
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.

CONTENTS

OVERVIEW.....	3
WHAT IS A “DORMANT” MEMBER?	3
WHAT DOES “ESCHEAT” MEAN?	4
UNDERSTANDING DORMANCY FEES	5
“WORKING” YOUR DORMANT ACCOUNTS	5
CAN CU*BASE JUST DELETE DORMANCY RECORDS FOR ACCOUNTS THAT HAVE ACTIVITY?	6
CAN I WARN MEMBERS AHEAD OF TIME THAT THEY ARE GOING DORMANT AND ARE ABOUT TO INCUR FEES?	6
CONFIGURING DORMANCY/ESCHEAT MONITORING PARAMETERS.....	8
CONSIDERATIONS WHEN CHANGING YOUR DORMANCY PARAMETERS	12
GENERATING DORMANCY/ESCHEAT NOTICES.....	15
CONFIGURING DORMANCY/ESCHEAT NOTICE EVENTS	15
CONFIGURING DORMANCY/ESCHEAT NOTICE FORM	17
ACTIVATE DORMANCY/ESCHEAT NOTICES	20
PRINTING MEMBER NOTICE FORMS	21
DORMANT ACCOUNT MAINTENANCE.....	22
SUSPENDING DORMANCY	24
VIEWING A SUMMARY OF DORMANT ACCOUNTS	28
DORMANCY EXCLUSIONS.....	29

Revision date: October 11, 2024

For an updated copy of this booklet, check out the Reference Materials page of our website:
<http://www.cuanswers.com/resources/doc/cubase-reference/>
CU*BASE® is a registered trademark of CU*Answers, Inc.

USING CONTACT DATE TO SUSPEND DORMANCY	29
EXCLUDING A MEMBER FROM DORMANCY MONITORING	31
<u>DORMANCY MASTER LISTING REPORT</u>	<u>32</u>
<u>AUDIT TRACKER</u>	<u>33</u>
REVIEWING A TRACKER AT A LATER DATE	34
<u>DORMANCY REPORTS</u>	<u>37</u>
AUTOMATIC DAILY REPORTS	37
ON DEMAND REPORTS	39

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 their 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 29 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 31 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 8 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).

1. If the *Monitor for activity on multiple memberships (Same SSN)* is turned on, the activity on any member account with the same SSN will exclude all memberships from becoming dormant.
2. If the *Exclude from dormancy if activity in household* flag is turned on, then all membership/accounts in the same household would be excluded.

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 (or Last Contact Date in MASTER) 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	ACCOUNT DECLARED DORMANT. ALL ACCOUNT TYPES MAY BE FROZEN.		May 04, 2023

For details on setting up your credit union’s dormancy monitoring parameters, see Page 8.

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 22 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 using 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.)
- Online ATM, DEBIT or CREDIT cards

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 **Tool #371 Fee Waiver Information Report**.

For details on setting up your dormancy fee parameters, see Page 8.

"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 37) 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 22.

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?

Yes! CU*BASE offers three different automated notices as it relates to dormancy and escheat status. These notices are activated through **Tool #346 Dormant/Escheat Configuration**. However, there is a little work you will need to do behind the scenes before you can utilize this feature, and it is recommended that you work with your credit union's compliance team to ensure that your verbiage adheres to local regulations. Please [see page 15](#) of this booklet to get started.

Alternatively, 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 2nd).

This file can be used with Member Connect features to generate mailing labels or send emails to these members before they become dormant. Please refer to the [Member Connect booklet](#) for more information on functionality.

CONFIGURING DORMANCY/ESCHEAT MONITORING PARAMETERS

Dormancy/Escheat Configuration (Tool #346) - Screen 2

(This screen appears after an initial screen used to select a corporation ID. CU*BASE will automatically bypass the first screen if there is only one corporation ID.)

This screen is used to define how memberships should be monitored for dormancy. Enter all the desired settings and use Enter to save. If assessing dormancy fees, use **Priority (F2)** 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.
Generate dormancy notices	Check this box to generate a notice for members when they become dormant. NOTE: Form and events must be configured before this can be activated. See page 15 of this booklet for more information.
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.

Field Name	Description
	See Page 4 for additional information on escheat monitoring.
Generate escheat notices	Check this box to generate a notice for members when they become dormant. NOTE: Form and events must be configured before this can be activated. See page 15 of this booklet for more information.
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: 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) xx months before declaring dormant	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 at any time during the next three months will appear on this file. 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. <ul style="list-style-type: none"> Note: Since this is done during EOD, this file will be available starting on the 2nd day of the month. 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. <ul style="list-style-type: none"> Note: 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.
Generate dormancy warning notices	Check this box to generate warning notices for members who are added to the dormancy predictor file. NOTE: Form and events must be configured before this can be activated. See page 15 of this booklet for more information.
<i>Dormancy Exclusions</i> The optional features in this section let you avoid declaring a membership dormant under special circumstances. These conditions are OR conditions, meaning that members are waived from dormancy if one of the dormancy waiver conditions are met.	
OTB/card types	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.)

Field Name	Description
	<p>(Remember that in this context the <i>Loan</i> and <i>Savings</i> checkboxes refer to OTB loan and savings products, not regular CU*BASE loans and share accounts.)</p> <p>When this feature is first activated for one or more OTB types, 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 37 for details.</p> <p>SPECIAL NOTE: CREDIT CARD RECORDS MARKED AS “HOT CARD” 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 dormancy if activity in household	<p>If you wish to prevent a membership from being declared 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, 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 37 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, 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 37 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.
Allow fee to go below par	If checked (it will be by default), then allow the fee to take the 000 account below the par value but not less than zero. This means that a partial fee is allowed. If unchecked, then the fee will not take the account below par.
Dormant fee amount	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.

Field Name	Description
	Fees will be taken from share accounts according to the priorities you set using <i>Priority</i> (F2). (See Page 14).
Fee general ledger account	Enter the income G/L account to which fee income should be booked.
Frequency	Use this to indicate how often dormancy fees should be taken from the member's account. Fees are assessed during end-of-day processing. A Annually (once every 12 months on the last day of December) M Monthly (on the last day of every month) Q Quarterly (once every 3 months on the last day of March, June, September, and December)
Fee transaction description	Enter a description to be used when the fee is taken from the member's account.
Exclude IRA accounts 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).
<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 if present	If you wish to waive the fee for members who have certain types of accounts or cards, place a check mark in one or more of these fields. <ul style="list-style-type: none"> ATM card - Waiver for ATM card. For online ATM card, card must be in active status (not, for example hot carded) for fee to be waived. For Off Trial Balance (OTB) ATM card, waives if a card is present, regardless of status. Debit card - Waiver for debit card. For online debit card, card must be in active status (not, for example hot carded) for fee to be waived. For Off Trial Balance (OTB) debit card, waives if a card is present, regardless of status. Credit card - Waiver of fee for credit cards. For online credit card, the loan must have a Process Type of V (credit card) with a status of Active (A) and not be written off (WRTOFF of 0) for fee to be waived. For Off Trial Balance (OTB) credit card, waives if a card is present, regardless of status or balance.

Field Name	Description
	<ul style="list-style-type: none"> OTB savings acct - Waives fee if member has Off Trial Balance (OTB) savings account, regardless of status or balance. OTB loan acct - Waives fee if member has Off Trial Balance (OTB) loan account, regardless of status or balance. <p>(Remember that in this context the <i>Loan</i> and <i>Savings</i> 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>

Buttons

Button	Description
Priority (F2)	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.
Delete (F4)	Use this to delete all dormancy monitoring parameters for this corporation and return to the previous screen. BE CAREFUL: There is no confirmation for this feature.

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:

Original Settings	Example New Settings			
Dormant = 24 mos Escheat = 60 mos	Dormant = 24 mos Escheat = 36 mos	Dormant = 36 mos Escheat = 60 mos	Dormant = 12 mos Escheat = 60 mos	Dormant = 24 mos Escheat = 72 mos
John Member has had no activity for 52 months	John will still be dormant, but WILL be marked as escheat the next time dormancy is monitored (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	Susie will NOT be removed from the dormancy list or	Susie will still be dormant and not yet marked escheat	Susie will still be dormant and not yet marked escheat

		suspended; dormancy record must be manually deleted		
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	Mary will be added to the dormancy list the next time dormancy is monitored	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	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

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 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 39) as a record of your dormancy file before it is refreshed.**

Screen 3 – “Priority” (F2)

Session 0 - ABC TESTING CREDIT UNION

File Edit Tools Help

Dormant Membership Processing Fee Priorities UPDATE

Credit union: **ABC TESTING CREDIT UNION**

Application:

Priority:

Application	Description	Priority	Application	Description	Priority
AB	BUSINESS ALL-IN		EU	ENVOY CHECKING	
AL	ALL-IN SAVINGS		FA	ESCROW FANNIE MAE	
BC	BUSINESS CLUB		FB	ESCROW - INHOUSE	
BE	BUSINESS ESCROW		FC	FCU ESCROW	
BS	BUSINESS/ORG SAVINGS		FD	FANNIE MAE ESCROW	
BU	BUSINESS CHECKING		FE	SAFE N EASY CHECKING	
BW	BUSINESS WEALTH BLDG		FI	FICA BUSINESS	
CC	CHRISTMAS CLUB		FM	ESCROW FREDDIE MAC	
CF	CONSUMER FICA		FN	ESCROW FANNIE MAE	
CK	REGULAR CHECKING		GS	GROWTH SAVINGS I	
EC	ESCROW		GT	GROWTH SAVINGS II	
ED	COVERDELL SHARES		GU	GROWTH SAVINGS III	
EE	ESCROW-INHOUSE		GV	GROWTH SAVINGS IV	
ES	EDUCATION SAVINGS		HC	HOMETOWN CHECKING	
ET	ETA-CLOSED		HS	HSH CHECKING	

↑ ↓

New Company

← → ↑ || 🖨️ 🔗 ⓘ ? @ (1745)

This screen appears after using “Priority” (F2) on the main dormancy configuration screen (see Page 8).

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 37 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 the back arrow to return to the previous screen. (HINT: To remove an item from the priority sequence, enter the application only with no priority number, and then use Enter.)

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

GENERATING DORMANCY/ESCHEAT NOTICES

CU*BASE allows your credit union to generate three notice events as it relates to accounts with dormant and escheat status. The first is a dormancy warning notice generated in advance of when the membership will become dormant. The second is a notice when the membership becomes dormant, and the third is for when the membership reaches escheat status.

For a deeper dive on configuring member notice forms, please see the [Member Notices booklet](#).

CONFIGURING DORMANCY/ESCHEAT NOTICE EVENTS

Configure Notice Events (Tool #258) – Screen 1

The following screens appear when you use “Define Event Details” (F10) on the initial form configuration screen.

Here are the events that you will need to create messages for.

Event	Description	Maint Date	Form
CDMAT5	Full CD Transfer	Apr 17, 2001	CDMAT
CRCNSF	Credit Card - NSF	Aug 27, 2002	
CRCODP	Credit Card - ODP	Sep 09, 2002	
CURPMT	Contract Pmt Change	Apr 25, 2006	
DEPBOX	SAFE DEPOSIT BOX	Oct 23, 2016	
DESCHT	ESCHEAT NOTICE	Nov 16, 2023	CDMAT
DORMNT	DORMANT NOTICE	Nov 16, 2023	DRMTAC
DRWARN	DORMANCY WARNING	Nov 16, 2023	DRMTU
LNBALL	LOAN BALLOON PAYMENT	May 27, 2004	
LNSNGL	SINGLE-PAYMENT LOAN	May 27, 2004	
LOANL1	Level 1 Past Due	Jan 23, 2024	DELQ
LOANL2	Level 2 Past Due	Jan 23, 2024	DELQ
LOANL3	Level 3 Past Due	May 09, 2001	DELQ
LOANL4	Level 4 Past Due	May 09, 2001	DELQ
MORTL1	MTG DELINQUENT LVL 1	Sep 12, 2014	nort
MORTL2	MTG DELINQUENT LVL 2	Sep 12, 2014	nort
MORTL3	MTG DELINQUENT LVL 3	Sep 12, 2014	nort
MORTL4	MTG DELINQUENT LVL 4	Sep 12, 2014	nort
NSFCHK	NSF/Returned Checks	Jan 31, 2009	ODPNFSF
NSFREP	NSF Non-Return Fee	Oct 01, 2003	ODPNFSF

This is the first of several screens used to change the account details that are printed with each Event ID, and to control the text associated with the events. When a form is configured, you can choose to include as many of these events as you wish. For dormancy and escheat events, all three can be attached to one form OR you can create three separate forms for each event: Dormancy warning (DRWARN), Dormant notice (DORMNT), and Escheat notice (DESCHT).

Event IDs have already been set up for you and include all the various system activities and member transactions that generate a member notice.

To work with the text and account details associated with an event, select the event, and use **Change** to proceed to the second screen.

Configure Notice Events – Screen 2

The List Suffix and Balances field is mandatory and not editable. The notice prints up to 20 suffixes. Any more than that will not print.

Detail	Column	Line (1 - 40)
<input checked="" type="checkbox"/> Account Number	<input checked="" type="radio"/> Left <input type="radio"/> Right <input type="radio"/> N/A	1
<input checked="" type="checkbox"/> Last Contact Date:	<input checked="" type="radio"/> Left <input type="radio"/> Right <input type="radio"/> N/A	2
<input type="checkbox"/> List Suffix and Balances	<input type="radio"/> Left <input type="radio"/> Right <input type="radio"/> N/A	3

This second screen is used to define an event title and choose which account data should be included as part of the event. Select the column “Left” or “Right” in front of any item you wish to include for this event. This will determine where text should appear.

When done, use Enter to proceed to the third and final screen.

Configure Notice Events – Screen 3

Space(s) After	Bold	Text
<input type="checkbox"/>	<input type="checkbox"/> Bold	This is to notify you that your membership will become dormant as of the month listed above. In order to prevent dormancy, a transaction must be processed.
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	

This final screen is used to modify the text that will print as part of this event. This is where you should work with your compliance team to craft the appropriate text and ensure you are adhering to state or other laws.

Two lines of text on this screen will combine to form one complete line of text on the printed form. The spacing and bold fields denote the beginning of a printed line of text (see below for instructions on using these fields for spacing and bold highlight). Punctuation and special characters will appear exactly as typed.

When done, use Enter to record the changes and return to the first event configuration screen. Repeat these steps for the remaining dormancy/escheat event IDs.

CONFIGURING DORMANCY/ESCHEAT NOTICE FORM

Tool #258 Configure Laser Notices – Screen 1

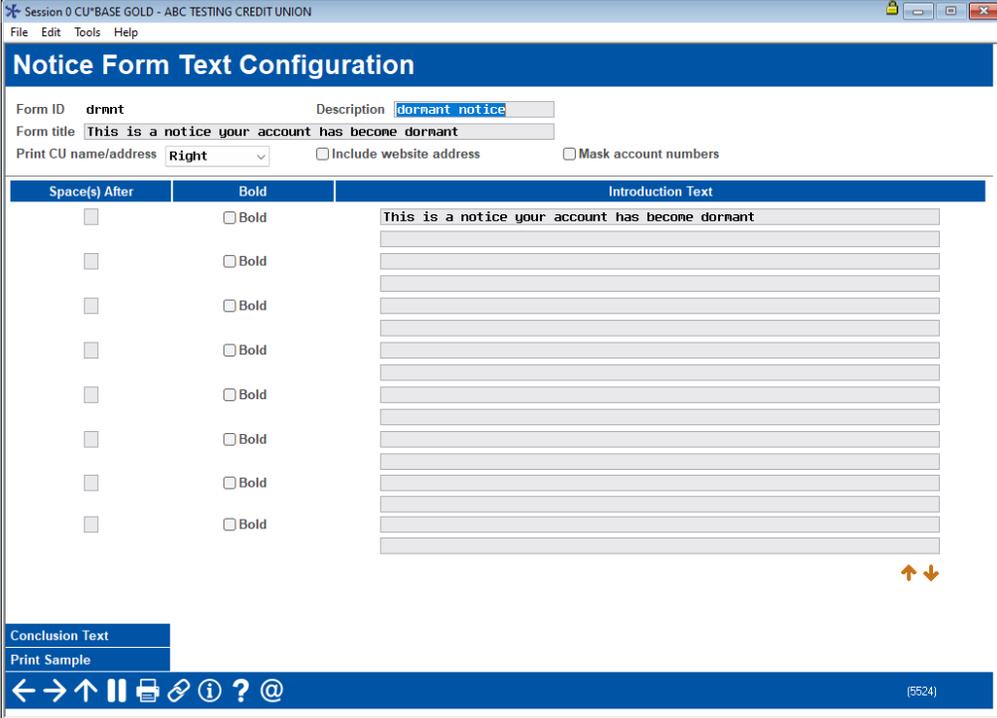
Form	Description	Maint Date
cpay20	C PAY 20 days	Jul 13, 2020
cpay30	Courtesy Pay 30 day	Jul 13, 2020
dorn	test dorn	Oct 02, 2024
dort	DELINQUENCY REMINDER	Mar 01, 2024
CDMAT	CERTIFICATE MATURITY	Sep 20, 2024
CPAY10	C PAY 10 DAYS	Jul 13, 2020
DELO	DELINQUENCY REMINDER	Feb 21, 2024
DRMTAC	test	Aug 27, 2024
DRMTU	Dormancy Warning	Oct 07, 2024
ODPACH	ACH ODP/NSF NOTICE	Jul 13, 2020
ODPNSF	CK ODP/NSF NOTICE	Sep 19, 2024
RATPMT	PAYMENT CHANGE	Jul 13, 2020

This is the main notice configuration screen, the first of three used to design the layout and contents of printed Member Notice forms. From this initial screen you can create, edit, or delete a form, as well as set up the text and account detail information that will appear for each notice event included on the form.

To create a new notice form, use **Add** (F6). The following window will appear:

Enter a Form ID (numbers and letters, both uppercase and lowercase, can be used) and use Enter to proceed. In this example, our Form ID is “drmnt.”

Configure Notice Forms – Screen 2



Space(s) After	Bold	Introduction Text
<input type="checkbox"/>	<input type="checkbox"/> Bold	This is a notice your account has become dormant
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	
<input type="checkbox"/>	<input type="checkbox"/> Bold	

The second screen is used to name the form and specify a title to print just below the member’s name and address. Use the bottom half of the screen to enter any explanatory text or instructions to print either before or after the events themselves. Start by entering any **Introduction Text** to appear before the first event.

Once you have completed your Introduction Text, use **Conclusion Text** (F11) to toggle the screen and enter any Conclusion Text to print at the bottom of the notice. This is a good place to put contact information for your credit union such as address, phone, etc. When done, use Enter to proceed to the third and final screen.

ACTIVATE DORMANCY/ESCHEAT NOTICES

Once you have configured your form and events, the next step will be to open **Tool #346 Dormancy/Escheat Configuration** and activate the notices. There are three separate checkboxes for each event: Generate dormancy warning notices, generate dormancy notices, and generate escheat notices.

Tool #346 Dormancy/Escheat Configuration

The screenshot shows the 'Dormant Membership Processing Configuration' window. The title bar reads 'Session 0 CU*BASE GOLD - ABC TESTING CREDIT UNION'. The window has a menu bar with 'File', 'Edit', 'Tools', and 'Help'. The main content area is titled 'Dormant Membership Processing Configuration' and includes an 'UPDATE' button in the top right corner. The configuration options are as follows:

- Activate dormancy after: 12 months
- Activate escheat flag after: 36 months
- Generate dormancy notices: (highlighted with a red box)
- Generate escheat notices: (highlighted with a red box)
- Freeze indicator for dormant members: ALL transactions allowed (no freeze)
- Generate dormancy predictor file (DIWARN): 1 months before declaring dormant
- Generate dormancy warning notices: (highlighted with a red box)

Below these options are three sections:

- Dormancy Exclusions:** Includes checkboxes for 'Exclude if present' (ATM card, Debit card, Credit card, OTB savings acct, OTB loan acct), 'Exclude from dormancy if activity in household', and 'Monitor for activity on multiple memberships (same SSN)'.
- Service Charges:** Includes 'Apply dormant fee' (unchecked), 'Allow fee to go below par' (checked), 'Dormant fee amount' (0.00), 'Fee general ledger account', 'Frequency', 'Fee transaction description', and 'Exclude IRA accounts from fees'.
- Fee Waivers:** Includes 'Low age', 'High age', 'Aggregate savings' (0.00), and 'Waive if present' (ATM card, Debit card, Credit card, OTB savings acct, OTB loan acct). 'Credit card' is checked.

An information icon (i) is present next to a message: 'Contact Client Services before changing the time periods for dormancy or escheat. It might be appropriate to refresh your dormancy master file first.'

The bottom of the window features a 'Priority' bar with navigation icons (back, forward, up, down, refresh, print, link, help, search, @) and the identifier 'UCF6DI-02'.

See Page 8 of this booklet for more information on configuring your dormancy and escheat parameters.

IMPORTANT NOTE: For dormancy warnings, the event is triggered when a membership gets added to the dormancy predictor file (DIWARN). This is done during EOD processing on the first day of the month. Because of that, this file will be available starting on the second day of the month.

PRINTING MEMBER NOTICE FORMS

Print Laser Member Notices (Tool #653)

CU*BASE shows that there are 31 events that have been recorded in this notice file.

Form	Description	Print	# in File	Date Generated
ANR	ANR Letter	<input type="checkbox"/>	4	Jul 16, 2024
ATHDBT	ATM DEBIT NSF/ODP	<input type="checkbox"/>	1	Jul 16, 2024
drant	dormant notice	<input type="checkbox"/>	31	Jul 17, 2024
ANR	ANR Letter	<input type="checkbox"/>	5	Jul 17, 2024
CDMAT	CERTIFICATE MATURITY	<input type="checkbox"/>	1	Jul 17, 2024
DELQ	DELINQUENCY REMINDER	<input type="checkbox"/>	30	Jul 17, 2024
drant	dormant notice	<input type="checkbox"/>	28	Jul 18, 2024
ANR	ANR Letter	<input type="checkbox"/>	3	Jul 18, 2024
CDMAT	CERTIFICATE MATURITY	<input type="checkbox"/>	3	Jul 18, 2024
DELQ	DELINQUENCY REMINDER	<input type="checkbox"/>	32	Jul 18, 2024
drant	dormant notice	<input type="checkbox"/>	24	Jul 19, 2024
ANR	ANR Letter	<input type="checkbox"/>	5	Jul 19, 2024
CDMAT	CERTIFICATE MATURITY	<input type="checkbox"/>	1	Jul 19, 2024

This screen is used to print notice forms for events that have occurred since the last time notices were printed. Notices are listed according to Form ID and date generated. The Date Generated represents the day when the events were compiled into the notice file.

To print, specify a printer and paper drawer, and then place a checkmark next to each batch you wish to print, and use Enter to begin printing.

NOTE: *If a member is setup for eNotices, the dormancy/escheat form may be sent as an eNotice instead of a printed form.*

DORMANT ACCOUNT MAINTENANCE

Work Dormant Members (Tool #985)

Dormant Membership Inquiry/Maintenance Dormancy Suspended

Search for account base

Position to account base

Account	App Type	Name	Fees	Dormancy Status	Current Balance
	SH		0.00	SUSPENDED	5.01
	SH		0.00	SUSPENDED	10.90
	SH		0.00	SUSPENDED	2.60
	SD		0.00	SUSPENDED	0.00
	SH		0.00	SUSPENDED	5.00
	SH		0.00	SUSPENDED	10.13
	SH		0.00	SUSPENDED	5.02
	SH		0.00	SUSPENDED	710.00
	SD		0.00	SUSPENDED	0.00
	SH		0.00	SUSPENDED	5.06
	SD		0.00	SUSPENDED	5.00

Change View Detail Delete
 Inquiry Reinstate Suspend

Refresh
 Toggle Status
 Toggle Last Contact Date
 Summary
 List

(5266)

CU*TIP: Use *Refresh (F5)* to clear your filters so you can search for a different account.

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

- Important: When a dormant membership is closed, it will not automatically be deleted from this listing. This allows for appropriate auditing to be done on the membership prior to removing it from this listing. This membership will be indicated with the Name: No active membership.

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 to the length of time they have been dormant, use “Summary” (F15). See Page 28 for details.

There are four different views for this screen; use *Toggle Status (F11)* 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

<i>Alternate View</i>	<i>Description</i>
	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.
Escheat Pending	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). 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.

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 **List (F21)**.
See Page 39 for details.

Selections

<i>Selection</i>	<i>Description</i>
<u>C</u> hange	Use this 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 25 will appear.
<u>V</u> iew Detail	Use this to view details on this dormant account without making any changes. The screen shown on Page 25 will appear.
<u>D</u> elete	Use this to remove the member <i>from the dormancy list only</i> . A confirmation message will appear; use Enter to remove the all accounts under this account base from the dormancy list, or <i>Bypass</i> (F8) to cancel the deletion and return to the full list. If the account was frozen by the dormancy monitoring system, the freeze will be removed, and the associated member comments purged. (See Page 27 for information on using the <i>Account frozen by dormant system</i> flag to retain the freeze.) 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.

<i>Selection</i>	<i>Description</i>
	An Audit Tracker entry will be made at this time. Select <i>Save/Continue</i> (F5) to complete the Tracker entry. See page 32 for more information about Audit Tracker.
<u>I</u> nquiry	Use this to view the Member Account Inquiry screen for the selected account.
<u>R</u> einstate	Use this to reinstate the dormancy status for a member that was previously suspended (as noted under the <i>Dormancy Status</i> column). This simply changes the status for all accounts under this account base from “SUSPENDED” to “DORMANT,” subject to normal dormancy fee processing. See Page 25 for more information.
<u>S</u> uspend	<p>Use this to temporarily suspend the dormant status for this member (will affect ALL accounts under this account base), 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 <i>Save/Continue</i> (F5) to complete the Tracker entry. See page 32 for more information about Audit Tracker.</p> <p>NOTE: If you suspend dormant status for a member’s account, it’s important that you update the “Last contacted” field on the Update Membership screen.</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 29.

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)

Session 0 CU*BASE GOLD - Dormant Membership Inquiry/Maintenance

Account # [REDACTED] [REDACTED] CHANGE

Account Information

Application SH Address [REDACTED]
OTB/cards * NO PLASTIC * [REDACTED] MI [REDACTED]

Dormant status **DORMANCY SUSPENDED** Account frozen by dormant system
 Escheat status
Escheat last contact date [REDACTED] [MMDDYYYY]
Date added to dormant list Feb 17, 2023
Total dormant fees to date 0.00
Total months since last activity 29

OTB/Cards

← → ↑ || 🖨️ 🔗 ⓘ ? @ (5268)

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

“Reinstate” (R)

Session 0 CU*BASE GOLD - Dormant Membership Inquiry/Maintenance

Account # [REDACTED] [REDACTED] REINSTATE

Account Information

Application SH Address [REDACTED]
OTB/cards * NO PLASTIC * [REDACTED] MI [REDACTED]

Dormant status **DORMANCY SUSPENDED** Account frozen by dormant system
 Escheat status Last transaction date Jul 10, 2024 [MMDDYYYY]
Escheat last contact date [REDACTED] [MMDDYYYY]
Date added to dormant list Feb 17, 2023
Total dormant fees to date 0.00
Total months since last activity 29

OTB/Cards

← → ↑ || 🖨️ 🔗 ⓘ ? @ (5268)

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

<i>Field Name</i>	<i>Description</i>
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 and Phone Inquiry screens. If the member has no OTB records, the notation "** NO PLASTIC **" will appear instead. ATM ATM Card LOAN Any OTB Lending product CRDT Credit Card SAVE Any OTB Savings product DEBT Debit Card
Dormant status	Shows the member's dormancy status, either DORMANT or DORMANCY SUSPENDED.
Escheat status	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 8). <div style="border-left: 1px solid black; padding-left: 10px; margin-left: 20px;"> <p>For example: John Smith goes dormant on 3/1/10 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 3/1/13 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> </div> <p>If you wish to change this flag to "N" (uncheck it) 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	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 8), the system will immediately change the <i>Escheat status</i> flag to "N" (uncheck it) when you use Enter to save. This date is also used during daily dormancy monitoring to determine whether or not the escheat flag should be set to "Y" or "N." NOTE: To avoid confusion, be sure to enter the same date for all of the account suffixes under this member's account base.
Date added to dormant list	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.

<i>Field Name</i>	<i>Description</i>
	<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 been inactive. Also remember that if at some point in the past you refreshed your dormancy master list (see Page 12) 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 12) this will include only fees assessed since the file was refreshed.</p>
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 (unchecked), no freeze was placed by the dormancy system, according to your configuration parameters.)</p> <p>If Yes (checked) and the dormant record is deleted (using <i>Delete</i> as shown on Page 22), 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. (Uncheck it) 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 22.)</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

“Summary” (F15)

Session 0 CU*BASE GOLD - Dormancy Summary

Monitored as of Oct 03, 2019

Months Dormant	Regular Dormancy		Dormancy Suspended		Escheat Pending	
	# Accounts	Balance	# Accounts	Balance	# Accounts	Balance
0 to 11	1251	3,755,680.42	5	24,269.57	0	0.00
12 to 23	952	1,609,915.22	1	143.00	0	0.00
24 to 35	173	246,289.07	41	0.00	150	275,133.69
36 to 47	0	0.00	98	0.00	6	167.87
48 to 59	0	0.00	0	0.00	0	0.00
60 +	0	0.00	0	0.00	0	0.00
Total	2376	5611884.71	145	24412.57	156	275301.56

Click on a count (# accounts or # members) to export data or view this group of members via Common Bonds dashboards.

Show Memberships

← → ↑ || 🖨️ 🔗 ⓘ ? @ (5265)

This screen appears when you use “Summary” (F15) on the main dormancy maintenance screen (shown on Page 22).

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 12), 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.

If you want to view the number of memberships associated with these dormant accounts, simply click “Show Memberships.”

From either view, click a number designating the number of accounts or memberships to export this data for use with Report Builder or the Common Bonds feature.

DORMANCY EXCLUSIONS

There are two ways to exclude a member from the dormant list: Using the *Last contact* field on the MASTER record to take a member out of dormancy temporarily or using the *Exclude from dormancy monitoring* flag to permanently exclude the member from daily dormancy monitoring.

USING CONTACT DATE TO SUSPEND DORMANCY

If a member is declared dormant, but then notifies the credit union that they wish to maintain the membership, you may enter a contact date to temporarily suspend the member's dormancy status.

Update Membership Information (Tool #15)

Session 0 CU*BASE GOLD Edition - ABC CREDIT UNION
File Edit Tools Help

Update Membership

 Individual

Date opened Dec 12, 1964 [MMDDYYYY]
Account base
Branch # 20 DRIVE

Imaging Solutions Scan e-Document View e-Document

Required Information

Name JOHN M MEMBER SSN : Name ID Foreign address
Gender Male Female Other Designation MI Individual Foreign citizen
Birth date Mar 29, 1949 [MMDDYYYY] Death date 00000000 [MMDDYYYY]

DBA name Home type Own Rent N/A
Address #1 123 MAIN STREET Address maintained by employee ID 47 on Sep 03, 2008
Address #2
City ANYCITY
State MI ZIP code 49000 8471
County ANYCOUNTY
Date moved to 00000000 [MMDDYYYY]
 Certify address Incorrect address

Misc Information

Driver's license MI1234567890 State MI
Long last name
Other ID Deny membership
Full middle name
Last contacted Sep 19, 2018 [MMDDYYYY] Last maintained Oct 02, 2019

Contact Numbers	Ext	Label	Comments
1. 5555555555		CELL?	<input type="checkbox"/> International <input type="checkbox"/> Text messages <input type="checkbox"/> Wrong # <input type="checkbox"/> Mobile
2. 3333333333		WORK?	<input type="checkbox"/> International <input type="checkbox"/> Text messages <input type="checkbox"/> Wrong # <input type="checkbox"/> Mobile

More contact numbers exist Go!

The numbers stored here are separate from text banking.

Skip Unlock Fields ID Check More Contact #s Custom Fields

FR (2429) 1003119

Use the *Last contacted* field to enter the date the member contacted the credit union regarding his or her dormancy status. During EOD processing the member's dormant record will be marked "Suspended." The member's account(s) will remain in the dormancy list and normal monitoring (without fees) will continue each day. If enough time passes that the contact date is outside the configured dormancy time frame, the account will be returned to normal dormant status again.

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 25) 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 22 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 they are 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.

Update Membership Information (Tool #15)

Session 0 - ABC TESTING CREDIT UNION
File Edit Tools Help

Update Membership

 Individual

Name: SUZIE Q MEMBER
Opened: Aug 26, 1985
Branch #: [REDACTED]

Scan e-Document
Account #: [REDACTED]
SSN: [REDACTED]
Photo ID on file:

Imaging Solutions

Other Information

Reason code: [UI]	Electronic deposit hold group: [03]	<input type="checkbox"/> Proxy ballots
User defined fields: [0]	Tran source ID: []	<input type="checkbox"/> Dividend withholding
Statement group: [0]	Due diligence monitoring level: [0] (0 - 9)	<input checked="" type="checkbox"/> Exclude from dormancy
Account exec: []	<input checked="" type="checkbox"/> Allow shared branch transactions	<input type="checkbox"/> Force monthly statement (Reg E override)
Employee type: [0]	Member is blocked from shared branching for [] more calendar days	<input type="checkbox"/> 3rd-party opt out
Employee #: []		<input type="checkbox"/> CU contact opt out
Department/sponsor #: []		<input type="checkbox"/> Exempt from CTR
Check hold status: [I]		<input type="checkbox"/> Block from skip-pay programs
Certification of SSN: [C]		
Reference: []	Online banking membership promotion code: []	
Preferred contact method: [NP]	No Preference Selected	

Mother's maiden name: [] Code word: [] Marital status: []
Email address: [] Fake addresses are not allowed!
 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

Verified: 00000000 ** UNKNOWN **

Skip | Alternate Address | Greeting | Reg E Settings

[Navigation icons] [2431]

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 three or four additional lines on the report for each dormant account listed.)

Dormant Member Master Listing (Tool #347) or Work Dormant Members (Tool #985)

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	000 DORMANT		2/14/74	64		Y	

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 **

There are also reports that are automatically generated. See **Page 37**.

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.

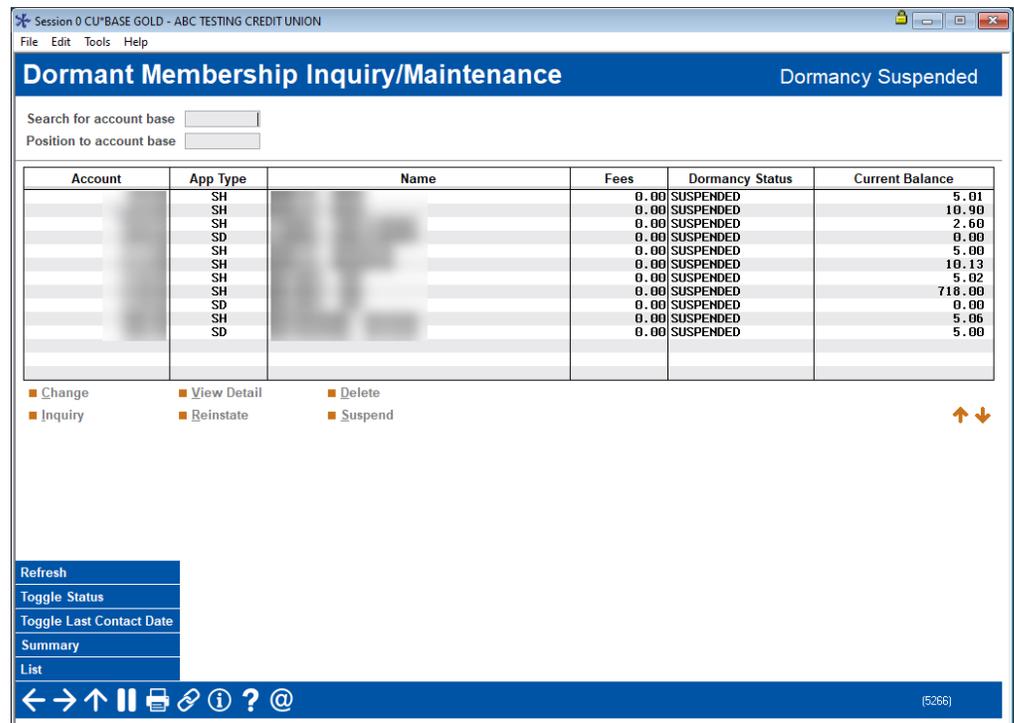
A Memo Type of DS is used to document suspension of a member from dormancy. The messages written to the Audit Tracker appear below. The first two are generated by the system during dormancy monitoring and the third is used when a user manually suspends a record manually on the Dormant Membership Inquiry Maintenance screen, accessed via **Tool #985 Work Dormant Members**.

- Dormancy was suspended in daily dormancy monitoring on MM/DD/YYYY for account 999999999-999
- Account 999999999-99 added to dormancy monitoring on MM/DD/YYYY
- Dormancy record was suspended on MM/DD/YYYY for account 999999999-999

Additionally, when an employee deletes an account on the Dormancy Inquiry or Update screen (shown below) a DD Memo Type will be appended to the AT Tracker. 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 XXXXXXXXXX was suspended on mm/dd/yyyy.

Work Dormant Members (Tool #985)



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 *Tracker Review* (F21) to view the Member Tracker Review.

Member Account Inquiry (Use "Tracker Review")

Session 0 - ABC TESTING CREDIT UNION

File Edit Tools Help

Member Account Inquiry

MSR +1 Account # [REDACTED] Date opened Jul 15, 2024
 ATM ID G/L account 901.00-01

ATM W/D Account type 000 REGULAR SAVINGS
 # ATM overdrafts Div appl SH REGULAR SAVINGS

Withdrawals 1
 # Transfers

Frozen 0 NO
 Passbook NO
 AFT NO
 Payroll NO

Outstanding accrued club benefits 0.00

Current balance	30,662.00	Annual b/u withholding	0.00
- par value	5.00	Period average balance	0.00
- secured	0.00	Period minimum balance	0.00
- uncollected	3,968.00		
= Net available	26,689.00	YTD club benefits	0.00
1st date negative	00000000		
Neg balance limit	0.00		

New Account
 New Account Type
 Dividend Calculator
 NSF
 Uncollected Funds
 Secured Funds
 OTB/Cards
 IRA/HSA
 Payroll
 Tracker Review
 Overdraft Protection

Dividend Information			
Quarter 1	0.00	Total	0.00
2	0.00	Accrued	0.000
3	0.00		
4	0.00		

Transaction inquiry date Aug 21, 2024 [MMDDYYYY]

← → ↑ || ⏏ ⓘ ? @ (3758)

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)

Session 0 CU*BASE GOLD - ABC TESTING CREDIT UNION

File Edit Tools Help

Member Tracker Review CHANGE

Member [Redacted]

Selection Options

Date [] [MMDDYYYY] Time []

Account type 000 Tracker type []

Reference []

Date	Time	Type	Reference	Speaking With	Tracker Type	Emp ID
Aug 21, 2024	14:07:28	000	Audit Tracker	[Redacted]	AUDT	+1
Aug 06, 2024	10:07:57	000	@#%^	[Redacted]	CLAM	-3

View Update Update Reference

Consolidate
Work Follow Ups
Tracker Entry
Cross Sales Tasks

Navigation icons: back, forward, up, down, print, refresh, help, search, etc.

[5106]

- 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)

Session 0 - Member Tracker Review

File Edit Tools Help

Member Tracker Review

Account [Redacted]

Conversations 1

Position to date [] [MMDDYYYY]

Search for text [] < Previous Search This Page Next >

Contact - Date: 08/06/2024 Time: 10:07:57 By Emp: [Redacted]

Name: [Redacted] Memo Type: SC small claims

Follow-up - Date: 01/22/2025 Assigned to Emp: [Redacted] Completed: NO

Sort Contact Date

Navigation icons: back, forward, up, down, print, refresh, help, search, etc.

[4573]

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 8), 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 ACCOUNTS SUSPENDED FROM DORMANCY (NON-TRANSACTION EXCLUSIONS TODAY)			PDRMNS	1
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 DORMANT FEE TRANSACTION REGISTER					TDRMNT	PAGE	1
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

You can also print a dormancy report on demand. See Page 32.