Delaware's DTC, agent bank and account number are:

a. DTC (Electronic) Transfer

DTC # 901
Agent Bank # 26500
Reference: Dover & Co
Acct # 822436

Holders are required to notify the State of all securities being delivered two days prior to actual delivery. The notification must include a list of the securities, their CUSIP numbers, the number of shares, issue names, and the delivering party's DTC participant number. This information should be faxed to:

1. Avenu Insights & Analytics at (617) 532-8762, Attn: Custody Department

AND

2. Delaware State Escheator at (302) 622-4114, Attn: Securities Unit, or Email escheat_holderquestions@delaware.gov

IV. UNCLAIMED PROPERTY REPORTING PROCESS

All dividend reinvestment elections should terminate after registration. All income dividends and capital gains should be paid in CASH. DO NOT ELECT A REINVESTMENT OPTION.

b. Federal Reserve Book Eligible Securities Delivery Instructions

Federal Reserve Bank of New York
ABA# 0210-0001-8
BK of NYC/CUST
FBO- State of Delaware; Account # 822436

c. Delivery of Foreign Securities

When attempting to deliver foreign securities, please contact Avenu Insights & Analytics at (617) 722-9677 to obtain delivery instructions and account information.

d. Dividend Reinvestment Plans (DRP) and Closed End Mutual Fund Accounts

1. If the Fund is DTC eligible:

DTC# 901
Agent Bank # 26500
Reference: Dover & Co.
Account # 822436

2. If the Fund is not DTC eligible, please close the account and forward a certificate for full shares to:

Hare & Co, FBO 822436
EIN: 13-60629116
820 North French Street
Wilmington, DE 19801I

3. If Fund cannot be delivered via DTC or physical certificate, then register the account as follows:

Dover & Co, c/o Avenu Insights & Analytics
100 Hancock Street
Quincy, MA 02171
EIN: 43-2016158

Close DRP accounts and forward whole shares only via DTC. **Fractional shares must be sold and proceeds applied to each individual property when filing.** Do not total fractions for all owners and liquidate. Please include the proceed remittance check with your final payment.

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e. Physical Stock Certificates- Securities not eligible for DTC

To remit physical stock certificates, the stock must be reregistered in the following name:

Hare & Co, FBO 822436
EIN: 13-6062916
820 North French Street
Wilmington, DE 19801

Please include all physical stock certificates with your submission of your payment.

f. Open End Mutual Fund Accounts

Accounts held for the State must be registered in the name of MAC & Co. Avenu Insights & Analytics will provide account numbers for all mutual funds transferred to the state's account. To obtain account numbers, contact Avenu Insights & Analytics at UPCH.Custody@avenuinsights.com providing a list including CUSIP number, name of the fund, and share amount. Please contact Avenu Insights & Analytics no less than 4 business days prior to attempting delivery.

Please ensure that interested party statements are sent to:

1. Avenu Insights & Analytics
Custody Department
100 Hancock Street, 10th Floor
Quincy, MA 02169
2. Delaware Department of Finance
Office of Unclaimed Property
820 North French St.
Wilmington, DE 19801

These statements should be sent no later than two (2) business days prior to actual delivery and should include a list of the mutual funds, their CUSIP number, the number of shares and issue names. This information should be faxed to:

1. Avenu Insights & Analytics at (617) 532-8762, Attn: Custody Department

AND

2. Delaware State Escheator at (302) 622-4114, Attn: Securities Unit, or Email escheat.holderquestions@delaware.gov

All dividend reinvestment elections should terminate after registration. All income dividends and capital gains should be paid in CASH. DO NOT ELECT A

IV. UNCLAIMED PROPERTY REPORTING PROCESS

REINVESTMENT OPTION.

g. Worthless and Non-Transferable Securities

Delaware no longer accepts **worthless** securities. **Do not report or remit worthless securities.** At such time that the security gains value, it should be reported and remitted during the next reporting cycle.

If shares or mutual funds are non-transferable but **can be liquidated**, the position should be liquidated and the liquidation proceeds should be listed on the electronic report and remitted in lieu of the shares.

If securities are **nontransferable, unable to be liquidated, and yet have value**, they should be moved to an account on the books of the broker/agent registered to: **Delaware Office of Unclaimed Property, Dover & Co; EIN 43-2016158.** The same account should be used year after year; **do not open multiple** accounts in the State's name.

Until a statement is received to validate non-transferable positions, the report cannot be reconciled, which may result in the delay of claims' payments to all owners listed on the reports.

6. MAINTAIN PROPER RECORDS

The State requires that Holders maintain all records containing information required to be included in the Unclaimed Property Report for **10 years after the date the report is filed.**

The following example illustrates the retention period for an Unclaimed Property Report for Year 2008, with 3 and 5-year dormancy periods.

The Unclaimed Property Report for Year 2008 should have been submitted in 2009. This report should include properties that became dormant in 2008 from the following years: **a) 2005** for 3-year dormancy period properties, **and b) 2003** for 5-year dormancy period properties. As a result, this Holder should maintain until 2019 (10 years after 2009) supporting documentation for this report.

For more information about which records to keep see 12 *Del. C.* §1145.

V. AVOIDING THE MOST COMMON REPORTING ERRORS

Most Common Reporting Errors

Below is a list of the most common reporting errors that holders should consider in order to establish proper procedures within the reporting cycles.

1. Reporting unclaimed property to the wrong jurisdiction

In general, unclaimed property reportable to Delaware is determined by the following rules:

- First-Priority Rule: **last-known address of the owner**, per holder's records, is in Delaware.
- Second-Priority Rule: Owner's address is unknown or foreign, and **holder is domiciled or incorporated in Delaware**.

For more information about where to report, refer to 12 *Del. C.* §§ 1140 and 1141.

At the present, the State does not have reciprocal agreements with any other jurisdiction. All property with an address in any other state of the United States, the District of Columbia, or any territory or possession of the United States, must be reported in compliance with that jurisdiction's unclaimed property laws.

2. Failing to report all property types

Although holders could outsource some of their functions or operations, (such as managing of securities, payroll or rebate programs), holders remain directly responsible for reporting to this State all unclaimed properties, and to ensure compliance with the State unclaimed property law. Likewise, successor companies through acquisition or merger are responsible for reporting to this State all unclaimed properties including those not previously reported. See 12 *Del. C.* § 1147.

3. Filing the unclaimed property report late

As previously noted, the State Unclaimed Property Law imposes interest and penalties for reporting and remitting funds after the due date. See 12 *Del. C.* §§ 1183 and 1184.

In addition, reporting property too early may result in failing to properly perform the due diligence requirements.

4. Failing to perform the due diligence requirement of no less than sixty (60) and no more than one hundred and twenty (120) days prior to the reporting deadline

The due diligence requirement is a remediation procedure that could reduce the volume of unclaimed property to be reported to the State. See 12 *Del. C.* §§ 1148 and 1149.

V. AVOIDING THE MOST COMMON REPORTING ERRORS

5. Failing to update systems and/or procedures to incorporate changes that have occurred in the State's Unclaimed Property law

The State's Unclaimed Property Laws have changed over the years. The last significant statutory reform of the State's Unclaimed Property Law was enacted in February of 2017 with the passage of Senate Bill 13. It is important that holders review and update their policies and procedures to adhere to current regulations.

6. Failing to retain records

Holders should retain records of all information included in the unclaimed property report no less than to 10 years after the date the report was filed, as previously explained on pages 17-18. See also 12 *Del. C.* § 1145. Likewise, for those years that no unclaimed property was reported due to \$0 liability, holders should retain records of their annual reviews of unclaimed property in order to substantiate the nonexistence of unclaimed property or \$0 liability within these reporting cycles.

VI. OTHER INFORMATION

1. Inactive/Out of Business

Holders with active businesses and organizations in the State should notify the State in the event of closing their financial records due to dissolution and/or out of business. The notification must be in writing, indicating effective date of inactive status along with the last unclaimed property report.

While the unclaimed property report should be submitted through the State's portal, the written notification of business termination should be sent via email to escheat.holderquestions@delaware.gov.

2. Preliminary Reports

Preliminary reports are no longer required and will not be accepted.

3. Claims and Owner Inquires

When directing owners to Delaware to claim property that has previously been escheated to the State, it is the Holder's responsibility to provide the claimant with as much information regarding the property as possible. (e.g., date reported, property amount for owner, full registration supplied to the state).

Holders should direct Claimants to contact the State via the following information:

- a. Website <https://unclaimedproperty.delaware.gov/> where Claimants can search for their property and submit a request online along with all other required information.
- b. Phone number 855-505-7520
- c. Email escheat.claimquestions@delaware.gov.

4. Frequently Asked Questions

For a list of Frequently Asked Questions, please go to

<https://unclaimedproperty.delaware.gov/app/faq-general>

VII. APPENDIX

Due Diligence Sample Letter

<Holder Letterhead>

<Date>

<Owner Name/Address>

Dear <Owner>,

Notice: The State of Delaware requires us to notify you that your property will be transferred to the custody of the State Escheator if you do not contact us before <insert date 30 days after the date of this notice.>

The State requires us to make a diligent attempt to <renew contact with><reissue the property to> the owner. If contact is not renewed we are required to transfer your property to the custody of the State of Delaware. The State may sell property that is not U.S. legal tender. If property is turned over to the State, you may file a claim with the State for the return of the property or the proceeds of the sale.

Property Specifics:

Type of Property: _____ Account/Check No.: _____

Amount: _____ Date of last Contact: _____

Any Additional Information: _____

To <reestablish contact> <receive your property>, you may sign below and return this letter in the enclosed envelope to later than <insert # of days> from the date of this letter. Once we have the signed letter we will <restore your account to and active status><or reissue the property>. If you have any updated address information, please provide it in the space below.

Signature: _____

Title: _____ Date: _____

Address (if new): _____

Social Security # (last four) or Federal Tax ID Number (if applicable): _____

If you require additional assistance, please call us at <insert telephone contact and/or email>.

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Chart of NAUPA Property Type Codes with Applicable Dormancy Periods

NAUPA Code	Property Type	Dormancy Period (Years)		NAUPA Code	Property Type	Dormancy Period (Years)
ACCOUNT BALANCES						
AC01	Checking Accounts	5		AC05	Money on deposit to secure fund	5
AC02	Savings Accounts	5		AC06	Security Deposit	5
AC03	Mature CD or Save Cert	5		AC07	Unidentified Deposit	5
AC04	Christmas Club Funds	5		AC08	Suspense Accounts	5
				AC99	Aggregate	5
UNCASH CHECKS						
CK01	Cashier's Checks	5		CK09	Foreign Exchange Checks	5
CK02	Certified Checks	5		CK10	Expense Checks	5
CK03	Registered Checks	5		CK11	Pension Checks	5
CK04	Treasurer's Checks	5		CK12	Credit Checks or Memos	5
CK05	Drafts	5		CK13	Vender Checks	5
CK06	Warrants	5		CK14	Checks Written Off To Income	5
CK07	Money Orders	5		CK15	Other Outstanding Official Checks	5
CK08	Traveler's Checks	15		CK16	CD Interest Checks	5
				CK99	Aggregate	5
EDUCATIONAL SAVINGS ACCOUNTS (ESA)						
CS01	ESA – Cash	5		CS02	ESA - Mutual Funds	5
				CS03	ESA - Securities	5
COURT DEPOSITS						
CT01	Escrow Funds	5		CT03	Missing Heir's Funds	5
CT02	Condemnation Awards	5		CT04	Suspense Accounts	5
				CT05	Other Court Deposits	5
HEALTH SAVINGS ACCOUNT (HSA)						
HS01	Health Savings Account	5		HS02	Health Savings Account Investment	5
INSURANCE						
IN01	Individual Policy Benefits or Claim Payments	5		IN05	Premium Refunds	5
IN02	Group Policy Benefits or Claim Payments	5		IN06	Unidentified Remittances	5
IN03	Proceeds Due Beneficiaries	5		IN07	Other Amounts Due Under Policy Terms	5
IN04	Proceeds from Matured Policies, Endowments or Annuities	5		IN08	Agent Credit Balances	5
				IN99	Aggregate	5

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NAUPA Code	Property Type	Dormancy Period (Years)		NAUPA Code	Property Type	Dormancy Period (Years)
MINERAL PROCEEDS						
MI01	Net Revenue Interest	5		MI05	Working Interest	5
MI02	Royalties	5		MI06	Bonuses	5
MI03	Overriding Royalties	5		MI07	Delay Rentals	5
MI04	Production Payments	5		MI08	Shut-in Royalties	5
				MI09	Minimum Royalties	5
				MI99	Aggregate	5
MISCELLANEOUS INTANGIBLE PROPERTY						
MS01	Wages, Payroll, Salary (payroll cards)	5		MS10	Discounts Due	5
MS02	Commissions	5		MS11	Refunds Due	5
MS03	Workers Compensation Benefits	5		MS12	Unredeemed Gift Certificates	5
MS04	Payments For Goods & Services	5		MS13	Unclaimed Loan Collateral	5
MS05	Customer Overpayments	5		MS14	Pension & Profit Sharing	5
MS06	Unidentified Remittances	5		MS15	Dissolution or Liquidation	5
MS07	Unrefunded Overcharges	5		MS16	Miscellaneous Outstanding Checks	5
MS08	Accounts Payable	5		MS17	Miscellaneous Intangible Property	5
MS09	Credit Balance - Accounts Receivable	5		MS18	Suspense Liabilities	5
				MS99	Aggregate	5
SECURITIES						
SC01	Dividends	3		SC11	Other Certificates of Ownership	3
SC02	Interest (Bond Coupons)	5		SC12	Underlying Shares or other Outstanding Certificates	3
SC03	Principal Payments	3		SC13	Funds for Liquidation / Redemption of Unsurrendered Stock or Bonds	3
SC04	Equity Payments	3		SC14	Debentures	3
SC05	Profits	3		SC15	U S Govt Securities	5
SC06	Funds Paid to Purchase Shares	3		SC16	Mutual Fund Shares	3
SC07	Funds for Stocks & Bonds	3		SC17	Warrant (Rights)	3
SC08	Shares of Stock (Returned by Post Office)	3		SC18	Mature Bond Principal	5

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NAUPA Code	Property Type	Dormancy Period (Years)		NAUPA Code	Property Type	Dormancy Period (Years)
SC09	Cash for Fraction Shares	3		SC19	Dividend Reinvestment Plans	3
SC10	Unexchanged Stock of Successor Corp	3		SC20	Credit Balances	3
				SC99	Aggregate	3
TANGIBLE PROPERTY						
SD01	SD Box Contents	5		SD02	Other Safekeeping	5
				SD03	Other Tangible Property	5
FIDUCIARIES						
TR01	Paying Agent Account	3		TR04	Escrow Accounts	3
TR02	Undelivered or Uncashed Dividends	3		TR05	Trust Vouchers	3
TR03	Funds held in Fiduciary Capacity	3		TR99	Aggregate	3
IR01	Traditional IRA – Cash	3		IR05	Roth IRA - Cash	3
IR02	Traditional IRA - Mutual Funds	3		IR06	Roth IRA - Mutual Funds	3
IR03	Traditional IRA – Securities	3		IR07	Roth IRA - Securities	3
UTILITIES						
UT01	Utility Deposits	5		UT03	Refunds or Rebates	5
UT02	Membership Fees	5		UT04	Capital Credit Distributions	5
MISCELANEOUS						
ZZZZ	Pari-mutual Tickets	1				

VII. APPENDIX

Delaware Department of Finance Office of Unclaimed Property Filing Extension Request

Part I : Holder Information			
Holder Name			EIN
Street Address			Contact Phone #
City	State	Zip Code	Contact Fax Number
Contact Name		Title	Contact Email
Part II: Reporting Agent Information			
Reporting Agent Name			Reporting Agent Phone #
Reporting Agent Contact Name		Reporting Agent Contact Email	
Part III: Report Information			
Report Year	Estimated Amount To be Remitted (\$)	Estimated # of Share to be remitted	
Holder Type/ Due Date (Select Statutory Deadline)			
Banking Organizations/ June 30 th : _____		Insurance Companies/ December 20 th : _____	
All Other Holders & Business Associations/ March 1 st : _____			
Has the Holder applied for an extension in the past three years?			
Yes: _____ Please provide date of request: _____			
No: _____			
Part IV: Request			
Extension Request: _____ days			
Reason for requesting an extension of the date of filing for good cause (Please attach additional pages as needed):			
Signature			Title
Print Name			Date

Important considerations:

- Filing Extension Requests must be received by the State a minimum of fifteen (15) calendar days prior to the original filing deadline specified for the Holder under 12 *Del. C.* §1144.
- If an extension is granted by the State Escheator, holder may pay the estimated amount to be remitted (estimated value of Report) to terminate accrual of interest on the amount paid. Per 12

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Del C. §1183(a), interest at 0.5% per month on outstanding unpaid amounts shall accrue from the date the amounts were due until paid. Interest due may not exceed 50% of the amount required to be paid.

- This request must include all Holder Names and EINs associated with the Filing Extension Request. Please attach additional pages as needed.

Email to: Escheat.holderquestions@delaware.gov or

Fax: (302) 622-4113, Attention: Office of Unclaimed Property, Holder Reporting