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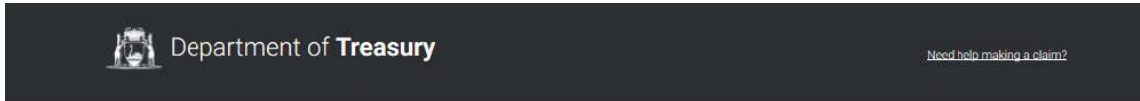
Before you make an online claim, you will need some identification handy, together with a bit of paperwork. The online process will guide you through what documents are required in order to make a successful claim.

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.

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

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

ℹ️ 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.

ℹ️ 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.

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

> ❶ **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)

❶ 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).**

> ❶ 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.

ℹ **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.

4. 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.

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.

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

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

6. The user will be returned to the Unclaimed Money System – Step 1: Proof of identity screen.

7. A message will be displayed 'Your identity has been successfully verified. Please click next to continue'.

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.
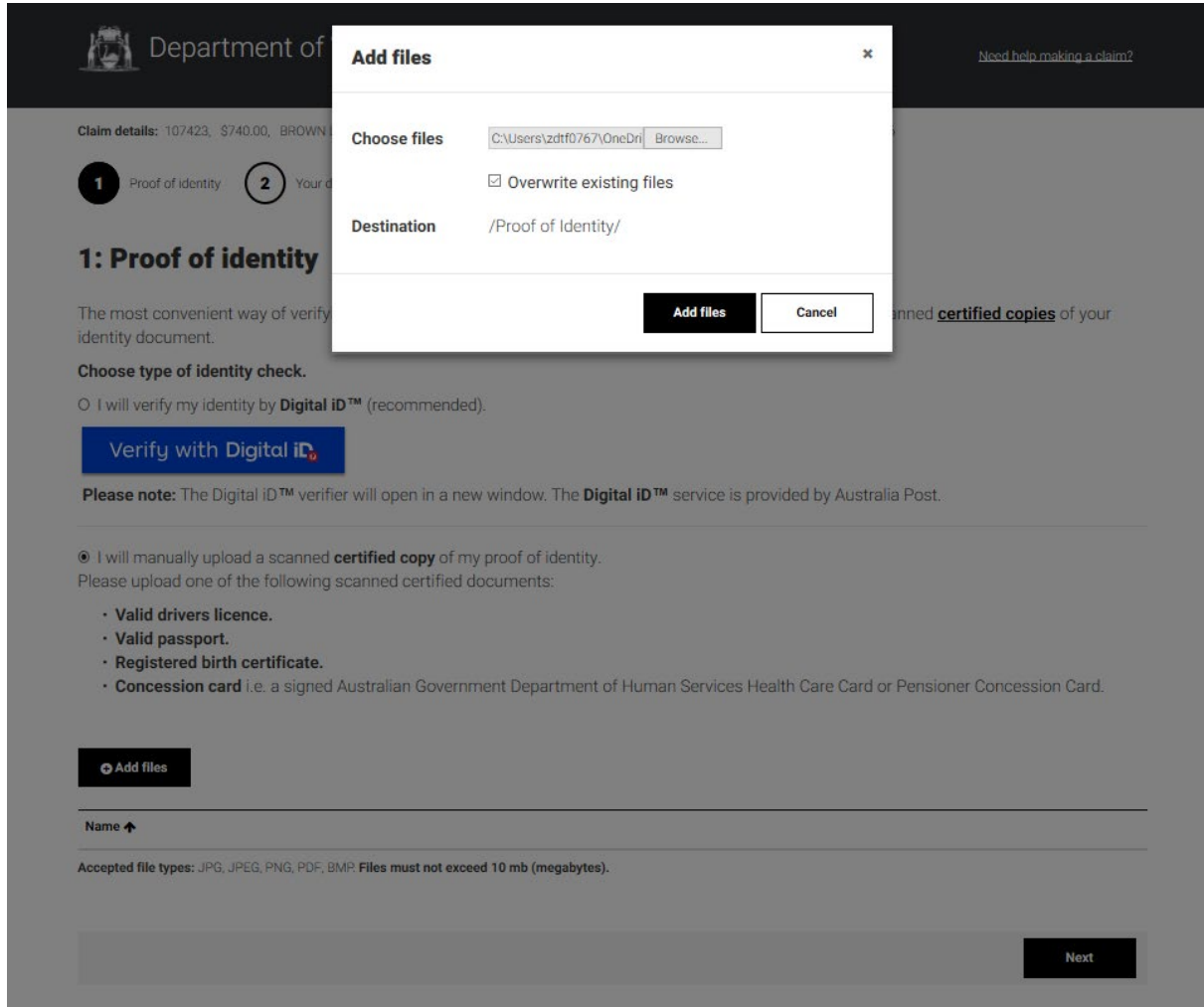
2. Once the file has been added, it will be displayed on the page and the user can click 'Next'.
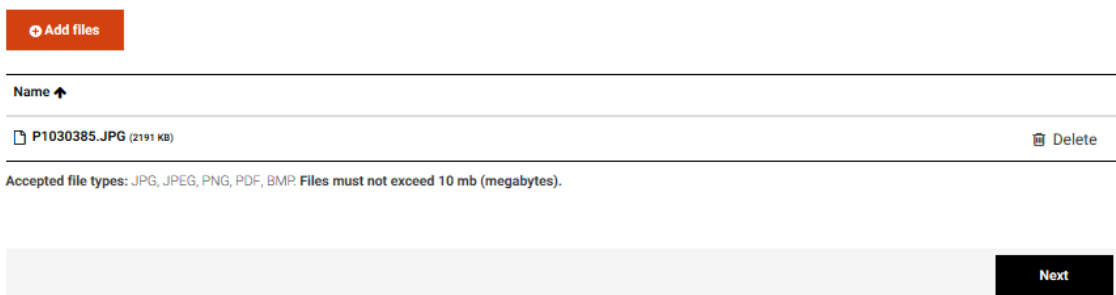
Step 2: Your details screen requires the user to complete all mandatory fields and click 'Next'.

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

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.

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.

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.

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

5. 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.