

Vision	To provide an excellent level of service to individuals and organizations in British Columbia who are searching for or holding unclaimed property.						
Mission	The BC Unclaimed Property Society re-unites individuals with unclaimed money held by the Society while providing a centralized administration for the management of unclaimed property for organizations submitting unclaimed funds.						
Goals	To increase the number of people reunited with their unclaimed property			Monitor and track the number of properties and funds remitted to the BC Unclaimed Property Society		Remit funds to Vancouver Foundation for charitable purposes to maximize social impact.	
Outcomes	Unclaimed funds are returned to their rightful owners	Increased awareness about BC Unclaimed among members of the public	BC Unclaimed is perceived as a legitimate organization	Improved relationships with holders of unclaimed property	Increased compliance with the <i>Unclaimed Property Act</i> of British Columbia	BC Unclaimed technology maximizes efficiency, ensures, privacy and data security and is consistent with best practices for protecting personal information.	Operate a cost-efficient organization to maximize charitable transfers to Vancouver Foundation.
Annual Operating Plan - 2024	<ul style="list-style-type: none"> Research best practices of Canadian and international unclaimed property organizations. Use business intelligence tools to benchmark location efforts and other KPIs. Mitigate barriers for claimants with court funds Incorporate a JEDI lens to operations and enhance effort for low income owners 	<ul style="list-style-type: none"> Innovate and assess promotional activities. Continue advocacy and cooperation with Canadian jurisdictions interested in replicating the BC model. Collaborate with PLEI providers to put BC Unclaimed in the path of those seeking related information Increase awareness among public who may not be exposed to traditional marketing, including Indigenous, marginalized and vulnerable groups 	<ul style="list-style-type: none"> Increased media relations activities to reinforce brand recognition. Leverage association with Vancouver Foundation, Province and others to increase public trust Build and leverage relationships to create third party validation and awareness raising Report known fraudulent attempts on website to alert members of the public 	<ul style="list-style-type: none"> Identify and reach out to industry allies who will encourage remittances. Develop and execute an outreach strategy for holders and potential holders to raise awareness of the <i>Unclaimed Property Act</i>. Leverage social and environmental impacts of dormant funds to create engagement 	<ul style="list-style-type: none"> Leverage government support to encourage holder compliance and uptake. Recommend updates and revisions to the <i>Unclaimed Property Act</i>, Regulations and Administration Agreement to maximize public interest, community benefit and social impact. 	<ul style="list-style-type: none"> Ensure reasonable security arrangements against risks such as data breach, unauthorized access, collection, use, disclosure or disposal of information in its custody or under its control. Conduct regular organizational resiliency exercises. Adopt strategic IT Journey Map and develop action plan to support it. Undertake modernization of PIMS database to increase security, utilize up to date technology to create more efficient and effective operations 	<ul style="list-style-type: none"> Review and update Investment Policy to ensure capital preservation and reduce exposure to market fluctuations. Quarterly budget updates provided to Board of Directors. Publish Annual Report and Strategic Plan annually. Complete audits as required by Administration Agreement. Increase employee retention and engagement operations
Why this matters	Reuniting owners with their unclaimed funds is an integral part of the BC Unclaimed Property Society's mission.	Awareness increases the likelihood of searching and commencing a claim. Canadian jurisdictions who replicate the BC model increases support for the charitable sector and normalizes this type of dormant assets framework.	The perceived legitimacy of BC Unclaimed is a significant obstacle for members of the public who are reluctant to communicate or provide personal information required to process a claim.	The <i>Unclaimed Property Act</i> does not provide for penalties in cases of non-compliance. Therefore, positive relationships, and compliance encouragement are vital tools in facilitating holder remissions.	Educated and engaged holders leads to increased compliance. BC Unclaimed is able to return more to their rightful owners and maximize transfers to VF.	Implementing current IT best practices increases organizational efficiency, reduces the risk of data loss and possible security breaches.	A cost-effective and sustainable organization is able to maximize the charitable amount transferred to Vancouver Foundation to benefit communities throughout BC.