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# CU\*BASE

## Dormancy and Escheat Monitoring

### INTRODUCTION

This booklet describes the CU\*BASE Dormancy Monitoring system, including fees, waivers, and special monitoring for compliance to applicable escheat regulations.

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For an updated copy of this booklet, check out the Reference Materials page of our website:  
[http://www.cuanswers.com/client\\_reference.php](http://www.cuanswers.com/client_reference.php)  
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# OVERVIEW

In an ideal world, everyone who joins and becomes a valued owner of a credit union would continue to actively participate in credit union products and services for the rest of time. However, as we all know, even after your most aggressive and dazzling marketing efforts, there will still be members that cannot or will not choose to participate, and memberships can languish for years with no contact or activity.

The CU\*BASE Dormancy Monitoring system is designed to help you minimize the number of these accounts your credit union has, by detecting inactive memberships and bringing them to your attention every day.

## Why track dormancy?

- To avoid having to escheat member funds to the state by encouraging a member to either close his or her account, or become an active participant in the credit union.
- To avoid fraud by drawing attention to transactions performed on inactive accounts.

## WHAT IS A "DORMANT" MEMBER?

Although in the past CU\*BASE used a separate tracking system for inactive accounts versus entire memberships, now the terms "dormant" and "inactive" are used interchangeably to indicate a member that has not had activity on any of his or her accounts for a defined period of time.

CU\*BASE performs monitoring for dormancy status every day during end-of-day processing. A member is considered dormant only after passing through the following verifications every day:

1. If the *Last contact* date on the member's MASTER record is less than the configured dormancy period, the membership will not be considered dormant. (See Page 23 for details.)
2. If the *Exclude from dormancy monitoring* flag on the member's MASTER record is checked, the membership will not be considered dormant. (See Page 24 for details.)
3. If any certificate accounts (Application Type CD) exist, regardless of activity, the membership will not be considered dormant.
4. If any loan accounts (Application Type LN only) exist, regardless of activity, the membership will not be considered dormant.
5. If the last transaction date on any account, open or closed (MEMBER1-6, ACHIST1-6), is less than the configured dormancy period, the membership will not be considered dormant.

**NOTE:** If there is no last transaction date on any MEMBERx account, the system will look at the Open Date, or, if no open date is recorded, the date 01/01/80 will be used.

6. If the *Open Date* for all accounts under the membership is less than the configured dormancy period, the membership will not be considered dormant.
7. If dormancy configuration includes any of the optional exclusions, including OTB, household, and multiple membership exclusions, and the member meets any of those conditions, the membership will not be considered dormant. (See Page 9 for details on these exclusions.)

All memberships that do not fall under one of the above tests will be declared dormant and all account suffixes under the membership will be added to the Dormancy Master File (file name DIMAST). (If a person has more than one membership under the same SSN/TIN, each is tracked separately.)

- The *Last Transaction Date* is stored on the individual MEMBERx account record and represents the last transaction on that account. When a member goes dormant, if CU\*BASE does not have a last transaction date for an account for any reason, then the system uses the member opened date instead in the dormancy master file (DIMAST).

The freeze indicator for all accounts is updated using the code configured in the dormancy parameters, and a member comment is automatically added for each account type:

Type	Comment	ID	Date
000	No email address. Please update.	09	Jun 19, 2006
000	ACCOUNT DECLARED DORMANT. ALL ACCOUNT TYPES MAY BE FROZEN.	09	Oct 16, 2008
110	ACCOUNT DECLARED DORMANT. ALL ACCOUNT TYPES MAY BE FROZEN.	09	Oct 16, 2008

For details on setting up your credit union's dormancy monitoring parameters, see Page 9.

## WHAT DOES "ESCHEAT" MEAN?

Funds from long-time dormant memberships must eventually be returned to the state treasury as "unclaimed property." This process is referred to as *escheating*, defined as "a transfer of property that makes the state the legal custodian of the property." The length of time a member is dormant before funds must be escheated will vary depending on your state's regulations. Credit unions must follow applicable state requirements for turning over unclaimed property from dormant member accounts.

CU\*BASE assists credit unions in determining which member accounts must be included in the escheat process by flagging the dormant record for escheating. The credit union may define the period of time required to

escheat according to state guidelines, and CU\*BASE will automatically flag every one of a dormant member's accounts with an Escheat Status of "Y" once this period of time has passed.

*It is possible to deactivate the escheat flag without taking the member out of dormancy, by changing the "Escheat last contact date" on the individual dormant record. This will change the escheat flag to "N" but the member will remain dormant so fees will still be taken.*

This flag allows the credit union to use a Query of the master dormancy file (DIMAST) and appropriate account records to locate all members with an escheat flag of "Y" in order to determine the amount of funds that should be escheated to the state. The actual turnover of funds to the state is still a manual process of closing the account, transferring funds to the state, and deleting the dormancy record.

*See Page 16 for information on monitoring and updating the escheat status on dormant records.*

## UNDERSTANDING DORMANCY FEES

In addition to allowing your credit union to monitor for activity on dormant accounts, the CU\*BASE dormancy system is also designed to let you encourage members to keep in contact with the credit union as to the status of their membership. This is accomplished through the use of periodic *dormancy fees*.

Fees can be set up to be taken from any or all of a member's share accounts, on a monthly, quarterly, or annual basis. In addition, special fee waivers can be set up to avoid charging fees punitively. Waivers included are:

- Age
- Aggregate Savings Balance
- Off-Trial Balance (OTB) products (credit cards, ATM and debit cards, etc.)

For example, accounts set up for children may see very little activity, but in order to encourage long-term credit union loyalty for these members, you may choose to waive fees for members under a certain age. In addition, many credit unions consider the possession of a CU credit card to be sufficient reason to avoid dormancy fees (although you also use a credit card as a reason to avoid dormancy altogether).

Fees that are waived according to your configured waiver parameters will be recorded in the Fee Waiver Information file (FWHIST) and can be viewed using the Fee Waiver Information Report (on menu MNRPTC).

*For details on setting up your dormancy fee parameters, see Page 9.*

## "WORKING" YOUR DORMANT ACCOUNTS

Once a member is added to the master dormancy list, the record will never be removed automatically by the system. However, dormancy status can be modified manually to control whether or not the member is charged fees, and to monitor for activity on dormant accounts.

A dormant record may be *suspended* either manually or automatically by the system to indicate that contact has been made or activity performed on the account while it was at dormant status. A suspended record will be exempt from dormancy fees.

To prevent fraud against dormant accounts, transactions made on dormant accounts will appear on a special daily report (see Page 31) and can be worked to verify that the transaction was proper before deleting the dormant record and removing the freeze and comment.

*Deleting* the master dormancy record will automatically remove a freeze put on by the dormancy system and purge the appropriate member comments.

*For complete details on working your dormant memberships, see Page 16.*

## CAN CU\*BASE JUST DELETE DORMANCY RECORDS FOR ACCOUNTS THAT HAVE ACTIVITY?

A question we are often asked is, "if a dormant member finally has some activity, or if the account is closed, why can't CU\*BASE just remove them from the dormancy list for me?"

Unfortunately, that would defeat the entire purpose of the dormancy monitoring: to detect fraud. Dormant accounts, where a member is not actively using and watching the account activity, are more vulnerable to fraudulent actions by employees or others. If CU\*BASE just made these accounts disappear from the dormancy list, there would be no record of inappropriate activity, making it a lot easier for someone to remove funds from a dormant member's account, then close it, and no one would be the wiser.

The CU\*BASE Dormancy Monitoring system was intended to help you track these accounts and verify that the activity that occurred was legitimate. By suspending the dormancy status, the system draws your attention to the activity and allows you to investigate it properly.

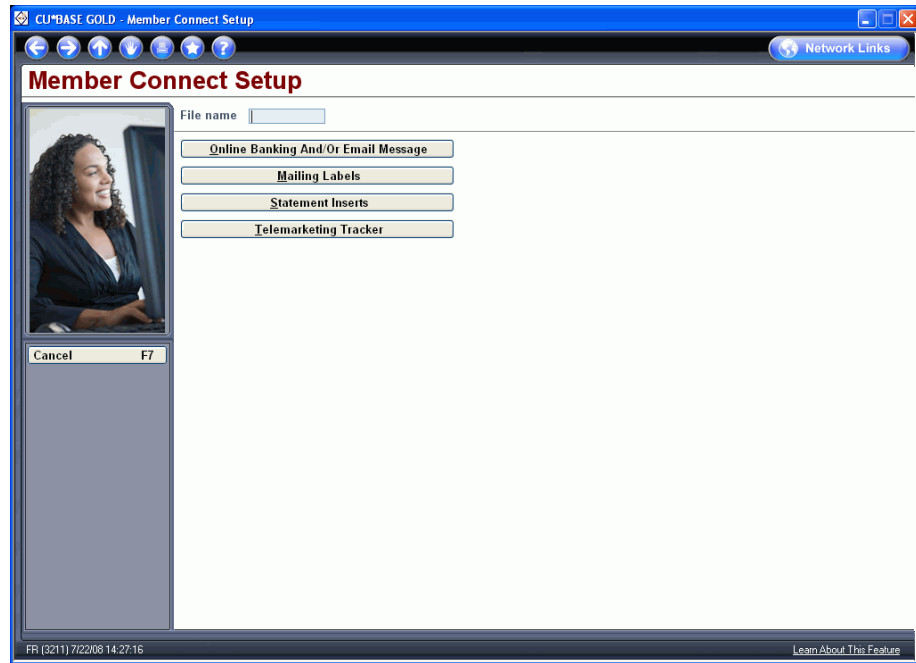
## CAN I WARN MEMBERS AHEAD OF TIME THAT THEY ARE GOING DORMANT AND ARE ABOUT TO INCUR FEES?

If you would like to warn your members who are about to go dormant about dormancy fees that will soon be assessed to their accounts, use the DIWARN file in your credit union's QUERYxx library. This file contains the account base only and is done during EOD on the first of the month (so it's available to you starting on the 2<sup>nd</sup>).

This file can be used with Member Connect features to generate mailing labels or send emails to these members before they actually become dormant.

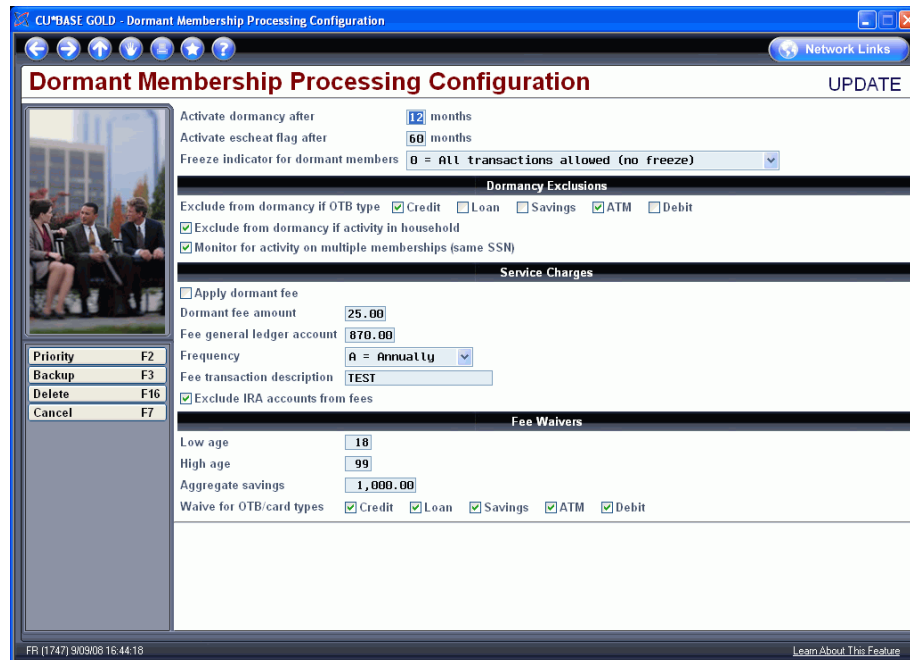
Refer to the following booklets for more instructions: “

- Marketing Campaigns with Member Connect File Transfers
- Downloading Data from iSeries to PC.



# CONFIGURING DORMANCY/ESCHEAT MONITORING PARAMETERS

MNCNFA #11 “Dormant/Escheat Configuration”  
Screen 2



(This screen appears after an initial screen used to select a corporation ID.) This screen is used to define how memberships should be monitored for dormancy. Enter all of the desired settings and use Enter to save. If assessing dormancy fees, use **F2-Priority** to specify the share accounts from which fees should be taken (the screen shown on Page 14 will appear).

## Field Descriptions

Field Name	Description
Activate dormancy after	Enter the number of months of inactivity after which the membership should be declared dormant. For example, if a membership should be considered dormant after 13 months of no activity on <i>any</i> of the accounts within that membership, enter 13 here.
Activate escheat flag after	Enter the number of months of inactivity after which the membership is flagged with an escheat status of “Y.” For example, if your state regulations require you to begin escheating after 5 years of inactivity, enter 60 here.  See Page 4 for additional information on escheat monitoring.
Freeze indicator for dormant members	This flag can be used to automatically set a freeze indicator for <i>all</i> accounts under a membership when the membership is declared dormant. Use one of the following freeze indicators:

Field Name	Description
	0 All transactions allowed (no freeze) 1 Withdrawals and disbursements not allowed 2 Deposits and payments not allowed 3 No activity allowed
Generate dormancy predictor file (DIWARN)	<p>Select the number of months ahead that a member must be dormant to appear on the DIWARN file. For example, if you select 3 months, any member who will be dormant <b>at any time</b> during the next three months will appear on this file.</p> <p>Use the DIWARN file to alert members that their accounts are about to go dormant. During EOD processing on the first day of the month, the system reviews accounts that would be going dormant and adds them (account base only) to the DIWARN file in your credit union's QUERYxx library.</p> <ul style="list-style-type: none"> <li> <b>Note:</b> Since this is done during EOD, this file will be available starting on the 2<sup>nd</sup> day of the month.         </li> </ul> <p>This file can be used with Member Connect features to generate mailing labels or to send emails to these members before they actually become dormant. Or use the List Generator/Database feature to produce a file of names and addresses that could be used to create mailing labels for sending notifications to members.</p> <ul style="list-style-type: none"> <li> <b>Note:</b> Since the member can in effect be in this file more than one month, depending on your configuration, the member may receive more than one notification.         </li> </ul>
<p><i>Dormancy Exclusions</i></p> <p>The optional features in this section let you avoid declaring a membership dormant under special circumstances.</p>	
OTB/card types	<p>If you wish to prevent a membership from being declared dormant if the member has any of the OTB/Plastic products listed, check any that apply. For example, many credit unions do not declare members dormant as long as they have a credit union credit card. (Remember that you could simply waive dormancy fees for members with OTB accounts, while still declaring them dormant for tracking purposes. See "Fee Waivers" below.)</p> <p>(Remember that in this context the "Loan" and "Savings" checkboxes refer to OTB loan and savings products, not regular CU*BASE loans and share accounts.)</p> <p style="border-left: 2px solid gray; padding-left: 10px;">When this feature is first activated for one or more OTB type, any existing dormant members that are suspended from dormancy because of this exclusion will appear on your daily "Accounts Suspended from Dormancy" report (PDRMNS). See Page 31 for details.</p> <p><b>SPECIAL NOTE: CREDIT CARD RECORDS MARKED AS "HOT CARD"</b> Members will be excluded/suspended from dormancy even if the only OTB record the member has is a credit card marked as "hot card." If your credit card vendor periodically purges old, inactive cards, this should not be a problem. If not, your credit union should set up a procedure to regularly clean up old card records so that accounts are declared dormant as expected.</p>
Exclude from	If you wish to prevent a membership from being declared

Field Name	Description
dormancy if activity in household	<p>dormant if anyone else in that member's household has recent activity, check this flag. For example, if a husband and wife are in the same Household, but only the wife's account is used regularly, this flag would prevent the husband's account from being declared dormant because of activity on the wife's accounts.</p> <p>When this feature is first activated for one or more OTB type, any existing dormant members that are suspended from dormancy because of this exclusion will appear on your daily "Accounts Suspended from Dormancy" report (PDRMNS). See Page 31 for details.</p>
Monitor for activity on multiple memberships (same SSN)	<p>If you wish to prevent a membership from being declared dormant if there is activity in another membership <i>with the same SSN</i>, check this flag. That way if only one of the memberships is actually used regularly, any others owned by that same member would not be declared dormant.</p> <p>When this feature is first activated for one or more OTB type, any existing dormant members that are suspended from dormancy because of this exclusion will appear on your daily "Accounts Suspended from Dormancy" report (PDRMNS). See Page 31 for details.</p>
<p><i>Service Charges</i></p> <p>These fields let you set parameters for periodic fees to be assessed to dormant members (fees are not charged to members whose dormancy status has been suspended).</p>	
Apply dormant fee	If you wish to assess a periodic fee to memberships at normal dormancy status, check this flag and use the following fields to set the fee parameters.
Dormant fee amount	<p>Enter the fee amount to be assessed. For example, if you wish to set a fee of \$1.00 per month, enter 100 here and choose a Frequency of Monthly.</p> <p>Fees will be taken from share accounts according to the priorities you set using F2-Priority (see Page 14).</p>
Fee general ledger account	Enter the income G/L account to which fee income should be booked.
Frequency	<p>Use this to indicate how often dormancy fees should be taken from the member's account. Fees are assessed during end-of-day processing.</p> <p>A Annually (once every 12 months on the last day of December)</p> <p>M Monthly (on the last day of every month)</p> <p>Q Quarterly (once every 3 months on the last day of March, June, September and December)</p>
Fee transaction description	Enter a description to be used when the fee is taken from the member's account.
Exclude IRA accts from fees	Check this flag if fees should not be assessed from IRA account types. Leave the flag unchecked if you wish to allow fees to be taken from any IRA account types specified in the Fee Priority sequence (see Page 14).

Field Name	Description
<i>Fee Waivers</i>	
These fields are used to set the conditions under which dormant memberships will not be assessed a fee.	
Low age	Enter an age. Any member below this age will NOT incur fees for dormancy. If the field is set to blank (zero), all ages below the <i>High age</i> will be charged. Applies to <i>individual</i> member types only, not organizations.
High age	Enter an age. Any member above this age will NOT incur fees for dormancy. If the field is set to 999, all ages above the <i>Low age</i> will be charged. Applies to <i>individual</i> member types only, not organizations.
Aggregate savings	Enter a dollar amount. Any members whose aggregate end-of-month savings balance is above this amount will not incur fees for dormancy. To charge fees regardless of the aggregate savings, enter 999999999.
Waive for OTB/card types	<p>This field is used to waive fees for members who have any OTB/Plastics products. If a record of this type is found in the Plastics/OTB file, the member will not be charged a dormancy fee. Leave the fields unchecked to assess fees regardless of OTB participation.</p> <p>(Remember that in this context the “Loan” and “Savings” checkboxes refer to OTB loan and savings products, not regular CU*BASE loans and share accounts.)</p> <p>This is separate from the OTB fields in the “Dormancy Exclusions” section. If dormancy is already being excluded due to OTB products, these fee waivers are not necessary. These are designed for credit unions that still wish to declare the member dormant for tracking purposes, but just don’t want to charge the fee if the member has, for example, a credit card.</p>

#### Command Keys

<i>Command Key</i>	<i>Description</i>
F2-Priority	Use this to set the sequence of share account types to be used when assessing dormancy fees. See Page 14 for details. NOTE: This is required if dormancy fees are desired. If no priorities are set, fees will not be assessed.
F3-Backup	Use this to return to the previous screen and select a different corporation ID. Any changes made will NOT be saved.
F4-Delete	Use this to delete all dormancy monitoring parameters for this corporation and return to the previous screen. <b>BE CAREFUL: There is no confirmation for this feature.</b>
F7-CANCEL	Use this to return to the menu. Any changes made will NOT be saved.

## CONSIDERATIONS WHEN CHANGING YOUR DORMANCY PARAMETERS

If you plan to modify the parameters used for tracking dormancy and/or escheat status, including fee and waiver settings, please contact a CU\*BASE representative prior to making the change. Depending on the change you wish to make, it may be best to refresh your existing dormancy master file (DIMAST) before modifying the configuration settings. **This is especially important if you need to increase either timeframe.**

To help you evaluate whether or not a refresh would be appropriate, the following table shows the results in your dormancy file if you simply change the dormant or escheat months without refreshing the file:

<i>Original Settings</i>	<i>Example New Settings</i>			
Dormant = 24 mos Escheat = 60 mos	Dormant = 24 mos <b>Escheat = 36 mos</b>	<b>Dormant = 36 mos</b> Escheat = 60 mos	<b>Dormant = 12 mos</b> Escheat = 60 mos	Dormant = 24 mos <b>Escheat = 72 mos</b>
John Member has had no activity for 52 months	<b>John will still be dormant, but WILL be marked as escheat the next time dormancy is monitored</b> (notice the escheat might appear to be long overdue in this case)	John will still be dormant but not yet marked as escheat	John will still be dormant but not yet marked as escheat	John will still be dormant but not yet marked as escheat
Susie Member has had no activity for 28 months	Susie will still be dormant and not yet marked escheat	<b>Susie will NOT be removed from the dormancy list or suspended; dormancy record must be manually deleted</b>	Susie will still be dormant and not yet marked escheat	Susie will still be dormant and not yet marked escheat
Mary Member has had no activity for 15 months (is not currently on the dormancy list)	Mary will still not be on the dormancy list	Mary will still not be on the dormancy list	<b>Mary will be added to the dormancy list the next time dormancy is monitored</b>	Mary will still not be on the dormancy list
Fred Member has had no activity for 62 months, escheat status is Y	Fred will still be dormant and also marked as escheat	Fred will still be dormant and also marked as escheat	Fred will still be dormant and also marked as escheat	<b>Fred's escheat status will NOT be set back to N and will need to be adjusted manually by setting an Escheat last contact date</b>

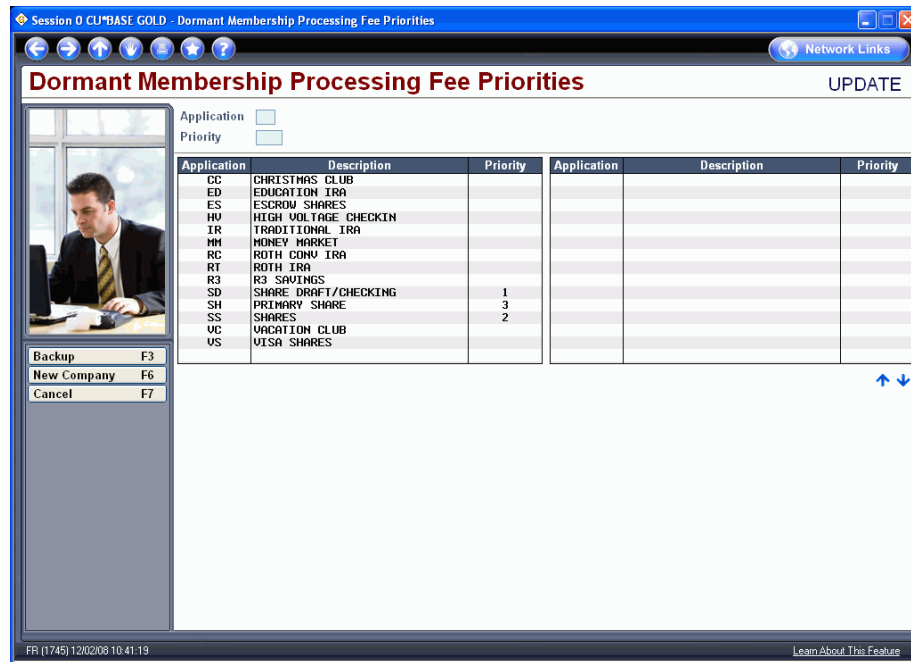
The refresh process must be done by a CU\*BASE representative, and involves the following steps:

1. Every record in the DIMAST file is flooded with a "D" status indicator (for Delete).
2. The "Suspend Dormancy" program is run to delete dormancy records marked with a "D." This process will also reset all associated freeze indicators set by the dormancy process, and delete the associated comments. (This is why the DIMAST file is never just cleared completely.)

After the process is complete, the next time normal dormancy monitoring is run during end-of-day, the DIMAST file will be repopulated using all of your new parameters. This process is best done at the beginning of a period just after fees have been posted.

**WARNING:** Be aware that refreshing the DIMAST file means you will lose all records of fee amounts previously taken from member accounts, as well as all other previous tracking information. In addition, the *Date added to dormant list* will be reset to the date on which the file was reset, and therefore will no longer reflect the date the member originally became dormant. **Be sure to print a copy of the Dormant Members Master Listing (Page 33) as a record of your dormancy file before it is refreshed.**

Screen 3 (Cmd/2-Priority)



*This screen appears after using F2-Priority on the main dormancy configuration screen (see Page 9).*

If your credit union chooses to assess dormancy fees, this screen is used to indicate from which share account types the fee should be debited. Fees are “swept” through the designated member account suffixes, with the fee amount taken from one account at a time until funds are depleted. Therefore, if your Checking dividend application is set to Priority 1, and the fee is \$5.00, it will take \$5.00 each period until funds are depleted, and will take part from Checking and part from the next priority if needed (i.e., \$3.00 from Checking and the remaining \$2.00 from Sub-Shares, etc.) until all funds are exhausted. **See Page 31 for information about daily fee exception reports.**

Listed are all configured Dividend Applications. Simply enter the DIVAPL code and a sequential number to prioritize the order in which the accounts should be used. When all the desired applications have been prioritized, use F3-Backup to return to the previous screen. (HINT: To remove an item from the priority sequence, enter the application only with no priority number, then use Enter.)

IMPORTANT: At least one priority sequence is required. If no applications are selected, the system will not assess any dormancy fees.

# DORMANT ACCOUNT MAINTENANCE

MNUPDA #9 "Update Dormancy"

**CU\*TIP:** Use F5-Refresh to clear you filters so you can search for a different account.

**CU\*TIP:** Use F13-Last Date to toggle the last column between *Current Balance* and *Last Contact or Transaction Date* (will show whichever date is most recent).

Account	App Type	Name	Fees	Dormancy Status	Current Balance
000	SH		0.00	SUSPENDED	0.00
000	SH	MARGARET	0.00	SUSPENDED	4,158.57
002	SH	MARGARET	0.00	SUSPENDED	2,369.27
000	SH	GREGORY	0.00	SUSPENDED	148.71
000	SH	G	0.00	SUSPENDED	104.10
000	SH	ERIN	0.00	SUSPENDED	5.00
920	OC	ERIN	0.00	SUSPENDED	0.11
000	SH	ROBIN	0.00	SUSPENDED	124.32
000	SH	COLE	0.00	SUSPENDED	146.09
000	SH	NANCY	0.00	SUSPENDED	4.41
110	SD	NANCY	0.00	SUSPENDED	0.00
000	SH	CONNOR	0.00	SUSPENDED	67.00
000	SH	JR, DAVID	0.00	SUSPENDED	13,111.83
000	SH	BRIAN	0.00	SUSPENDED	308.11

This screen is used to monitor and maintain the dormancy records for all dormant memberships. As discussed earlier, once a dormant account is added to this list, it will remain on the list until it is manually deleted using this screen. If there is activity on the account, the dormancy record is marked "SUSPENDED" but will remain on the list. This is primarily to prevent inappropriate use of the funds from a dormant account. Once the account has been reviewed to verify that the transaction was valid, this item can be deleted from the dormant master list.

*To calculate a summary of all accounts according the length of time they have been dormant, use F15-Summary. See Page 22 for details.*

There are four different views for this screen; use F11-Toggle (or click the **T**oggle button) to switch to the other views:

Alternate View	Description
Dormancy Suspended	This is the default view, and it shows only members who were previously declared dormant, but whose dormancy status has been suspended due to activity on one or more of the member's accounts, or because of a change in your credit union's dormancy parameters (such as activating a new OTB exclusion). These are the records that need to be worked on a regular basis to ensure against fraudulent use of a dormant member's account.
Regular Dormancy	This view shows members who are at a normal dormant status, but who have not yet reached escheat status.

<i>Alternate View</i>	<i>Description</i>
Escheat Pending	<p>This view shows members who have been dormant long enough to be eligible for escheating (the <i>Escheat status</i> is Yes on all of the member's accounts in the dormancy master listing).</p> <p>NOTE: This view will NOT include any escheat-pending members whose dormancy has been suspended; these will appear within the Dormancy Suspended list so that they can be worked like any other suspended record.</p>

The *Search for account base* field lets you enter any account base and show just the records that match. The *Position to account base* field lets you scroll quickly to the first account in the list that matches the account number entered.

To view or change the dormancy status for a member, select the record in the list and choose one of the available options (described below) to proceed to the second screen.

To print a list of all dormant memberships, use **F21-List**. See Page 33 for details.

#### Options

<i>Option</i>	<i>Description</i>
<u>C</u> hange	Use this option to view details on this dormant membership and allow update of the last contact date used to govern whether or not the member should be flagged for escheating. The screen shown on Page 18 will appear.
<u>V</u> iew Detail	Use this option to view details on this dormant account without making any changes. The screen shown on Page 18 will appear.
<u>D</u> elete	<p>Use this option to remove the member <i>from the dormancy list only</i>. A confirmation message will appear; use Enter to remove the <b>all accounts under this account base</b> from the dormancy list, or F8 to cancel the deletion and return to the full list.</p> <p>If the account was frozen by the dormancy monitoring system, the freeze will be removed and the associated member comments purged. (See Page 21 for information on using the <i>Account frozen by dormant system</i> flag to retain the freeze.)</p> <p>Keep in mind that if the member is still actually dormant, the next time dormancy monitoring is run the account will be added back onto the list. Therefore, this is typically used only to remove a suspended record after verifying recent transactions.</p> <p>An Audit Tracker entry will be made at this time. Select F5-Save/Continue to complete the Tracker entry. See page 26 for more information about Audit Tracker.</p>
<u>I</u> nquiry	Use this option to view the Member Account Inquiry screen for the selected account.
<u>R</u> einstate	Use this option to reinstate the dormancy status for a

Option	Description
	member that was previously suspended (as noted under the <i>Dormancy Status</i> column). This simply changes the status <b>for all accounts under this account base</b> from “SUSPENDED” to “DORMANT,” subject to normal dormancy fee processing. See Page 19 for more information.
<u>Suspend</u>	<p>Use this option to temporarily suspend the dormant status for this member (<b>will affect ALL accounts under this account base</b>), while keeping the original record in the dormant list. See below for more details.</p> <p>An Audit Tracker entry will be made at this time. Select F5-Save/Continue to complete the Tracker entry. See page 26 for more information about Audit Tracker.</p>

## SUSPENDING DORMANCY

As described above, the Suspend option can be used manually to prevent a membership from being considered dormant (including excluding the account from dormancy fees) without removing the account from the dormant master list. Freezes, if any, are not affected by suspending dormancy.

Dormancy can also be suspended by updating the *Last Contact* date on the member’s MASTER record, as described on Page 23.

In addition, suspending is done automatically during end-of-day processing when transaction activity is detected for any of the member’s accounts, or if new exclusions are activated in dormancy configuration. Keep in mind that in order to perform transactions on accounts frozen by the dormancy process, it is necessary to remove the freeze manually or use an override to perform a transaction. This should be done only according to established credit union policy for handling dormant memberships.

Change (2) or View Detail (5)

This screen lets you view or adjust settings for individual dormant accounts.

R=Reinstate



The Reinstate screen lets you return a suspended member back to normal dormancy status. In addition, you can adjust the *Last transaction date* as appropriate for each individual account. (This is necessary when a transaction is posted incorrectly to a dormant member’s account. After reversing the transaction, the dormancy status is reinstated and the *Last transaction date* on the account record must be returned to its original value.)

**CU\*TIP:** *The Reinstate screen will appear automatically for every sub-account under this membership, so that you can adjust the Last Transaction Date as appropriate for each individual account when reinstating each record to a normal dormancy status. (Press Enter after adjusting the first account, and the second account will appear automatically, until all sub-accounts under his membership are reinstated.)*

#### Field Descriptions

Field Name	Description
Account #	The member’s account base and account suffix currently being viewed. Although the entire membership is dormant, each account will be listed separately.
Application	The application type (not Dividend Application) for this account: SH Share                      TX Tax Share SD Share Draft              OC Line of Credit CD Certificate                LN Loan IR IRA
OTB/cards	This lists any existing Off Trial Balance (OTB) records (also referred to as “Plastics”) for this member, similar to Inquiry

<i>Field Name</i>	<i>Description</i>
	<p>and Phone Inquiry screens. If the member has no OTB records, the notation “* NO PLASTIC *” will appear instead.</p> <p>ATM    ATM Card        LOAN    Any OTB Lending product  CRDT    Credit Card        SAVE    Any OTB Savings product  DEBT    Debit Card</p>
Dormant status	Shows the member’s dormancy status, either DORMANT or DORMANCY SUSPENDED.
Escheat status	<p>This flag indicates whether or not this account has been dormant long enough to be flagged for escheat status, according to your configured parameters (see Page 9).</p> <p>For example: John Smith goes dormant on 3/1/04 based on a 24-month dormancy and 60-month escheat configuration. The <i>Escheat status</i> flag is “N” indicating a dormant member not ready to escheat. Each day the system monitors the number of months since last activity, and on 3/1/07 when the member has been dormant 60 months, the <i>Escheat status</i> flag is set to “Y” automatically (assuming another <i>Escheat last contact date</i> has not been entered that is less than the 60 months).</p> <p>If you wish to change this flag to “N” to remove the member from the escheat list while remaining at normal dormancy status, enter a date into the <i>Escheat last contact date</i> field, described below.</p>
Escheat last contact date	<p>This flag is used to indicate that the member should not escheat, but should remain on the dormant list so the account will continue to be assessed normal dormancy fees. If a date is entered here, and that date is less than the configured timeframe for escheating (see Page 9), the system will immediately change the <i>Escheat status</i> flag to “N” when you use Enter to save.</p> <p>This date is also used during daily dormancy monitoring to determine whether or not the escheat flag should be set to “Y” or “N.”</p> <p><b>NOTE: To avoid confusion, be sure to enter the same date for all of the account suffixes under this member’s account base.</b></p>
Date added to dormant list	<p>The date on which the member was originally added to the dormancy file. This date will not change if the member’s dormancy status is temporarily suspended.</p> <p>Remember that the actual date of last activity would be earlier than that based on the configuration. See the <i>Total months since last activity</i> field for the total amount of time the member’s accounts have actually been inactive. Also remember that if at some point in the past you refreshed your dormancy master list (see Page 13) this field may have been reset to the date of the refresh instead.</p>
Total dormant fees to date	<p>This shows the total amount of fees that have been charged to this suffix since the time the membership originally went dormant.</p> <p>Remember that if at some point in the past you refreshed your dormancy master list (see Page 13) this will include only fees assessed since the file was</p>

<i>Field Name</i>	<i>Description</i>
	refreshed.
Total months since last activity	<p>This shows the total number of months since the last activity on this member's accounts. This is recalculated every day using the last transaction date on the account records (MEMBERx):</p> $\text{Current Date} - \text{Last Tran Date} \div 30 = \text{No. of Months}$
Account frozen by dormant system	<p>This flag shows whether the account was frozen by the dormancy monitoring system or not. (If blank, no freeze was placed by the dormancy system, according to your configuration parameters.)</p> <p>If Yes and the dormant record is deleted (using the Delete option as shown on Page 16), the freeze will be removed automatically along with any associated member comments.</p> <p>If you are deleting the dormancy record for a member but you would like the freeze to remain for other reasons, change this flag to No. The "account dormant" comment will be removed in either case.</p>
Last transaction date for MEMBER file record	<p><i>(Appears only when using the Reinstate option. See Page 16.)</i></p> <p>This field is used when reactivating the dormant status for a member that has been suspended from dormancy. Any date entered here will be recorded as the Last Tran Date on the MEMBERx account record and used during future dormancy monitoring to determine the member's dormant status.</p> <p>HINT: If a transaction was performed on a dormant account by mistake, this field should be used to reset the date back to the correct date of last activity.</p>

## VIEWING A SUMMARY OF DORMANT ACCOUNTS

### F15-Summary

Monitored as of Dec 02, 2008							
Months	Regular Dormancy		Dormancy Suspended		Escheat Pending		
	# Accts	Balance	# Accts	Balance	# Accts	Balance	
0 to 11	63	10,648.35	19	12,143.95			0.00
12 to 23	15	1,490.95		0.00			0.00
24 to 35	1	49.00		0.00			0.00
36 to 47	2	543.52		0.00	1		9.53
48 to 59		0.00		0.00			0.00
60 +		0.00		0.00			0.00
<b>Total</b>	<b>81</b>	<b>12,731.82</b>	<b>19</b>	<b>12,143.95</b>	<b>1</b>		<b>9.53</b>

*This screen appears when you use F15-Summary on the main dormancy maintenance screen (shown on Page 16).*

This handy tool calculates and displays a summary of all funds in dormant accounts, according to the length of time the member has been on the dormancy list.

*The periods are measured from the Date added to the dormant list date on the individual dormant accounts. Remember that if you choose to refresh your dormancy master file (see Page 13), this date is reset to the date on which the file is refreshed, and therefore your entire dormancy list will appear under the first group until a year has passed.*



*Example: John Smith has been declared dormant after 24 months of inactivity. On March 10, 2004, he contacts the credit union and discusses his plans to begin using his accounts again after he returns from an overseas assignment. The member service representative enters 3/10/04 on the MASTER record, and dormancy fees are no longer assessed to John's accounts. Assuming the dormancy configuration is set to 24 months and there is no activity in the meantime, on March 10, 2006, the account will revert to dormant status again.*

**IMPORTANT:** If this date is changed for a member that has already become eligible for escheat, the *Escheat Status* on the account in the dormancy file will remain at Y, but the record *will* be suspended from dormancy. Use the Change feature in dormancy maintenance (see Page 18) to adjust the *Escheat last contact date* to change the member's escheat pending status.

Depending on credit union policy, you may also elect to delete the suspended dormant record from the master dormancy list in order to remove the freeze and member comment. See Page 16 for details on deleting a dormant record.

## EXCLUDING A MEMBER FROM DORMANCY MONITORING

There are situations where it is necessary to exclude a membership from ever being monitored for dormancy. A common situation is when a person opens a membership because he/she is listed as a co-signer on a loan, but has no intention of actively using the membership. A flag on the individual's MASTER membership record is used to exclude this membership from being monitored for dormant status or assessed any fees. Place a checkmark in this field shown in the following image to exclude this member from ever being declared dormant, regardless of transaction activity.

MNUPDT #1 "Update Membership Information"

Session 0 CU\*BASE GOLD - Update Membership-Individual

Network Links

## Update Membership-Individual

Individual



Backup	F3
Cancel	F7
Bypass	F8
Alt Address	F9
Greeting	F10
Reg E Settings	F13

Name: SALLY MEMBER  
 Opened: Nov 23, 1982  
 Branch #: 01 - MAIN OFFICE

Account #:   
 SSN:   
 Photo ID on file

**Other Information**

Reason code: 00	Electronic deposit hold group: 03
User defined fields: 0	Tran source ID: <input type="text"/>
Statement group: 0	Due diligence monitoring level: 0 (0 - 9)
Account exec: <input type="text"/>	<input checked="" type="checkbox"/> Allow shared branch transactions
Employee type: 0	<input type="checkbox"/> Proxy ballots
Employee #: <input type="text"/>	<input type="checkbox"/> Dividend withholding
Department/sponsor #: <input type="text"/>	<input type="checkbox"/> Exclude from dormancy
Check hold status: 1	<input type="checkbox"/> Force monthly statement (Req E override)
Certification of SSN: C	<input type="checkbox"/> 3rd-party opt out
Reference: <input type="text"/>	<input type="checkbox"/> CU contact opt out
Preferred contact method: ND - No Preference Selected	

Mother's maiden name:  Code word:

Marital status:

Email address:

Email address is wrong

**Overdraft Service for ATM & Everyday Debit Card Transactions**

Opt in/out:  IN - Member wants the CU to authorize & pay overdrafts on ATM & everyday debit card transactions  
 OUT - Member does NOT want the CU to authorize & pay overdrafts on ATM & everyday debit card transactions

Member has not specified. Please select and save.

FR (2431) 4/12/11 16:40:19 Learn About This Feature

# DORMANCY MASTER LISTING REPORT

This screen is used to print a listing of all members currently on your dormancy master list. The *Print the escheat records only* flag is handy if you want to print a listing of escheat-pending members to prepare your annual escheat paperwork. The *Print address*, *Print SSN*, *Print Email Address*, and *Print Driver's License #* may be helpful if you are using the report to do your own monitoring and follow-up on dormant memberships. (Be aware, though, that this will add at additional lines on the report for each dormant account listed.)

MNRPTB #17-Dormant Member Master Listing



## Report Sample

**NOTE:** In the sample below, the date in the column **LAST CONTACT DATE** is the last date the member was contacted. This contact date must be maintained in the system manually. The date next to **DORMANT** is the last transaction date.

ACCOUNT #	STATUS	MEMBER NAME	LAST CONTACT/ TRAN DATE	MONTHS SINCE LAST ACTIVITY	FEES	ESCHEAT STATUS	BALANCE
130	000 DORMANT	JAYNE L MEMBER	3/03/03	86		Y	5.00
472	000 DORMANT	RANDALL MEMBER	12/06/00	64		Y	102.01
	110 DORMANT		2/14/74	64		Y	

# AUDIT TRACKER

In the case of dormancy monitoring, a conversation is appended to the member's AT tracker when daily Dormancy Monitoring is run or if a member is suspended or deleted from dormancy. In this case a Memo Type of DM is used to document when a member has been suspended and his or her status has changed to "Suspended." A conversation with the message, "Dormancy for account 999999999 was suspended in daily monitoring on mm/dd/yyyy."

Additionally, when an employee deletes an account on the Dormancy Inquiry or Update screen (MNUPDA #9 Update Dormancy) a DM Memo Type will be appended to the AT Tracker.

## MNUPDA #9 "Update Dormancy"

Account	App Type	Name	Fees	Dormancy Status	Current Balance
				Toggle View	Toggle View
000	SH		0.00	SUSPENDED	0.00
000	SH	MARGARET	0.00	SUSPENDED	4,158.57
002	SH	MARGARET	0.00	SUSPENDED	2,369.27
000	SH	, GREGORY	0.00	SUSPENDED	148.71
000	SH	, G	0.00	SUSPENDED	104.10
000	SH	, ERIN	0.00	SUSPENDED	5.00
920	OC	, ERIN	0.00	SUSPENDED	0.11
000	SH	, ROBIN	0.00	SUSPENDED	124.32
000	SH	, COLE	0.00	SUSPENDED	146.09
000	SH	, NANCY	0.00	SUSPENDED	4.41
110	SD	, NANCY	0.00	SUSPENDED	0.00
000	SH	, CONNOR	0.00	SUSPENDED	67.00
000	SH	JR, DAVID	0.00	SUSPENDED	13,111.83
000	SH	, BRIAN	0.00	SUSPENDED	308.11

The employee will need to press Enter to confirm this deletion for the conversation to be generated. The message on this conversation will read, "Dormancy for account XXXXXXXXX was suspended on mm/dd/yyyy."

## REVIEWING A TRACKER AT A LATER DATE

1. Later if you want to review a member's account you simply review his or her Audit Tracker. You can access member trackers through Inquiry or Phone Inquiry. Select the member's base account and use F21-Tracker Review to view the Member Tracker Review.

### Member Account Inquiry (Use F21-Tracker Review)

CU\*BASE GOLD - Member Account Inquiry

**Member Account Inquiry**

Account # [REDACTED] JOHN Q MEMBER Date opened Jan 22, 1980  
 SSN/TIN [REDACTED] Joint Owners Beneficiaries G/L # 901.00-01

Account type 000 REGULAR SAVINGS MSR  
 Div appl SH REGULAR SAVINGS

Outstanding accrued club benefits 0.00

Current balance	1,739.22	Annual b/u withholding	0.00
- par value	5.00	Div. period avg. balance	115.22
- secured	0.00	Pd minimum balance	115.22
- uncollected	0.00		
= Net available	1,734.22	YTD club benefits	0.00

1st date negative 00000000

Dividend Information			
Quarter 1	0.09	Total	0.09
2	0.00	Accrued div.	0.06
3	0.00		
4	0.00		

Transaction inquiry date Jul 08, 2008 [MMDDYY]

FR (66) 7/18/08 14:21:12

2. Here you will view a list of the member's Trackers (they might have a Collections (XX) or Sales (ST) Trackers as well) and you will see the Audit Tracker in the list. Select to view this Tracker to view the Audit Tracker Conversations.

### Member Tracker Review (1)



- Once you select to view the Audit Tracker, you will see a conversation about the activity on the account. Here we see a record of the deletion of the dormancy record.

### Member Tracker Review (2)





# DORMANCY REPORTS

## AUTOMATIC DAILY REPORTS

PDRMNT: Accounts Reaching Dormant Status

This end-of-day report lists all memberships that were added to the dormancy list during EOD processing.

10/05/04 12:26:05		CU*BASE TEST CREDIT UNION ACCOUNTS REACHING DORMANT STATUS				PDRMNT	1
Account No.	Name	Last Trans Date	Message				
979-000	MEMBERSMA, KEITH J	6/05/97	ACCOUNT DECLARED DORMANT				
979-010		6/05/97	ACCOUNT DECLARED DORMANT				
1442-000	ANYONE, JEANETTE M		ACCOUNT DECLARED DORMANT				
NUMBER OF RECORDS.....		3					
END OF REPORT							

PDRMTR: Activity on Dormant Accounts (Transaction Exclusions)

This end-of-day report lists accounts on the dormancy list that had transactions or other activity during the day. All of these will show as "suspended" in the dormancy list.

40.34 02/08/00		CU*BASE TEST CREDIT UNION ACTIVITY ON DORMANT ACCOUNTS						PDRMTR	PAGE	1
ACCOUNT NO.	SEQ #	TRAN DATE	AMOUNT	TRAN TYPE	TRAN CODE	TELLER	TRANSACTION DESCRIPTION	TRANSFER ACCOUNT NO.	LAST TRANS DATE	
1622-000	00035	3/09/00	10.00	11	12	81	MEMBER SAV DEPOSIT		11/11/98	
5014-000	00029	3/09/00	65.00	11	12	46	MEMBER SAV DEPOSIT		4/16/99	
10469-000	00025	3/09/00	70.00	31	13	28	MEMBER SAV CASH W/D		6/09/99	
12935-000		9/08/99					LAST CONTACTED			
13298-000	00384	3/09/00	55.96	92	15	C9	LEGAL FEES		8/16/99	

*NOTE: This report shows any accounts where the Last contact date was updated manually. These same accounts will appear on the PDRMNS report as well.*

PDRMNS: Accounts Suspended from Dormancy (Non-Transaction Exclusions)

This end-of-day report shows accounts where dormancy was suspended due to an exclusion in your credit union's dormancy configuration (see Page 9), or due to the member having any closed-end loan or certificate accounts.

Remember that if you activate a new exclusion flag on your configuration, this report will probably be much longer than usual the next time dormancy monitoring is run!

10/05/04 12:34:36		CU*BASE TEST CREDIT UNION			PDRMNS	1
ACCOUNTS SUSPENDED FROM DORMANCY (NON-TRANSACTION EXCLUSIONS TODAY)						
Account No.	Name	Last Trans		Reason Dormancy Excluded		
		Escheat	Date			
3192-000	MEMBER, RICHARD W	Y	9/28/90	LAST TRANSACTION DATE IS WITHIN DORMANCY PERIOD		
3273-000	MEMBER, CHARLES E		5/10/01	OTB RECORD - CRDT		
4332-000	MEMBER, TIMOTHY	Y	6/30/95	ACTIVITY IN HOUSEHOLD		
7546-000	ABC CORPORATION		6/30/95	ACTIVITY ON OTHER ACCOUNT W/SAME SSN		

**NOTE:** The message, "LAST TRANSACTION DATE IS WITHIN DORMANCY PERIOD" will appear when the Last Tran Date on a member account record (MEMBERx) is out of synch with the dormancy master file. This can occur if a transaction is posted by mistake and then reversed without adjusting the Last Tran Date back to its original setting.

#### Daily "Dormant Fee Transaction Register" Report

This end-of-day report shows all dormancy fees assessed to members. Data will only be shown on this report for the last day of a month during which fees were assessed (according to the configured fee frequency).

13:48.18 12/31/99		CU*BASE TEST CREDIT UNION						TDRMNT	PAGE	1
DORMANT FEE TRANSACTION REGISTER										
ACCOUNT NO.	SEQ #	TRAN DATE	TRAN TYPE	TRAN CODE	FEE AMOUNT	CURRENT BALANCE	PREVIOUS BALANCE	DESCRIPTION		
211-000	00772	12/31/99	68	13	6.00	35.90	41.90	DORMANT ACCOUNT FEE		
306-001	00963	12/31/99	47	33	6.00	.93	6.93	DORMANT ACCOUNT FEE		
419-000	00084	12/31/99	68	13	3.94	.00	3.94	DORMANT ACCOUNT FEE		
484-000	00130	12/31/99	68	13	6.00	18.37	24.37	DORMANT ACCOUNT FEE		
621-001	00480	12/31/99	47	33	6.00	5.92	11.92	DORMANT ACCOUNT FEE		
708-000	00044	12/31/99	68	13	2.34	.00	2.34	DORMANT ACCOUNT FEE		
723-000	00034	12/31/99	68	13	6.00	11.26	17.26	DORMANT ACCOUNT FEE		
752-000	00028	12/31/99	68	13	6.00	480.74	486.74	DORMANT ACCOUNT FEE		

## Daily "Dormant Fee Exception Listing" Report

This end-of-day report lists any exceptions that were encountered during the fee process, where fees could not be assessed. Included are fees that were waived.

ACCOUNT NO.	MESSAGE
102814-000	Member aggregate savings exceeds maximum
104223-000	Member does not meet minimum age requirement
104236-000	Member does not meet minimum age requirement
104249-000	Member does not meet minimum age requirement
500762-000	Member aggregate savings exceeds maximum
501871-000	Member aggregate savings exceeds maximum
502485-000	Member aggregate savings exceeds maximum
504548-000	Member aggregate savings exceeds maximum
504616-000	Member aggregate savings exceeds maximum

## ON DEMAND REPORTS

### MNRPTB #17 "Dormant Members Master Listing"

CU\*BASE GOLD - Dormant Members Master Listing

Network Links

### Dormant Members Master Listing

Report Options      Response

Month/year to process: Jul 2008 [MMYY]

Print the Escheat records only

Print address and SSH

Export to file

Job queue

Copies: 1

Printer: P1

Cancel      F7

FR (627)      Learn About This Feature

Check this box to export the data from this report for use with Member Reach or Report Builder.

This feature is handy if you want to print a listing of escheat-pending members to prepare your annual escheat paperwork.

Use this if you are printing a report to be used for your own internal follow-up. Be aware, though, that this will add three or four additional lines on the report for each dormant account listed.

*HINT: This report can also be printed by using F21-List on the dormancy maintenance screen (shown on Page 16).*

This report shows both the last contact date and the last transaction date on all accounts. This last contact date will display after the member record, and the appropriate last transaction date will display by its respective account.

Report Sample

16:32.59 08/02/04		TEST CREDIT UNION (CU)					LDRMNT	PAGE	1
		DORMANT MEMBERS MASTER LISTING							
ACCOUNT #	STATUS	MEMBER NAME	DORMANT DATE	MONTHS SINCE LAST ACTIVITY	FEES	ESCHEAT STATUS	BALANCE		
2003	LAST CONTACT DATE	FRED S ANYMEMBER	6/12/06						
2003-000	DORMANT		7/08/07				20,857.90		
2094	LAST CONTACT DATE	JOHN MEMBER							
2094-000	DORMANT		11/13/08	79	8.00		9.77		
2094-100	DORMANT		11/20/08	79			12.56		
2941	LAST CONTACT DATE	MARY ANYBODY	10/16/07						
2941-000	DORMANT		10/16/08	32			13.62		

16:32.59 08/02/04		TEST CREDIT UNION (CU)					LDRMNT	PAGE	4
		DORMANT MEMBERS MASTER LISTING							
ACCOUNT #	STATUS	MEMBER NAME	DORMANT DATE	MONTHS SINCE LAST ACTIVITY	FEES	ESCHEAT STATUS	BALANCE		
** TOTAL DORMANT MEMBERS -	151	**					51,380.37 **		
** TOTAL ESCHHEAT MEMBERS -	6	**					479.85 **		