

**Joint Board Meeting
March 11, 2019**

Briefing: Escheatment Report

Below is the final report on the Fiscal Agent escheatment activities.

Unclaimed E-purse

These actions address unclaimed E-purse value that exceeds \$75 on an individual ORCA card and on a card issued through a business account.

	Numbers	Completed	Pending Activities
Unclaimed Cards (Non Business Account)			
Single Card \$75+	1,995 cards	1,550 emails + 405 letters sent	Completed
Multiple Cards \$75+	1,300 cards; 350 cardholders	700 emails + 65 letters sent	Completed
	To date 430 refund requests	407 cards refunded with valuation of \$57,197.57	Refunds will be processed upon request
Unclaimed Business Account Cards			
	39,000 cards	1,100 cards sent to CT for potential refunds	<ul style="list-style-type: none"> • 700 cards to be sent to PT by 3/11/19 • <1,100 cards to be sent to ET by 3/25/19 • <1,600 cards to be sent to KT by 4/10/19 • <34,500 cards to be sent to KCM by 4/25/19

Expired Work Orders

Some cardholders have E-purse value that has not been activated. These cardholders have three options: to tap and reactivate the value, to request a refund, or have the agencies restore the value.

	Numbers	Completed	Pending Activities
Cards in use – Work Orders 2+ years old			
	5,131 \$164,489 value	4,975 Emails/letters sent WSF uploaded \$164,489 onto 5,131 cards	Completed
Cards not in use \$75 or greater – Work Orders 2+ years old			
	3,265 cards \$452,092 value	1,000 emails sent	Remaining emails/letters to be sent by 4/1/19
Cards not in use \$75 or greater – Work Orders 2 years or newer			
	1,648 \$237,260 in value	750 reactivations	Expired work orders are being reactivated on a regular basis

Annual Escheatment Activities

The Fiscal Agent has developed procedures to manage annual escheatment activities for Unclaimed E-purse and Expired Work Orders. The Fiscal Agent will send annual escheatment notification to affected cardholders, starting in May. The Site Managers will be kept apprised of these activities and any customer issues. The Fiscal Agent will submit the annual escheatment report to the Department of Revenue (DOR) by November 1.