

Information for Organisations

The Refund Process: How DOES IT ALL work?



Let me explain the process of how your money is handed over as unrecovered funds. A Company or person due to death, liquidation, forgetfulness, neglect or other reasons will leave money in an institution whether it be a Bank, Insurance or Investment Company or a variety of Government Offices etc. A letter or cheque will be sent to the rightful owner by the institution regarding the funds at their last known address. If this letter is lost in the mail, addressed incorrectly or does not reach you for what ever reason, and/or you do not respond or request a refund from the institution holding your money, it is then transferred into a trust account (usually non-interest bearing), 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. The funds become government revenue & you then have absolutely **No** chance of ever recovering it!*

What's disturbing is the fact that only 2% of rightful owners ever claim their money. 98% are simply not aware of their entitlement, this is where the Success Refund Service undertakes a vital role searching for such monies and their owners and of making those individuals & businesses aware that they have unrecovered funds. We then assist them in undertaking the refund process.

Most people and organisations we contact are initially very surprised when told they have a sum of money owing to them. Success Refund Service specializes in the Refund & refunding of lost monies and returning them to their rightful owners. Success Refund Service are an Australian business who are ***seriously committed to putting money BACK into the pockets of individuals & Businesses across the world.***

Success Refund Service charges **no upfront fees or costs** for the claim process, nor will we **ever** request your bank account details (unless you ask us to pay you by bank deposit). This is for **your** safety, to ensure that there is **no risk** to you. All transactions are processed by cheque, unless you request otherwise. **Upon Refund** of the lost funds a small percentage is charged, **but only upon Refund**. If, for any reason whatsoever, we cannot recover your funds, our time & effort administrating the claims process costs you nothing! **This means you have Nothing to Lose & Everything To Gain!**

Our staff do all the running around, administration and the official lodgment of claim - we ensure that you have a water tight claim & that your refund cheque is processed as quickly as possible- *because that's the only way We can get paid.*

Please don't give your company's money away! **Act Now** by sending the completed Authority form (at the bottom of the letter) & enclosing the required proof of identity in the self addressed envelope included.

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.

REQUIRED PROOF OF IDENTITY FOR BUSINESSES AND ORGANISATIONS.

IT IS A GOVERNMENT REQUIREMENT that no claim can be processed without the appropriate proof of identity. It is important that you provide us with the required proof of identity so that we can establish your rightful claim of the money.

1. Proof of Identity. A short letter requesting Refund of funds on current Company/Business/Organisation letterhead showing ABN & stamped with Company Seal (if applicable), **or** share statement, **or** premium certificate.

2. If the last known name and/or address differs to your current trade name/address (view letter for details). copy of any documents showing the old name & address ie; **Copy of ASIC/Dept Fair Trading records, or old letter heads, bills, or statutory declaration explaining your connection to the old business name & address.**

3. Completed 'Authority to Release' form, enclosed with this letter.

4. Optional. To further assist we may need to request a copy of other documentation, statements, correspondence or other proof of a connection to the organisation that forwarded your funds (this would be requested only if required by the fund holding the monies). We will contact you further if this is needed.



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