

Information for Individuals.

HOW DOES IT ALL WORK?

Let me explain the process of how money is handed over unclaimed. A Company or person due to death, liquidation, forgetfulness or neglect will leave money in an institution whether it be a Bank, Insurance Company or Government Office etc. A letter or cheque will be sent to the rightful owner at their last known address. If this letter is lost in the mail or does not reach you for what ever reason, your money is transferred into a trust account, where it remains until claimed by its rightful owner. If this does not occur within a certain time frame, that money gets absorbed into government coffers. It becomes government funds & you then have **NIL** chance of *ever* recovering it!

What's disturbing is the fact that only 2% of rightful owners claim their money. 98% are simply not aware of their entitlement; this is where the Success Refund Service undertakes the vital role of making individuals & businesses aware that they are entitled to that money & assisting them in its refund.

Success Refund Service specialises in recovering unclaimed funds & returning them to their rightful owners. At Success Refund Service **we are seriously committed to putting money BACK into the pockets of fellow Australians and people from around the world.**

Success Refund Service charges **NO** upfront fees or costs - **that's Nil cost!** A small fee is charged when we recover your money. No recovered funds - no charge. This means you have **nothing to lose & everything to win!** Our staff have to do all the running around ensuring that you have a water tight claim & that your cheque is processed as quickly as possible- *because that's the only way We can get paid.*

Don't give your money to the government! **Act now** by sending the completed authority form (enclosed) & the required proof of identity to:

The manager,
Success Refund Service
PO Box 5
Rainbow
Victoria, 3424
Australia.

Proof of Identity

No claim can be processed without the appropriate proof of identity, it is very important for you to provide us with the required proof of ID so that we can establish your rightful ownership.

Required proof of ID and documentation for individuals ;

1. **Proof of Identity**, this includes certified copy of Driver's License, **or** Passport, **or** Birth Certificate.
2. **Proof of a connection to the last known Address (please see letter)**, this includes a council rates notice, or electricity, or gas bill or correspondence.
3. **Signed Authority to Release form**, enclosed separately

PRIVACY POLICY

Your privacy is important to Success Refund Service. We know that keeping client information secure is a top priority. The information you provide is only used to secure the recovery of your money and will not, unless compelled by court order or other act of law, be passed on to any other person or party under any circumstances.

All Investigators employed by Success Refund Service are committed to providing you with quality recovery services within a secure and private environment. This privacy statement provides information about the personal information that Success Refund Service collects, and the ways in which Success Refund Service uses that personal information.

Personal information collection

Your personal or company information which can identify you including your name, email address and contact details or any other information in order for us to make contact with you in order to have the required information to recover your unclaimed funds.

Using personal information

Success Refund Service may use your personal information to contact you by email or phone to search for unrecovered funds that are owing to you and assist you in the recovery your lost or unrecovered funds.

Data retention

We only retain your company or personal data for as long as necessary for us to render a service to you for the recovery of your funds, except where otherwise provided by law. Once the recovery process has been completed, all personal and sensitive information that you may have provided will be securely destroyed in order to ensure that there is no possibility of it being misused. However, this also means that, in the event that we are able to recover additional monies for you in the future, we will need to request you to provide that information again.

Securing your data.

Success Refund Service takes considerable technical and organisational precautions to prevent the loss, or misuse of your company or personal information.

Contact.

If you have any questions about this privacy policy or Success Refund Service treatment of your personal information, please feel free to contact us.



If you are having any trouble getting hold of the requested documentation, please call the Refund Coordinator on; 1300 472 395 to discuss alternatives.