

Vision	To provide an excellent level of service to individuals and organizations in British Columbia who are searching for or holding unclaimed property.						
Mission	The BC Unclaimed Property Society re-unites individuals with unclaimed money held by the Society while providing a centralized administration for the management of unclaimed property for organizations submitting unclaimed funds.						
Goals	To increase the number of people reunited with their unclaimed property		Monitor and track the number of properties and funds remitted to the BC Unclaimed Property Society			Remit funds to Vancouver Foundation for charitable purposes to maximize social impact.	
Outcomes	Unclaimed funds are returned to their rightful owners	Increased awareness about the BC Unclaimed Property Society among members of the public	The BC Unclaimed Property Society is perceived as a legitimate organization	Improved relationship with holders of unclaimed property	Increased compliance with the <i>Unclaimed Property Act</i> of British Columbia	BC Unclaimed Property Society's technology maximizes efficiency, ensures , privacy and data security and is consistent with best practices for protecting personal information.	Operate a cost-efficient organization to maximize charitable transfers to Vancouver Foundation.
Annual Operating Plan - 2020	<ul style="list-style-type: none"> Establish, communicate and monitor location effort goals for all BCUPS staff. Research best practices of unclaimed property organizations internationally. Develop business intelligence tools to benchmark BCUPS performance in organizational goals. 	<ul style="list-style-type: none"> Develop and implement a communications plan and marketing campaign. Update BCUPS website design and Annual Report. Increase awareness about BCUPS model which benefits philanthropic activities among Canadian jurisdictions. 	<ul style="list-style-type: none"> Report known fraudulent attempts on BCUPS website to alert members of the public. Increased media relations activities to reinforce BCUPS brand recognition. 	<ul style="list-style-type: none"> Identify industry allies who will encourage unclaimed property remittances to BCUPS. Deliver presentations promoting BCUPS to unclaimed property organizations and stakeholders throughout the year. Create educational materials to inform potential holders about their obligations under the <i>Unclaimed Property Act</i>. 	<ul style="list-style-type: none"> Work with government to ensure holders submit unclaimed property in accordance with the <i>Unclaimed Property Act</i> of BC. Leverage Government support to encourage compliance among organizations holding unclaimed property. Recommend updates and revisions to the <i>Unclaimed Property Act</i> of BC and Regulations to maximize community benefit and social impact. 	<ul style="list-style-type: none"> Review and update specific IT security protocols to ensure BCUPS provides reasonable security arrangements against risks such as data breach, unauthorized access, collection, use, disclosure or disposal of information in its custody or under its control. Conduct disaster recovery testing annually. Develop and implement an IT strategic plan for 2020-2021 to ensure best practices. 	<ul style="list-style-type: none"> Review and update BCUPS Investment Policy annually to ensure capital preservation and reduce exposure to market fluctuations. Quarterly budget updates provided to Board of Directors. Publish Annual Report and Strategic Plan annually. Confirm that audits as required by Administration Agreement have been completed.
Why this matters	Reuniting owners with their unclaimed funds is an integral part of the BC Unclaimed Property Society's mission.	Greater awareness by members of the public increases the likelihood of searching the BCUPS database and commencing a claim. Ultimately this leads to an increase in returned funds.	The perceived legitimacy of the BC Unclaimed Property Society is a significant obstacle for members of the public who are reluctant to communicate or provide personal information required to process a claim.	The <i>Unclaimed Property Act</i> of BC does not provide for penalties in cases of non - compliance. Therefore, positive relationships, and compliance encouragement are vital tools in facilitating holder remissions.	Educating holders about their obligations under the <i>Unclaimed Property Act</i> of BC leads to increased compliance. Ultimately BCUPS is able to reunite more funds with their rightful owners. Unclaimed funds which are transferred to Vancouver Foundation benefit communities throughout BC.	Implementing current IT best practices increases organizational efficiency, reduces the risk of data loss and possible security breaches.	A cost – efficient, effective and sustainable organization is able to maximize the charitable amount transferred to Vancouver Foundation to benefit communities throughout BC.