

<b>Vision</b>	To provide an excellent level of service to individuals and organizations in British Columbia who are searching for or holding unclaimed property.						
<b>Mission</b>	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.						
<b>Goals</b>	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.	
<b>Outcomes</b>	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.
<b>Annual Operating Plan - 2023</b>	<ul style="list-style-type: none"> <li>Establish, communicate and monitor location effort goals for all staff.</li> <li>Research best practices of Canadian and international unclaimed property organizations.</li> <li>Develop business intelligence tools to benchmark performance in organizational goals.</li> </ul>	<ul style="list-style-type: none"> <li>Develop and implement a communications plan and marketing campaign.</li> <li>.</li> <li>Continue advocacy and cooperation with Canadian jurisdictions interested in replicating the BC model.</li> <li>Liaise with PLEI service providers to raise awareness and provide support to claimants needing court orders</li> </ul>	<ul style="list-style-type: none"> <li>Report known fraudulent attempts on website to alert members of the public.</li> <li>Increased media relations activities to reinforce brand recognition.</li> <li>Incorporate diversity lens into operations</li> <li>Add multilingual translation services for callers</li> <li>Promote 20<sup>th</sup> Anniversary throughout the year with public and holders</li> </ul>	<ul style="list-style-type: none"> <li>Identify industry allies who will encourage unclaimed property remittances.</li> <li>Deliver presentations promoting BC Unclaimed to unclaimed property organizations and stakeholders throughout the year.</li> <li>Develop and execute outreach strategy for holders to raise awareness of their obligations under the <i>Unclaimed Property Act</i>.</li> </ul>	<ul style="list-style-type: none"> <li>Work with government to ensure holders submit unclaimed property in accordance with the <i>Unclaimed Property Act</i> of BC.</li> <li>Leverage Government support to encourage compliance among organizations holding unclaimed property.</li> <li>Recommend updates and revisions to the <i>Unclaimed Property Act</i>, Regulations and Administration Agreement to maximize public interest, community benefit and social impact.</li> </ul>	<ul style="list-style-type: none"> <li>Review and update IT security policies and protocols to 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.</li> <li>Conduct disaster recovery testing annually.</li> <li>Review and update the n IT strategic plan for 2023-2024 to ensure best practices.</li> <li>Scope requirements for PIMS modernization</li> </ul>	<ul style="list-style-type: none"> <li>Review and update Investment Policy to ensure capital preservation and reduce exposure to market fluctuations.</li> <li>Quarterly budget updates provided to Board of Directors.</li> <li>Publish Annual Report and Strategic Plan annually.</li> <li>Confirm audits as required by Administration Agreement have been completed.</li> </ul>
<b>Why this matters</b>	Reuniting owners with their unclaimed funds is an integral part of the BC Unclaimed Property Society's mission.	Greater awareness by members of the public increases the likelihood of searching the online database and commencing a claim. An increased number of 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.	Educating holders about their obligations under the <i>Unclaimed Property Act</i> leads to increased compliance. Ultimately BC Unclaimed is able to reunite more funds with their rightful owners. Unclaimed funds donated to Vancouver Foundation benefit communities throughout BC.	Implementing current IT best practices increases organizational efficiency, reduces the risk of data loss and possible security breaches.	A cost – efficient, effective and sustainable organization is able to maximize the charitable amount transferred to Vancouver Foundation to benefit communities throughout BC.