



Government of **Western Australia**  
Department of **Treasury**

# Unclaimed Money System User Guide

## Making a Claim



### **Acknowledgement of Country**

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of Aboriginal communities and their cultures; and to Elders past, present and emerging.

Further information email [unclaimed.money@treasury.wa.gov.au](mailto: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.

Department of Treasury [Need help making a claim?](#)

### Search for unclaimed money

You can search for unclaimed money using our online search facility based on the Owner's name, suburb and the Organisation where the unclaimed money was held. Should you wish to search other sources of unclaimed money, please refer to [ASIC's MoneySmart website](#)

#### Terms and Conditions

Under the [Unclaimed Money Act 1990](#), we must publish each sum of unclaimed money including the identity of its owner (if known).

By accessing the unclaimed money search facilities, you agree you will not:

- use the information for any purpose other than its intended use;
- knowingly contravene the provisions of any privacy legislation governing the use of information.

I agree to the Terms & Conditions

Payee name (optional) Payee suburb name (optional) Payment organisation name (optional)

Search Clear

Showing 1 – 4 of 4 results

Payee name ^	Amount ↓	Payee suburb ↓	Claim from	
BROWN	\$25.00	CANNINGTON 6107	DEPARTMENT OF TREASURY	More detail +
BROWN	\$740.00	CANNINGTON WA 6107	DEPARTMENT OF TREASURY	More detail +
BROWNE	\$179.42	CANNINGTON WA 6107	DEPARTMENT OF TREASURY	More detail +
BROWN	\$120.00	CANNINGTON WA 6107	CGU INSURANCE LTD	More detail +

« 1 »

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

Showing 1 – 4 of 4 results

Payee name ^	Amount ↓	Payee suburb ↓	Claim from	
BROWN	\$25.00	CANNINGTON 6107	DEPARTMENT OF TREASURY	More detail +
BROWN	\$740.00	CANNINGTON WA 6107	DEPARTMENT OF TREASURY	Less detail -
BROWNE	\$179.42	CANNINGTON WA 6107	DEPARTMENT OF TREASURY	More detail +
BROWN	\$120.00	CANNINGTON WA 6107	CGU INSURANCE LTD	More detail +

Notification No 107423  
Payee/Owner Name BROWN  
Address CANNINGTON WA 6107  
Amount(\$AUD) 740.00  
Date payable 29/12/2006  
Description BOND REFUND: 13435/06  
Payer/Source DEPARTMENT OF MINES, INDUSTRY REGULATION AND SAFETY - BOND ADMINISTRATION, CONSUMER PROTECTION

Make a claim

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

**i** 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.

**i** 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.



### Make a claim

Please confirm details below before starting the claim process.

#### Claim details

<b>Claim amount:</b>	\$740.00		
<b>Notification No</b>	107423	<b>Date payable</b>	29/12/2006
<b>Payee Name</b>	BROWN [REDACTED]	<b>Description</b>	BOND REFUND: 13435/06
<b>Address</b>	CANNINGTON WA 6107	<b>Payment Organisation</b>	DEPARTMENT OF MINES, INDUSTRY REGULATION AND SAFETY - BOND ADMINISTRATION, CONSUMER PROTECTION

#### 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.

[Back to search](#)

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

**ⓘ 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)**

**ⓘ 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)**.

**ⓘ 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.

**ⓘ 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.

- 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.

### Individual claim

**Before proceeding, please make sure you have the following documents and information ready.**

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- Australian visa linked to a foreign passport used on entry to Australia.
- Australian citizenship certificate.
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**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:

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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)**.

**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.

**Start claim**

- i 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.

Department of **Treasury** [Need help making a claim?](#)

Claim details: 107423, \$740.00, [REDACTED] CANNINGTON WA 6107, 29/12/2006, BOND REFUND: 13435/06

1 Proof of identity 2 Your details 3 Proof of association 4 Bank details 5 Review

### 1: Proof of identity

The most convenient way of verifying your identity is through the **Digital ID™** verifier, or alternatively upload scanned **certified copies** of your identity document.

**Choose type of identity check.**

I will verify my identity by **Digital ID™** (recommended).

**Verify with Digital ID**

**Please note:** The Digital ID™ verifier will open in a new window. The **Digital ID™** service is provided by Australia Post.

I will manually upload a scanned **certified copy** of my proof of identity.  
Please upload one of the following scanned certified documents:

- **Valid drivers licence.**
- **Valid passport.**
- **Registered birth certificate.**
- **Concession card** i.e. a signed Australian Government Department of Human Services Health Care Card or Pensioner Concession Card.

Next

### 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'.

Verifying for **DEPARTMENT OF TREASURY**

New to Digital ID? [Get started >](#)

Already have the Digital ID app? [Connect >](#)



- The user will be asked to select an ID Document to verify their identity.

The screenshot shows a mobile application interface with a progress bar at the top containing three steps: 'Enter details' (active), 'Review', and 'Allow'. Below the progress bar is a back arrow and the text '< Back'. The main heading is 'Choose an ID document'. There are six selectable options, each in a white box with a blue chevron on the right: 'Australian driver licence', 'Australian passport', 'Foreign passport with Australian visa', 'Australian birth certificate', 'Australian citizenship certificate', and 'ImmiCard'. At the bottom, there are links for 'Already have the app? Connect', 'Cancel and return to Department of Treasury', 'Help', 'Terms', 'Privacy', 'Feedback', and 'Digital ID™' with a logo.

- Complete the mandatory fields and click 'Next'.

The screenshot shows the 'Australian driver licence' form. At the top, the progress bar shows 'Enter details' (active), 'Review', and 'Allow'. Below it is a back arrow and the text '< Change ID document type'. The heading is 'Australian driver licence'. A blue information box contains the text: 'Learner permits and provisional licences are accepted. Cancelled, inactive, and refused licences can't be verified.' Below this is the text 'All fields are required except where noted'. The form has four sections: 'State of issue' with a dropdown menu showing 'NSW'; 'Licence number' with a text input field containing '11111111' and the instruction 'Enter all letters and numbers as they appear on the licence'; 'Surname' with a text input field containing 'Smith' and the instruction 'Exactly as it appears on your licence (e.g. Smith)'; and 'Given name' with a text input field containing 'John' and the instruction 'Exactly as it appears on your licence (e.g. John)'.

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

< Back

## Confirm your details

Make sure the details below match what's on your document.

Australian driver licence <span>Edit</span>	
State of Issue	NSW
Licence number	11111111
Surname	Smith
Given name	John
Middle name or initial	
Date of birth	07/07/1980

I am the individual named in the documents, and have authority to provide the information in them for identity check purposes. I agree Australia Post and its suppliers can collect and use this information to confirm my identity with the document issuer. I agree to the [Terms of Use](#) and the [Privacy Notice](#).

**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'.

Enter details   Review   Allow

## Department of Treasury will receive:

- ✓ Confirmation that you've been verified by Digital ID
- ✓ Your name
- ✓ Your date of birth

Optional: Securely save your details with the Digital ID app. Quickly prove your ID in a growing number of everyday situations [More](#)

Mobile number

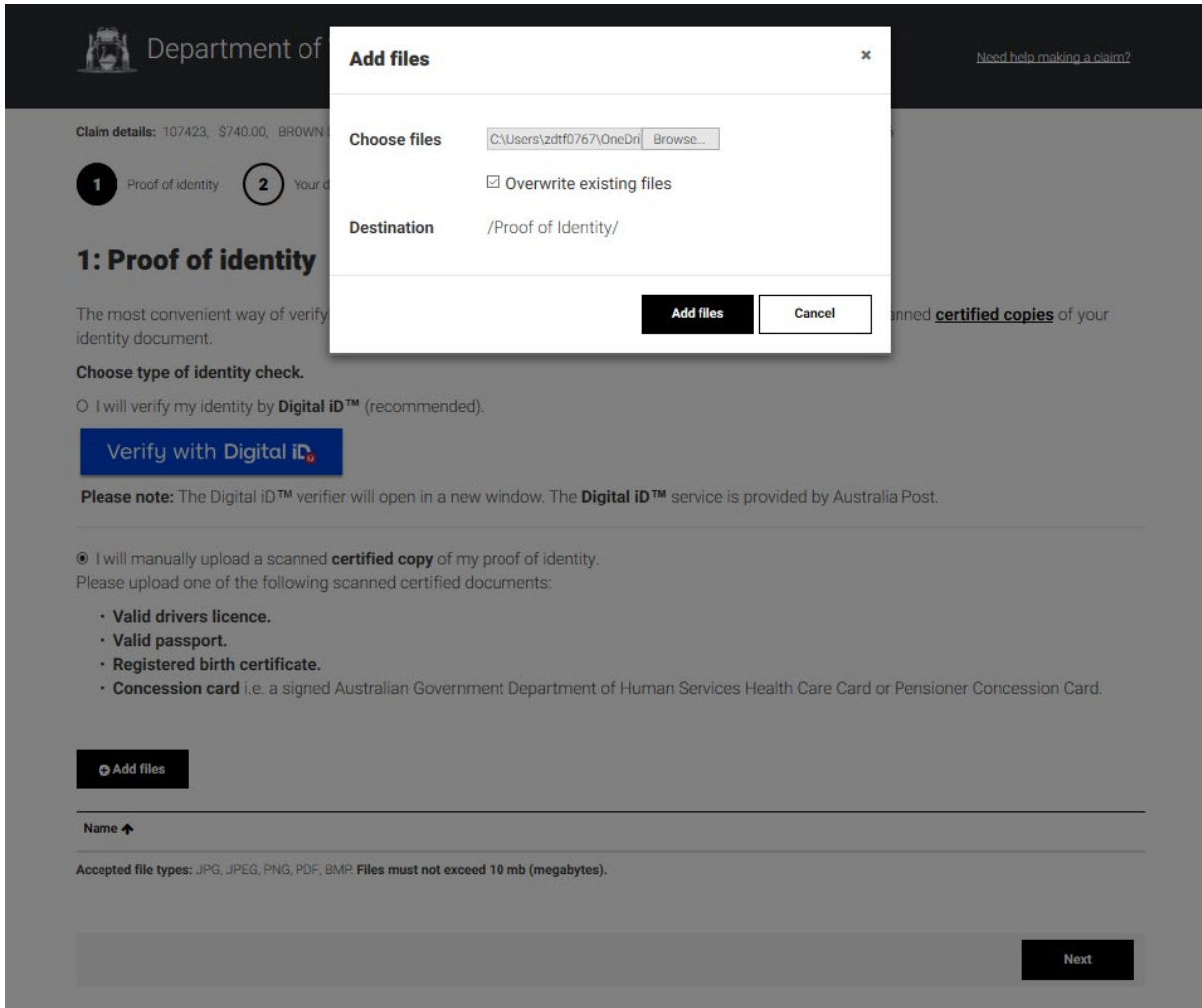
**Allow**   Cancel

- The user will be returned to the Unclaimed Money System – Step 1: Proof of identity screen.
- A message will be displayed ‘Your identity has been successfully verified. Please click next to continue’.

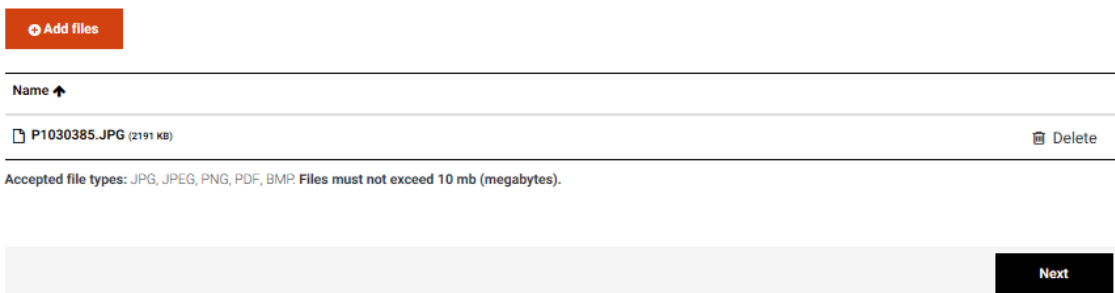
The screenshot shows the Department of Treasury Unclaimed Money System interface. At the top, there is a dark header with the Department of Treasury logo and name on the left, and a link 'Need help making a claim?' on the right. Below the header, the claim details are displayed: 'Claim details: 107423, \$740.00, [REDACTED] CANNINGTON WA 6107, 29/12/2006, BOND REFUND: 13435/06'. A progress bar below the details shows five steps: 1. Proof of identity (active), 2. Your details, 3. Proof of association, 4. Bank details, and 5. Review. The main heading is '1: Proof of identity'. The text explains that the most convenient way of verifying identity is through the Digital ID™ verifier, or alternatively uploading scanned certified copies of an identity document. A section titled 'Choose type of identity check.' has a radio button selected for 'I will verify my identity by Digital ID™ (recommended)'. Below this, a green message box states: 'Your identity has been successfully verified. Please click next to continue.' A 'Please note' section mentions that the Digital ID™ verifier will open in a new window and is provided by Australia Post. At the bottom right, there is a 'Next' button.

## 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'.

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

 Department of Treasury [Need help making a claim?](#)

Claim details: 107423, \$740.00, CANNINGTON WA 6107, 29/12/2006, BOND REFUND: 13435/06

1 Proof of identity 2 **Your details** 3 Proof of association 4 Bank details 5 Review

### 2: Your details

Please provide your personal details below:

**Personal details**

**First name \***

**Last name \***

**Date of birth \***  
(dd/mm/yyyy)

**Address line 1 \***

**Address line 2 (optional)**

**Suburb \***

**Postcode/Zip \***

**State \***

**Country \***

**Contact details**

**Phone number (optional)**

**Email address \***

Email is required to provide status updates of claim.

**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.
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.

Department of **Treasury** [Need help making a claim?](#)

Claim details: 107423, \$740.00, CANNINGTON WA 6107, 29/12/2006, BOND REFUND: 13435/06

1 Proof of identity 2 Your details **3 Proof of association** 4 Bank details 5 Review

### 3: Proof of association

Provide a **scanned 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.
- **Statutory Declaration** An authorised declaration in place of proof of association.

**Add files**

Name

P1030386.JPG (2071 KB) Delete

Accepted file types: JPG, JPEG, PNG, PDF, BMP. Files must not exceed 10 mb (megabytes).

**Proof of change of name (if required)**

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.**
- **Registered Change of Name Certificate.**
- **A copy of court documents if applicable.**

**Add files**

Name

Accepted file types: JPG, JPEG, PNG, PDF, BMP. Files must not exceed 10 mb (megabytes).

**Previous** **Next**

**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.

Department of **Treasury** [Need help making a claim?](#)

Claim details: 107423, \$740.00, CANNINGTON WA 6107, 29/12/2006, BOND REFUND: 13435/06

1 Proof of identity 2 Your details 3 Proof of association 4 Bank details 5 Review

### 4: Bank details

Please provide 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.

**Bank name \***

**Account holders full name \***

**BSB/Sort code/ABA/Branch code \***

**Account number/Swift code/BIC code/IBAN number \***

[Previous](#) [Next](#)

**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.

**Department of Treasury** [Need help making a claim?](#)

Claim details: 107423, \$740.00, CANNINGTON WA 6107, 29/12/2006, BOND REFUND: 13435/06

1 Proof of identity 2 Your details 3 Proof of association 4 Bank details 5 Review

### 5: Review claim details

Please carefully review your claim details and complete the declaration statement then submit your claim

**Claimant details**

First name	John
Last name	Smith
Date of birth	07/07/1980
Address Line 1	72 Example Street
Suburb	Perth
State	WA
Postcode/Zip	6000
Country	AUSTRALIA

**Contact details**

Phone number	-
Email address	[REDACTED]

**Proof of identity**

P1030385.JPG (2191 KB)

**Proof of association**

P1030386.JPG (2071 KB)

**Bank details**

Bank name	Sample Bank
Account name	Mr J Smith
BSB	123123
Account number	123456789

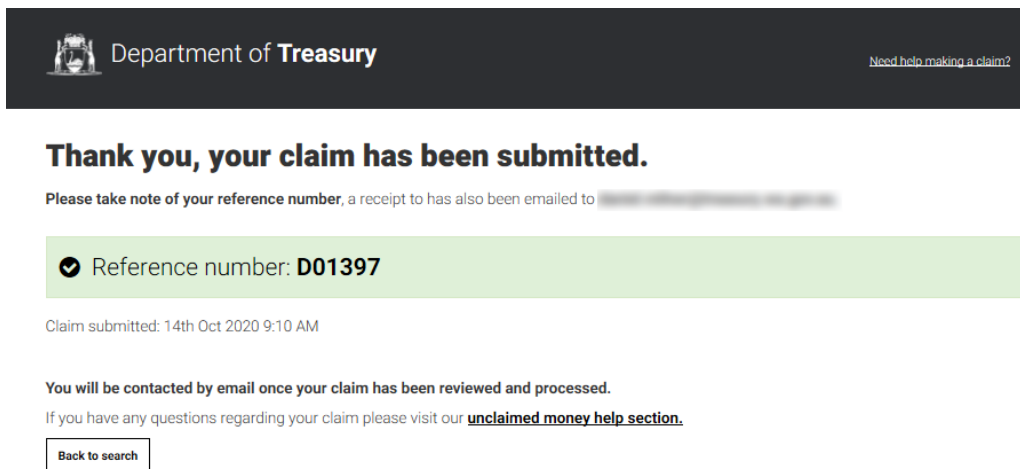
By ticking this box I certify that the above information is correct.

**Submit my claim**

**Previous**



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



The screenshot shows a dark header with the Department of Treasury logo and a link for help. The main content area is white and features a large green checkmark icon next to the reference number D01397. Below this, it states the claim was submitted on 14th Oct 2020 at 9:10 AM. A message indicates the user will be contacted by email once the claim is reviewed and processed, and provides a link to the unclaimed money help section. A 'Back to search' button is located at the bottom of the page.

Department of Treasury [Need help making a claim?](#)

### Thank you, your claim has been submitted.

Please take note of your reference number, a receipt to has also been emailed to [\[redacted\]](#)

✔ Reference number: **D01397**

Claim submitted: 14th Oct 2020 9:10 AM

You will be contacted by email once your claim has been reviewed and processed.

If you have any questions regarding your claim please visit our [unclaimed money help section](#).

[Back to search](#)

- 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.