



Department of Budget & Finance **Unclaimed Property Search**

Application Review

June 5, 2025

Content Outline



Background



Challenges & Objectives



Solution



Metrics & Successes

Background

- The Department of Budget and Finance manages online unclaimed property searches for the public.
 - Users navigate to the Unclaimed Property Search website and provide their name
 - The website searches the database and provides a list of name matches
 - The user selects applicable matches, fills out claimant information and submits claim(s)
- Unclaimed Property Program staff
 - Reviews submissions, evaluates and makes decision on the claim, cuts a check or requests more information
- The Unclaimed Property Search service is a free service that was originally launched in 2011, and was upgraded in August 2021

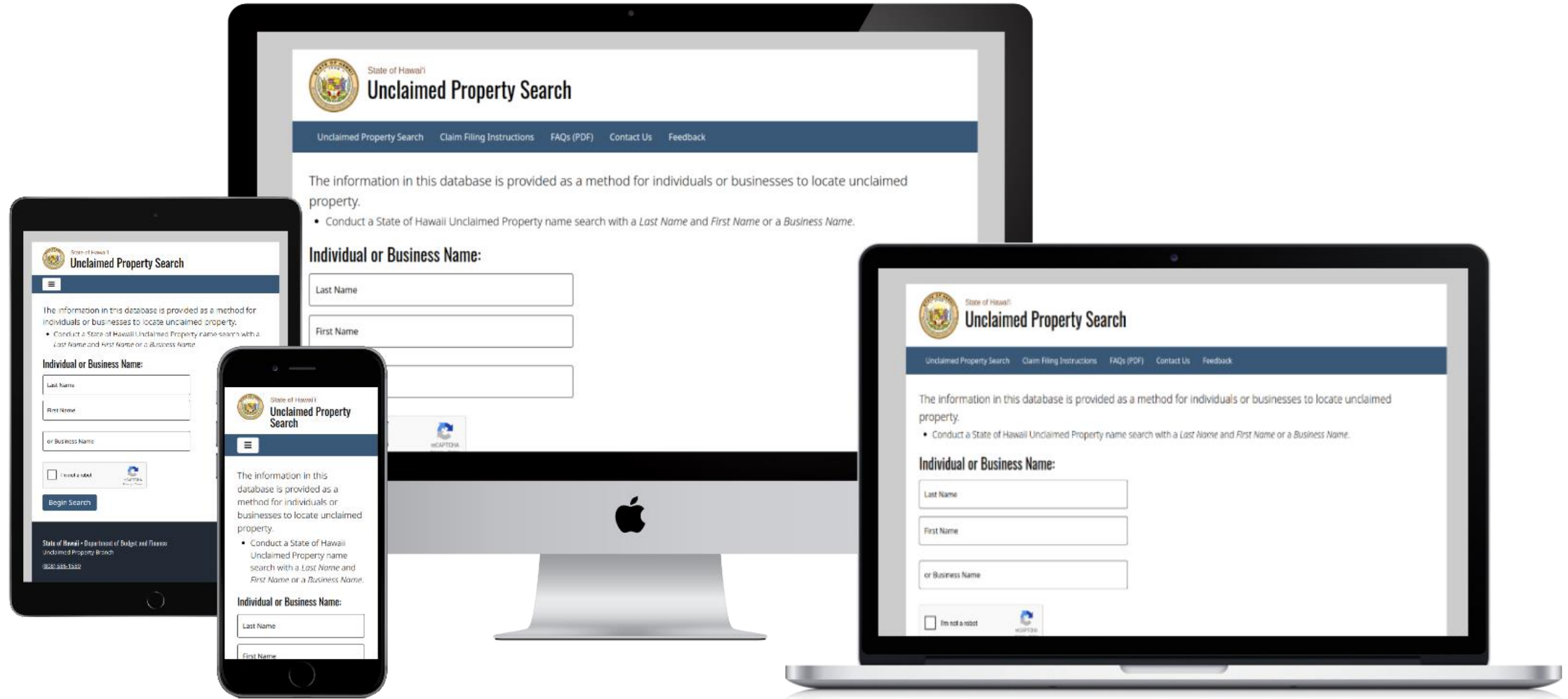
Challenges & Objectives

- Initial and Ongoing Challenges
 - Entirely paper-based application and flow
 - User's handwritten/typed and corrected entries were hard to read and slowed process
 - Difficult to track user claim submissions and decision/final outcome
 - Ongoing: Public is unable to track claim progress
- Objectives
 - Budget and Finance desired a service that would allow:
 - Easy 24/7/365 search for property by the public
 - Faster review of claims
 - Cost effective technology implementation and maintenance
 - Easy upload of the master data file

Solution

- The Unclaimed Property Search web service benefits public users and program staff
- Public **users** can:
 - Locate unclaimed property for themselves or family members in the State of Hawaii
 - Rely on improved security thru CAPTCHA, minimizing automated bot attacks
 - Review comprehensive details on unclaimed property through search results such as Reported Owner & Co-owner, Location, Reporting Company, Cash, and Shares
 - Prepare a finalized unclaimed property claim form ready for State review
- Budget and Finance **staff** can:
 - Manage claimant information and unclaimed property requests from a single application

Solution



Metrics & Successes

- Benefits today - Increased public awareness of this service



19,435

Claims submitted
in FY2024



\$16,834,222

Value of Returned
Property in FY2024



256,811

Visitor sessions
in CY2024

14,541

Claims submitted
in FY2023

\$14,000,272

Value of Returned
Property in FY2023

189,852

Visitor sessions
in CY2023

What's next?

2025 plans for process review and improvement

- Gather and evaluate recent user feedback
- Evaluate/implement improved Email Notifications sequence
- Reassess traditional payout method

Mahalo!

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