



Government of **Western Australia**
Department of **Treasury**

Unclaimed Money System User Guide

Making a Claim

November 2024

Acknowledgement of Country

This report was prepared by the Department of Treasury (WA Treasury) on the traditional Country of the Wadjuk people of the Noongar Nation.

WA Treasury respectfully acknowledges the Traditional Custodians of Country throughout Western Australia and their continuing connection to Country, Culture and Community.

We pay our respects to all members of Western Australia's Aboriginal communities and their cultures and to Elders past and present.

We acknowledge and pay tribute to the strength and stewardship of Aboriginal people in sustaining the world's oldest living culture and value the contribution Aboriginal people make to Western Australia's communities and economy.

We recognise our responsibility as an organisation to work with Aboriginal people, families, communities, and organisations to make a difference and to deliver improved economic, social and cultural outcomes for Aboriginal people.

Further information email unclaimed.money@treasury.wa.gov.au

Making a claim

The Department of Treasury has a duty to ensure that money is only paid to the lawful owner or their authorised representative.

Making a claim from the register is now quicker and easier through the online claim process. You can verify your identification online and have the money paid directly into your nominated bank account.

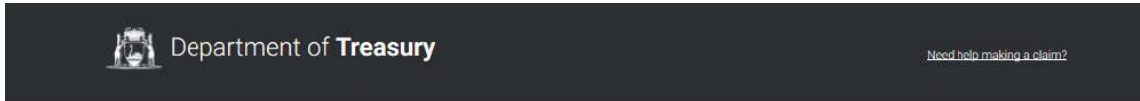
Before you make an online claim, you will need some identification handy, together with a bit of paperwork. The online process will guide you through what documents are required in order to make a successful claim.

Get started

- Use a recommended internet browser – latest versions of Google Chrome, Microsoft Edge, Safari or Firefox.
- Do not use Internet Explorer (IE) which has known issues and Microsoft are ending support.

How to search

1. On the [Unclaimed Money Search Page](#), agree to the terms and conditions by ticking checkbox.
2. Enter search criteria and click the 'Search' button.



Search for unclaimed money

You can search for unclaimed money using our online search facility based on the Owner's name, suburb and the Organisation where the unclaimed money was held. Should you wish to search other sources of unclaimed money, please refer to [ASIC's MoneySmart website](#)

Terms and Conditions

Under the [Unclaimed Money Act 1990](#), we must publish each sum of unclaimed money including the identity of its owner (if known).

By accessing the unclaimed money search facilities, you agree you will not:

- use the information for any purpose other than its intended use;
- knowingly contravene the provisions of any privacy legislation governing the use of information.

I agree to the Terms & Conditions

Payee name (optional) brown	Payee suburb name (optional) Cannington	Payment organisation name (optional)
Search		Clear

Showing 1 – 4 of 4 results

Payee name ^	Amount ↕	Payee suburb ↕	Claim from	
BROWN	\$25.00	CANNINGTON 6107	DEPARTMENT OF TREASURY	More detail +
BROWN	\$740.00	CANNINGTON WA 6107	DEPARTMENT OF TREASURY	More detail +
BROWNE	\$179.42	CANNINGTON WA 6107	DEPARTMENT OF TREASURY	More detail +
BROWN	\$120.00	CANNINGTON WA 6107	CGU INSURANCE LTD	More detail +

« 1 »

3. Review search results and click on a search result to expand and view more details.

Showing 1 – 4 of 4 results

Payee name ^	Amount ↕	Payee suburb ↕	Claim from	
BROWN	\$25.00	CANNINGTON 6107	DEPARTMENT OF TREASURY	More detail +
BROWN	\$740.00	CANNINGTON WA 6107	DEPARTMENT OF TREASURY	Less detail -
Notification No 107423 Payee/Owner Name BROWN Address CANNINGTON WA 6107 Amount(\$AUD) 740.00 Date payable 29/12/2006 Description BOND REFUND: 13435/06 Payer/Source DEPARTMENT OF MINES, INDUSTRY REGULATION AND SAFETY - BOND ADMINISTRATION, CONSUMER PROTECTION				Make a claim
BROWNE	\$179.42	CANNINGTON WA 6107	DEPARTMENT OF TREASURY	More detail +
BROWN	\$120.00	CANNINGTON WA 6107	CGU INSURANCE LTD	More detail +

4. If the unclaimed money is held by Department of Treasury, the user can click the **‘Make a claim’** button.

i If the unclaimed money is held by Department of Treasury and the ‘Make a claim’ button is **not displayed**; you may be using an unsupported web browser.


5. If the unclaimed money is held by another organisation, the user should contact that organisation to make a claim.

How to make a claim

1. Click the **‘Make a claim’** button.

2. Select the **most appropriate** claim type.

i This user guide example only demonstrates a user making an **Individual claim**. Other claim types – Organisation or Business, Power of Attorney, Deceased Estate and Agent require additional documentation detailed when each option is selected.


Department of Treasury
[Need help making a claim?](#)

Make a claim

Please confirm details below before starting the claim process.

Claim details

Claim amount:	\$740.00	Date payable	29/12/2006
Notification No	107423	Description	BOND REFUND: 13435/06
Payee Name	BROWN [REDACTED]	Payment Organisation	DEPARTMENT OF MINES, INDUSTRY REGULATION AND SAFETY - BOND ADMINISTRATION, CONSUMER PROTECTION
Address	CANNINGTON WA 6107		

Select a claim type

- Individual** - A claim completed by an individual either claiming the full amount or shared amount if more than one Payee listed on the Register.
- Organisation or Business** - A claim completed by the authorized person of the organisation or business.
- Power of Attorney** - A claim completed by the authorised person named in the Enduring Power of Attorney.
- Deceased Estate** - A claim completed by the authorised person named in the Grant of Probate or Will or Letters of Administration.
- Agent** - A claim completed by the authorised agent.

Back to search

3. When a claim type is selected, a checklist is displayed. This checklist informs the user of required documentation and evidence needed to make the claim.

Select a claim type

- Individual** - A claim completed by an individual either claiming the full amount or shared amount if more than one Payee listed on the Register.
- Organisation or Business** - A claim completed by the authorized person of the organisation or business.
- Power of Attorney** - A claim completed by the authorised person named in the Enduring Power of Attorney.
- Deceased Estate** - A claim completed by the authorised person named in the Grant of Probate or Will or Letters of Administration.
- Agent** - A claim completed by the authorised agent.

Individual claim

ⓘ Before proceeding, please make sure you have the following documents and information ready.

- I can verify my identity**
Provide **one** of the following documents to verify your identity by **Digital ID™** or **manual ID check**. Manual ID check will require a **certified copy** of your identity document:
 - Valid Australian driver's licence.
 - Valid passport.
 - Australian visa linked to a foreign passport used on entry to Australia.
 - Australian citizenship certificate.
 - Immigration card.
 - Registered birth certificate.
 - Concession card (Manual ID check only) i.e. a signed Australian Government Department of Human Services Health Care Card or Pensioner Concession Card.
- I have proof of association**
Provide a **certified copy** of **one** of the following documents that confirms the Payee's association with either the Payee's address or the Payer/Source of this money as listed on the Register:
 - Proof of address e.g. utility bill.
 - Proof of money source e.g. payslip.
 - Or an **authorised statutory declaration** in place of proof of association.
- Proof of change of name (If required)**
ⓘ Only required if the payee name has changed from the name on the claim details. Provide a **certified copy** of one of the following documents:
 - A copy of Registered Marriage Certificate.
 - A copy of Registered Change of Name Certificate.
 - A copy of court documents if applicable.
- I have my bank details ready**
The bank details where the funds are to be transferred, should your claim be approved. If your bank branch is outside of Australia please provide the bank swift code or BIC/IBAN number.
- My documents are certified and ready for upload in the correct file format**
 - **Certification of documents** - A list of approved witness to certify documents is available from the **Australian Government Attorney-General's Department webpage**.
 Please make sure all files are in **one of the following formats** and saved on the device where you will be making the application:
 - Accepted files formats: **PDF, JPEG, JPG, PNG, BMP**. e.g. utility bill.
 - Maximum file size: **10 mb (megabytes)**.

ⓘ Important!
This application has no save option and must be submitted within 2 hours once the process has started or the application will be lost, and you will be required to start the application again.

ⓘ TIP: The user **must** read each section carefully and make a note of documents they need. The user must collect all required supporting documentation and make digital copies (scans/photos) before they can progress their claim.

- When the user is ready to proceed, they should return to the Unclaimed Money website and find and expand the money record they want to claim, click the ‘Make a claim’ button and then select the claim type. (Individual in this example).

The claim checklist is displayed, and the user **must** ensure they have all required documentation to successfully lodge their claim.

There is a checkbox against each heading on the checklist screen. When all checkboxes have been ticked the user can click the ‘**Start claim**’ button.

Individual claim

ⓘ Before proceeding, please make sure you have the following documents and information ready.

I can verify my identity

Provide **one** of the following documents to verify your identity by **Digital ID™** or **manual ID check**. Manual ID check will require a **certified copy** of your identity document:

- Valid Australian driver's licence.
- Valid passport.
- Australian visa linked to a foreign passport used on entry to Australia.
- Australian citizenship certificate.
- Immigration card.
- Registered birth certificate.
- Concession card (Manual ID check only) i.e. a signed Australian Government Department of Human Services Health Care Card or Pensioner Concession Card.

I have proof of association

Provide a **certified copy** of **one** of the following documents that confirms the Payee's association with either the Payee Address or the Payer/Source of this money as listed on the Register:

- Proof of address e.g. utility bill.
- Proof of money source e.g. payslip.
- Or an authorised statutory declaration in place of proof of association.

Proof of change of name (If required)

ⓘ Only required if the payee name has changed from the name on the claim details. Provide a **certified copy** of one of the following documents:

- A copy of Registered Marriage Certificate.
- A copy of Registered Change of Name Certificate.
- A copy of court documents if applicable.

I have my bank details ready

The bank details where the funds are to be transferred, should your claim be approved. If your bank branch is outside of Australia please provide the bank swift code or BIC/IBAN number.

My documents are certified and ready for upload in the correct file format

- Certification of documents - A list of approved witness to certify documents is available from the [Australian Government Attorney-General's Department webpage](#).

Please make sure all files are in **one of the following formats** and saved on the device where you will be making the application:

- Accepted files formats: **PDF, JPEG, JPG, PNG, BMP**. e.g. utility bill.
- Maximum file size: **10 mb (megabytes)**.

ⓘ Important!
 This application has no save option and must be submitted within 2 hours once the process has started or the application will be lost, and you will be required to start the application again.

➡ Start claim

ⓘ NOTE: After clicking on the ‘**Start claim**’ button, the process can take up to a minute before the next screen loads.

Step 1: Proof of identity screen is displayed which offers the user two options to verify their identity. This can either be achieved by clicking the ‘Verify with Digital ID’ button or the user can select to upload a copy of a certified identity document. The ‘Next’ button **cannot be clicked** until proof of identity is provided.

Option 1 – Verify with Digital ID

1. The user can click on the ‘Verify with Digital ID’ button and the Australia Post Digital ID website will open. Click ‘Get Started’.

2. The user will be asked to select an ID Document to verify their identity.

Enter details Review Allow

< Back

Choose an ID document

- Australian driver licence >
- Australian passport >
- Foreign passport with Australian visa >
- Australian birth certificate >
- Australian citizenship certificate >
- ImmiCard >

Already have the app? [Connect](#)

[Cancel and return to Department of Treasury](#)

[Help](#) [Terms](#) [Privacy](#) [Feedback](#) Digital ID™

3. Complete the mandatory fields and click 'Next'.

Enter details Review Allow

< Change ID document type

Australian driver licence

① Learner permits and provisional licences are accepted. Cancelled, inactive, and refused licences can't be verified.

All fields are required except where noted

State of issue

NSW

Licence number

Enter all letters and numbers as they appear on the licence

11111111

Surname

Exactly as it appears on your licence (e.g. Smith)

Smith

Given name

Exactly as it appears on your licence (e.g. John)

John

- 4. Confirm your details and agree to the terms and conditions by ticking the checkbox and then click 'Submit'.

Progress bar: Enter details (active), Review, Allow

< Back

Confirm your details

Make sure the details below match what's on your document.

Australian driver licence Edit	
State of Issue	NSW
Licence number	11111111
Surname	Smith
Given name	John
Middle name or initial	
Date of birth	07/07/1980

I am the individual named in the documents, and have authority to provide the information in them for identity check purposes. I agree Australia Post and its suppliers can collect and use this information to confirm my identity with the document issuer. I agree to the [Terms of Use](#) and the [Privacy Notice](#).

Submit

- 5. Message displays advising the user that the Department of Treasury will receive the confirmation that the user has been verified by Digital ID, user's name and date of birth. Click 'Allow'.

Progress bar: Enter details, Review, Allow (active)

Department of Treasury will receive:


- ✔ Confirmation that you've been verified by Digital ID ?
- ✔ Your name
- ✔ Your date of birth

Optional: Securely save your details with the Digital ID app. Quickly prove your ID in a growing number of everyday situations. [More](#) ▼

Mobile number

Allow

- The user will be returned to the Unclaimed Money System – Step 1: Proof of identity screen.
- A message will be displayed ‘Your identity has been successfully verified. Please click next to continue’.

 Department of Treasury [Need help making a claim?](#)

Claim details: 107423, \$740.00, [REDACTED] CANNINGTON WA 6107, 29/12/2006, BOND REFUND: 13435/06

1 Proof of identity **2** Your details **3** Proof of association **4** Bank details **5** Review

1: Proof of identity

The most convenient way of verifying your identity is through the **Digital iD™** verifier, or alternatively upload scanned **certified copies** of your identity document.

Choose type of identity check.

I will verify my identity by **Digital iD™** (recommended).

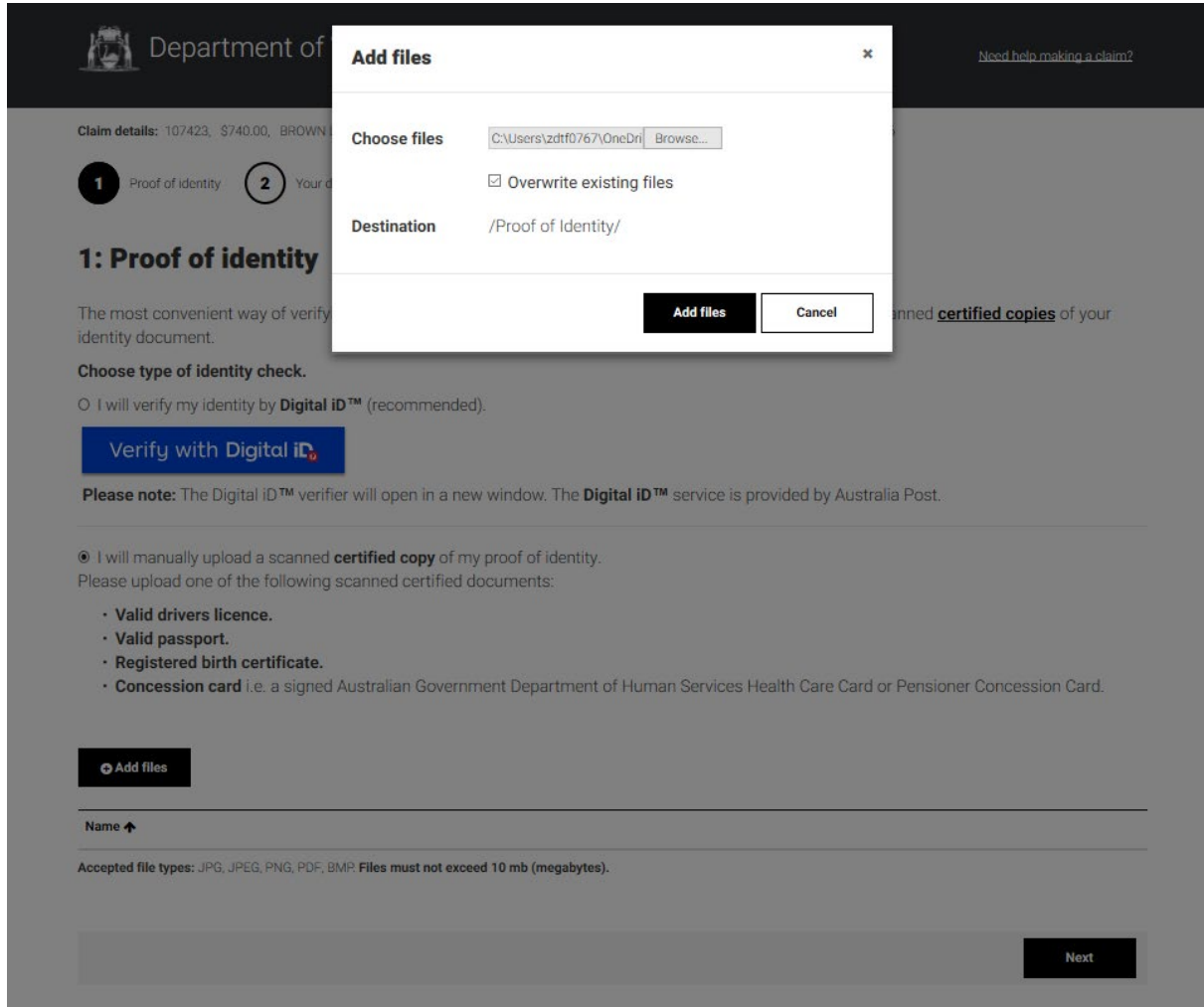
✔ Your identity has been successfully verified. Please click next to continue.

Please note: The Digital iD™ verifier will open in a new window. The **Digital iD™** service is provided by Australia Post.

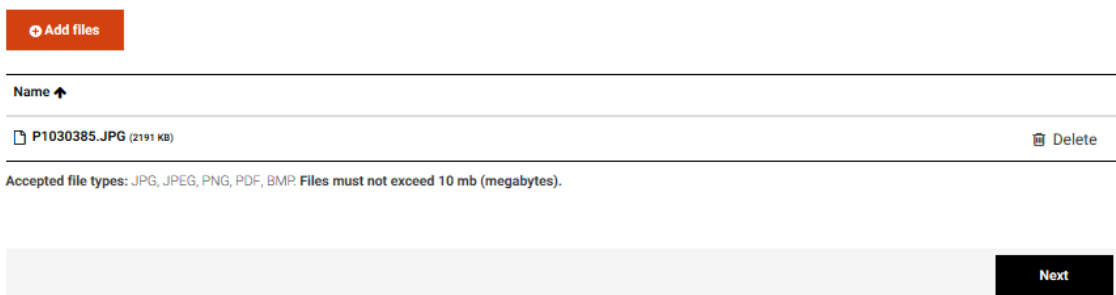
Next

Option 2 – Upload proof of identity

1. Alternatively, the user can select the option to manually upload a scanned certified copy of proof of identity. Once this option is selected, the 'Add files' button will be displayed. The user can then browse to the location of their file and add it to the claim.




2. Once the file has been added, it will be displayed on the page and the user can click 'Next'.



Step 2: Your details screen requires the user to complete all mandatory fields and click 'Next'.

i If you verified with Digital ID some fields will be prepopulated and locked from editing.


Department of Treasury
Need help making a claim?

Claim details: 107423, \$740.00, CANNINGTON WA 6107, 29/12/2006, BOND REFUND: 13435/06

1

 Proof of identity

2

Your details

3

 Proof of association

4

 Bank details

5

 Review

2: Your details

Please provide your personal details below:

Personal details

First name *

Last name *

Date of birth *
(dd/mm/yyyy)

Address line 1 *

Address line 2 (optional)

Suburb *

Postcode/Zip *

State *

Country *

Contact details

Phone number (optional)

Email address *


Email is required to provide status updates of claim.

Previous

Next

Step 3: Proof of Association screen is displayed.

1. The user must upload a scanned certified copy of a document that links their identity with the payee address or source of the unclaimed money. For example, utility bills, bank statements and payslips.
2. The user can upload a certified copy of proof of change of name (if required).
3. The user can click the 'Add Files' button, browse to the location of their file and add it to the claim.
4. Click the 'Next' button.


Department of Treasury
Need help making a claim?

Claim details: 107423, \$740.00, CANNINGTON WA 6107, 29/12/2006, BOND REFUND: 13435/06

1

 Proof of identity

2

 Your details

3

 Proof of association

4

 Bank details

5

 Review

3: Proof of association

Provide a **scanned certified copy** of one of the following documents that confirms the Payee's association with either the Payee Address or the Payer/Source of this money as listed on the Register:

- **Proof of address** e.g. utility bill.
- **Proof of money source** e.g. payslip.
- **Statutory Declaration** An authorised declaration in place of proof of association.

+ Add files

Name ↑

P1030386.JPG (2071 KB)

Delete

Accepted file types: JPG, JPEG, PNG, PDF, BMP. Files must not exceed 10 mb (megabytes).

Proof of change of name (if required)

Only required if the payee name has changed from the name on the claim details. Provide a **certified copy** of one of the following documents:

- A copy of Registered Marriage Certificate.
- Registered Change of Name Certificate.
- A copy of court documents if applicable.

+ Add files

Name ↑

Accepted file types: JPG, JPEG, PNG, PDF, BMP. Files must not exceed 10 mb (megabytes).

Previous

Next

Step 4: Bank Details screen is displayed.

1. The user must enter their bank details to enable approved unclaimed money claims to be deposited into their bank account via EFT (electronic funds transfer) or IMT (International Money Transfer).
2. Click the 'Next' button.

Department of Treasury [Need help making a claim?](#)

Claim details: 107423, \$740.00, CANNINGTON WA 6107, 29/12/2006, BOND REFUND: 13435/06

1 Proof of identity 2 Your details 3 Proof of association 4 Bank details 5 Review

4: Bank details

Please provide bank details where the funds are to be transferred, should your claim be approved. If your bank branch is outside of Australia please provide the bank swift code or BIC/IBAN number.

Bank name *

Account holders full name *


BSB/Sort code/ABA/Branch code *

Account number/Swift code/BIC code/IBAN number *

[Previous](#) [Next](#)

Step 5: Review claim details screen will display all details and attached documents added to this claim.

1. The user should review information displayed on this screen.
2. To make amendments click the 'Previous' button to move back through the previous steps.
3. To proceed the user must tick the checkbox to certify that the information is correct and then click 'Submit my claim' button.


Department of Treasury
[Need help making a claim?](#)

Claim details: 107423, \$740.00, CANNINGTON WA 6107, 29/12/2006, BOND REFUND: 13435/06

1 Proof of identity
 2 Your details
 3 Proof of association
 4 Bank details
 5 Review

5: Review claim details

Please carefully review your claim details and complete the declaration statement then submit your claim

Claimant details

First name	John
Last name	Smith
Date of birth	07/07/1980
Address Line 1	72 Example Street
Suburb	Perth
State	WA
Postcode/Zip	6000
Country	AUSTRALIA

Contact details

Phone number	—
Email address	████████████████████

Proof of identity

📎 P1030385.JPG (2191 KB)

Proof of association

📎 P1030386.JPG (2071 KB)

Bank details


Bank name	Sample Bank
Account name	Mr J Smith
BSB	123123
Account number	123456789

By ticking this box I certify that the above information is correct.

Submit my claim

Previous

- The user will be notified that their claim has been successfully submitted via the next screen and they will also receive an email confirmation.


Department of **Treasury**
[Need help making a claim?](#)

Thank you, your claim has been submitted.

Please take note of your reference number, a receipt to has also been emailed to [REDACTED]

✔ Reference number: D01397

Claim submitted: 14th Oct 2020 9:10 AM

You will be contacted by email once your claim has been reviewed and processed.
If you have any questions regarding your claim please visit our [unclaimed money help section](#).

Back to search

- The claimant will be notified by email on the progress of their claim and advised when it has been approved and when the claim is sent for payment.

Showing 1 – 4 of 4 results

Payee name ^	Amount ↕	Payee suburb ↕	Claim from	
BROWN [REDACTED]	\$25.00	CANNINGTON 6107	DEPARTMENT OF TREASURY	More detail ↕
BROWN [REDACTED]	\$740.00	CANNINGTON WA 6107	DEPARTMENT OF TREASURY	Less detail —
Notification No Payee/Owner Name Address Amount(\$AUD) Date payable Description Payer/Source	107423 BROWN [REDACTED] CANNINGTON WA 6107 740.00 29/12/2006 BOND REFUND: 13435/06 DEPARTMENT OF MINES, INDUSTRY REGULATION AND SAFETY - BOND ADMINISTRATION, CONSUMER PROTECTION	<div style="background-color: #333; color: white; padding: 5px 15px; border-radius: 3px; display: inline-block;">Make a claim</div>		
BROWNE [REDACTED]	\$179.42	CANNINGTON WA 6107	DEPARTMENT OF TREASURY	More detail ↕
[REDACTED] BROWN [REDACTED]	\$120.00	CANNINGTON WA 6107	CGU INSURANCE LTD	More detail ↕