March 2022

Dormant Assets
Information Guide

V3

Introduction

Welcome to the Dormant Assets Information Guide and thank you for taking the time to read about the Dormant Assets Scheme (the Scheme).

Since its launch in 2011, banks and building societies voluntarily participating in the Scheme have reunited many thousands of individuals with lost accounts, when this is not always possible accounts become “dormant”.

Operated by Reclaim Fund Ltd (RFL), the Scheme has enabled £800 million to be distributed to charitable and community initiatives across all four nations of the United Kingdom, whilst ensuring that people can be reunited with their accounts at any time in the future.

The new Dormant Asset Act 2022 expands the benefits of the Scheme to new industry sectors and asset classes, including investment and wealth management, insurance and pensions, and shares in publicly listed companies (securities). Expanding the Scheme will enable more people to be reunited with “lost” policies and assets, and unlock an estimated £880 million in additional funding for initiatives that are benefitting communities across the United Kingdom.

This Information Guide provides more information about the existing Dormant Asset Scheme, the impact it has created and the opportunities that Scheme expansion creates for new participants. The potential for Scheme expansion to change lives is an exciting prospect. Please let us know if you would like to find out more.

Whilst this guide intends to cover most topics, these are by no means exhaustive, nor the information comprehensive and if you would like further details in any specific area, please do not hesitate to contact dormantassets@reclaimfund.co.uk.

Contents

What is the **Dormant Assets Scheme?**

The Dormant Assets Scheme

The Dormant Assets Scheme is a financial services initiative, led by industry and backed by the UK Government.

It was established by the original Dormant Bank and Building Society Accounts Act 2008 (the Act). The Act sets out the Schemes' two component parts; the 'general scheme' also known as the 'Main Scheme' enables participating firms to transfer in dormant account funds and the surplus is channelled to social and environmental initiatives across the UK, and the 'Alternative Scheme' enables firms with balance sheets below £7bn to transfer in dormant account funds and the participating firm nominates its local or aligned charity to receive the surplus. Both Schemes are voluntary and guarantee consumer protection, allowing the original owners, if and when identified, to reclaim their funds in perpetuity.

This process is facilitated by Reclaim Fund Ltd* (RFL), the only authorised reclaim fund in the UK, who operate the Scheme by enabling those organisations who voluntarily participate to route dormant asset funds to the nominated distributor, The National Lottery Community Fund (TNLCF).

Dormant Assets

Dormant assets are funds held within financial services products which have been idle for a certain period of time, and attempts to trace their owners to reunite them with their money have been unsuccessful.

Under the current Scheme, dormant accounts are UK bank and building society accounts that have had no customer-initiated transactions for 15 years or more, and where the bank or building society has been unable to establish contact with the customer who owns the account.

Firms can lose contact with their customers for a number of reasons: they may move house or change their name without updating their details; they might buy a new financial product and forget about the ones they already own; or they might pass away without leaving a will or beneficiaries.

The Dormant Assets Scheme is set to be expanded across new asset sectors with the new Dormant Assets Act 2022 receiving Royal Assent in February 2022 (please see page 26 onwards for further details).

*RFL are regulated by the Financial Conduct Authority (FCA)

Core principles of the Dormant Assets Scheme

The Dormant Assets Scheme operates according to three core principles, which were established among participating banks and building societies which will also underpin the expanded Scheme:

Reunification first

Prioritising consumer protection, assets are only classed as 'dormant' and made available to the Scheme after satisfying strict criteria, and only after participating firms have completed their first priority to trace and reunite owners with their assets.

The customer journey is continuous, with customers reclaiming any 'lost' assets through their original product provider, who holds and protects customers' personal data throughout the process.

Voluntary participation

Potential participants can choose whether to contribute to the Scheme and to what extent. The Scheme is a voluntary commitment by industry to pool dormant assets to help address social challenges.

Full restitution in perpetuity

Owners are able, at any point, to reclaim the amount that would have been due to them had a transfer into the Scheme not occurred. RFL ensures that sufficient funds are available so this guarantee can always be fulfilled.

The success story so far

Since its inception, £1.4bn has been transferred voluntarily from banks and building societies into the Dormant Assets Scheme. The success of the Scheme to date means that over £800m has been made available for social and environmental initiatives.

In 2018, the government confirmed its support for an expanded Scheme to include certain assets within the insurance & pensions, investments & wealth management and securities sectors, alongside banks and building societies. Work is now underway between industry, government and regulators to make this a reality.

2008

The original Dormant Bank and Building Society Accounts Act is enacted. Allowing dormant funds to be pooled together and spent on addressing social challenges.

2010

Reclaim Fund Ltd (RFL) is incorporated to act as the custodian of dormant asset funding.

2011

RFL operations commence following regulatory authorisation and it receives in excess of £300m in dormant assets from new participating banks and building societies in the first year.

2016

RFL distributes £105m to the Big Lottery Fund. Total funds received since inception exceed £980m with 15 institutions participating in the Scheme

2017

The Independent Commission on Dormant Assets reports on the potential to expand the Scheme to include a wider range of financial assets in the Insurance & Pensions, Investment & Wealth Management and Securities sectors, together with additional assets held within the Banks & Building Societies.

2018

In response to the Commission's report, Ministers invite four Industry Champions to spearhead an industry-led approach to expanding the Dormant Assets Scheme.

2019

Big Lottery Fund rebrands to The National Lottery Community Fund. The Industry Champions publish The Dormant Assets Scheme: A Blueprint for Expansion providing recommendations to government on how the Scheme could be expanded across all four sectors. Fair4All Finance and Youth Futures Foundation are established.

2020

Government launches public consultation on expansion plans and RFL release £150m from the existing Scheme to support charities and social enterprises during Coronavirus pandemic.

2021

RFL has cumulatively made £800m available to social and environmental initiatives to date. Dormant Assets Bill introduced via House of Lords to provide legislation which will facilitate the expansion of the existing Scheme.

2022

Dormant Assets Act 2022 receives Royal Assent. Regulators, Industry and RFL prepare for operational readiness to launch the expanded Scheme in the second half of 2022

Key stakeholders in the Dormant Assets Scheme

Key stakeholders in the Dormant Assets Scheme

Reclaim Fund Ltd (RFL) – the facilitators of Dormant Assets Scheme, responsible for receiving funds from industry, managing the reserve to meet reclaims and making surplus funds available to social and environmental initiatives. RFL is classified as a Non-Departmental Public Body (NDPB) operating at arms-length from government, legally incorporated with its own legal identity and governed by a separate Board of Directors. Authorised and regulated in March 2011, RFL currently enables those banks and building societies, that voluntarily participate ('participants'), to transfer money from their dormant accounts to RFL, where surplus funds, deemed as being amounts in excess of what is required to meet future reclaims, can be distributed to UK charitable organisations for a variety of social and environmental initiatives.

Participants

There are currently 37 Banks and Building Societies who participate voluntarily in the Dormant Asset Scheme. The participants have a shared commitment to channelling dormant account monies to ensure that idle monies are put to good use to the benefit of society. Companies also benefit by transferring liability for dormant assets to Reclaim Fund Ltd whilst reinforcing customer tracing processes.

Current participating banks and building societies

- Allied Irish Bank (UK) p.l.c.
- ANZ – London branch
- Bank Hapoalim – London branch
- Bank Leumi UK plc
- Barclays Bank UK PLC
- Butterfield Bank (UK) Limited
- The Cambridge Building Society*
- CIMB Bank Berhad
- Clydesdale Bank PLC
- Commonwealth Bank of Australia – London branch
- Consolidated Credits Bank Ltd
- The Co-operative Bank plc
- Credit Agricole
- Danske Bank
- Duncan Lawrie Limited
- DZ Bank AG
- Emirates NBD – London branch
- HSBC Bank plc
- Intesa San Paolo
- Leek United Building Society*
- Lloyds Banking Group
  - Lloyds Bank plc
  - Bank of Scotland plc
- National Bank of Egypt (UK) Limited
- Nationwide Building Society
- NatWest Group
  - Adam & Company plc
  - Coutts & Co
  - National Westminster Bank plc
  - The Royal Bank of Scotland plc
  - Ulster Bank Limited
- Newcastle Building Society*
- NM Rothschild
- Riyad Bank
- Raphaels Bank
- Santander UK plc
- Standard Chartered Bank
- TSB Bank plc
- Virgin Money plc

*Participants of the Alternative Scheme

"We are proud to have been able to establish the UK Dormant Asset Scheme on behalf of the UK Government. Over the last eleven years we have been able to release £800m from Bank & Building Society Accounts, that would otherwise be sitting idle, on to good causes.
The Scheme upholds the consumers' right to ensure that dormant account holders can always reclaim money that is rightfully theirs.
We would encourage all sectors to consider participating in the Scheme to utilise Dormant Assets to change lives."

Adrian Smith OBE
Chief Executive

Reclaim Fund Ltd

Key stakeholders in the Dormant Assets Scheme

The Dormant Assets Scheme is an excellent example of responsible collaboration between industry, government and civil society.

Consumer protection will remain at the heart of the expanded Scheme, with the priority being uniting customers with their money. Only where this is not possible will funds be released to support social and environmental initiatives. Customers will always be able to reclaim the full amount owed to them, at any time.

I'm pleased that participating banks and building societies have transferred £1.4 billion into the Scheme to date, with over £800 million released to help level up communities in the most deprived parts of the UK.

The UK has long been at the global forefront of deploying dormant assets at scale and work is currently underway to expand the Scheme to a wider range of financial assets."

Nigel Huddleston
Minister for Sport, Tourism, Civil Society and Youth

HM Treasury (HMT) – responsible for the 2008 legislation that established the Dormant Assets Scheme.

Department for Digital, Culture, Media and Sport (DCMS) – responsible for the new legislation to expand the Dormant Assets Scheme, and for setting the policy directions for the English portion of funds.

The National Lottery Community Fund – responsible for distributing dormant assets to frontline organisations in line with government policy.

Financial Conduct Authority (FCA) – responsible for the regulation that underpins the Dormant Assets Scheme.

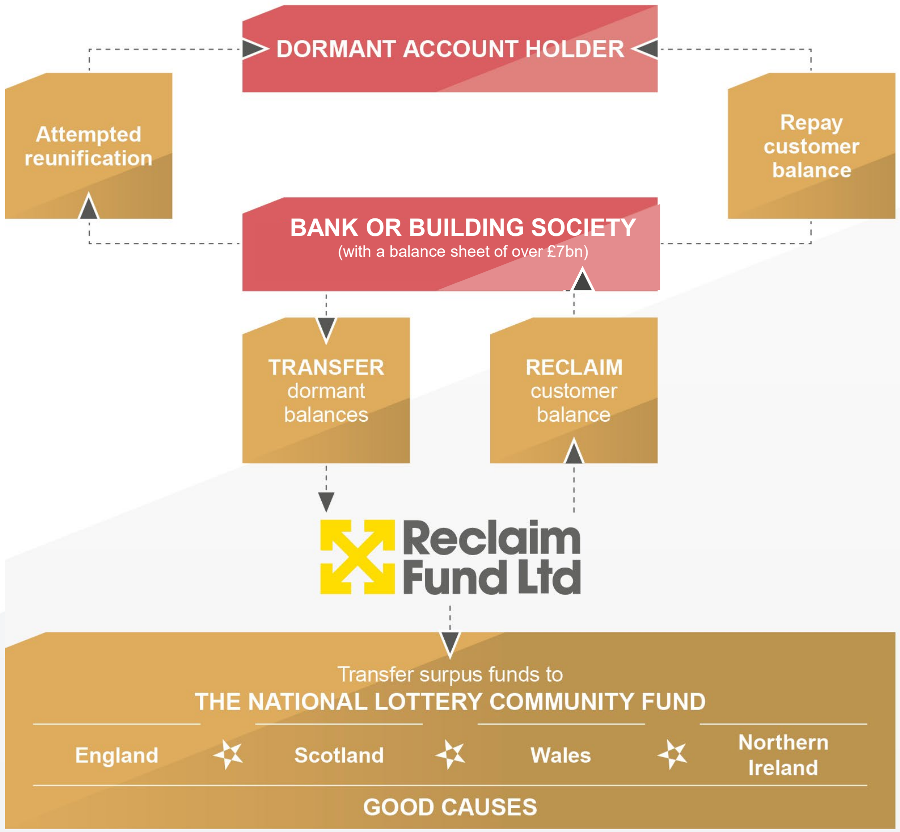
Dormant Assets end-to-end process

These graphics show the organisations that support the Scheme and display the key activities and the flows of dormant balances.

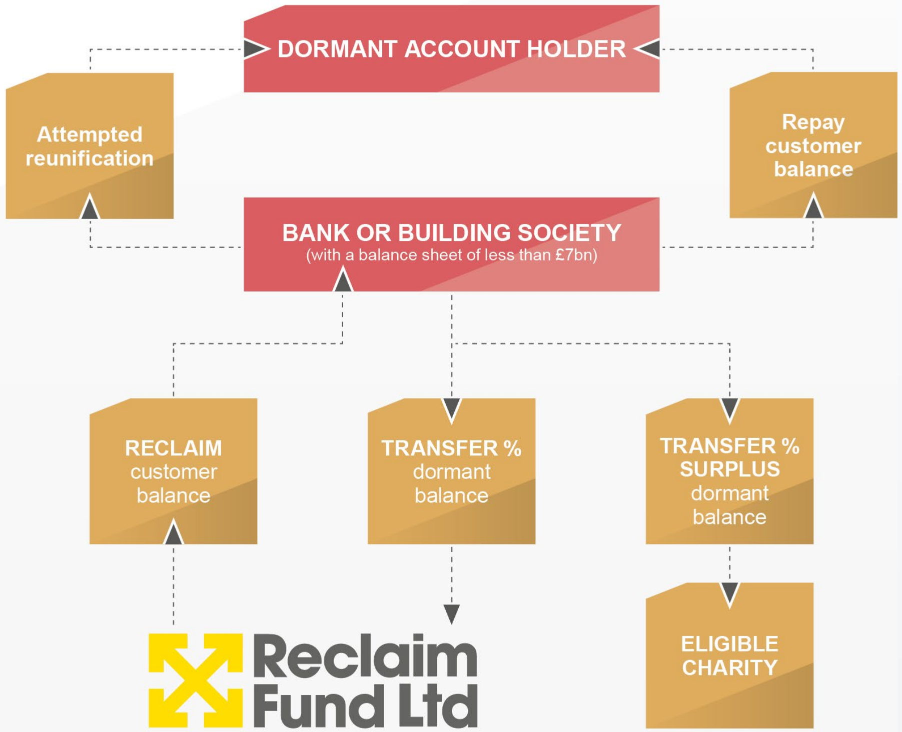
All activities are underpinned by the Dormant Assets Act 2022 (the Act); an agency agreement is held between RFL and the participating bank or building society that establishes the contractual framework between each participant and RFL.

Prior to transfer to RFL, banks and building societies make attempts to reunify dormant account holders with their funds. Where this proves unsuccessful, balances that meet the criteria of the Act are eligible to be transferred to RFL. If a dormant account holder subsequently makes a reclaim, the bank or building society reunites them with their funds prior to making a reclaim from RFL.

MAIN SCHEME



ALTERNATIVE SCHEME



Perspectives on the Dormant Assets Scheme

RFL's last 'Enhancing Communities' event took place in October 2019 marking its eighth year, with over 140 attendees from financial institutions and other stakeholders across the UK.

The event brought together stakeholders from across the Dormant Assets Scheme ecosystem including, participants and representatives from social and environmental initiatives which have received funding and provided an insight into the work that has been done to date and the work being undertaken with government in relation to the proposed expanded Scheme following the Industry Champions' report: The Dormant Assets Scheme: A Blueprint for Expansion.

In 2021, RFL reached its 10 year anniversary and plans to bring stakeholders together, following a hiatus due to the pandemic, in 2022.

If you would like a representative from RFL to speak on the subject of dormant assets by taking part in a podcast, panel session, webinar etc. please contact them events@reclaimfund.co.uk.

You can also keep up to date with RFL and the Scheme by following their website and social media channels which provide regular updates and insights.

@ReclaimFund

Reclaim Fund

Dormant Assets Scheme RFL key statistics

£1.4bn
funds transferred

£800m
made available to social & environmental initiatives

2,500
c. No of social and environmental initiatives have benefitted from funding across **4 nations**

37
Participants*

£106m
reclaimed

130,000
accounts reclaimed

* See page 8 for full list

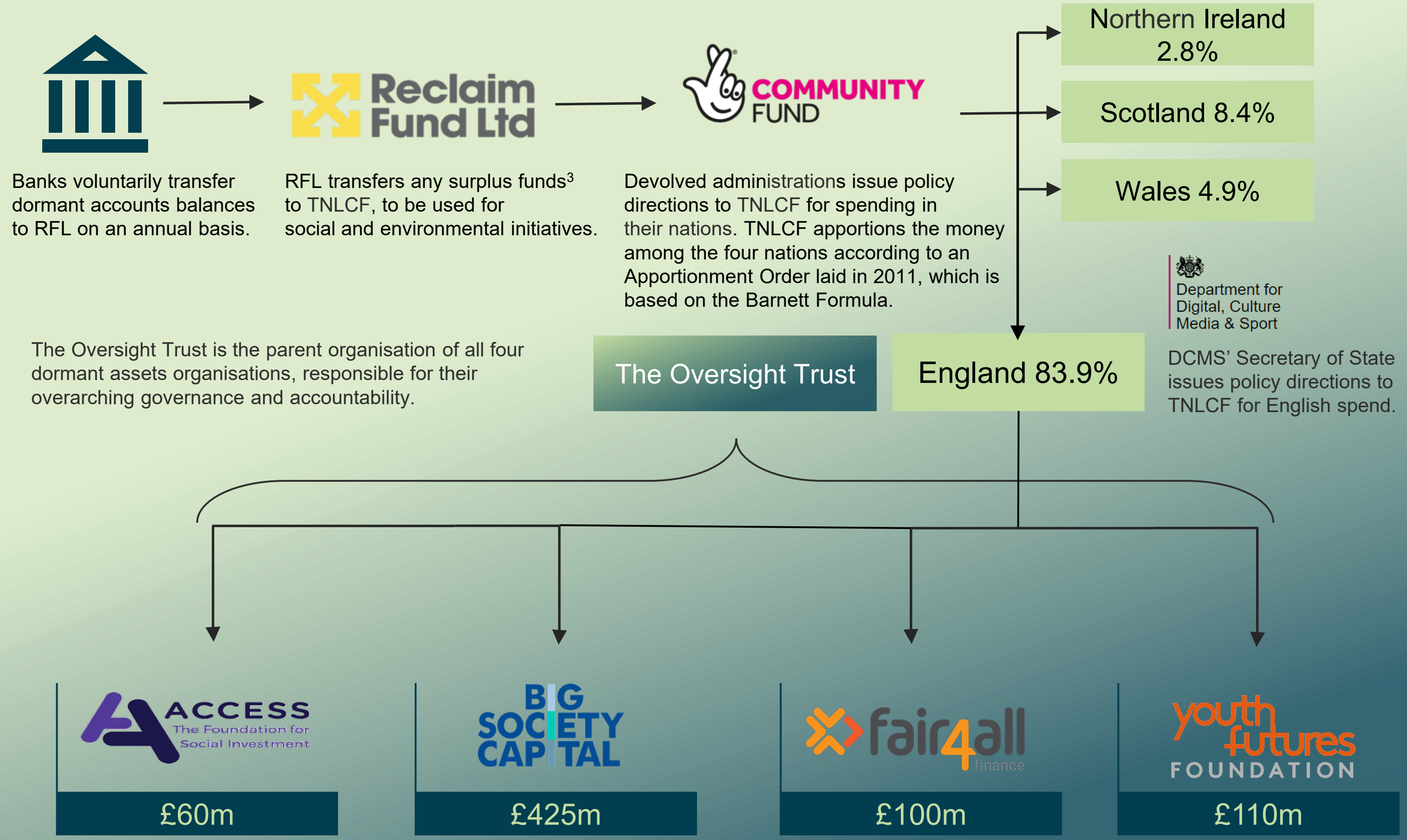
The **benefit** to Society

Distributing dormant assets

Funding made available for social and environmental initiatives is split across England, Scotland, Wales and Northern Ireland. The National Lottery Community Fund (TNLCF)[1] is the distributor of dormant asset funding. Each nation in the UK provides policy directions to TNLCF indicating how it should distribute the relevant proportion of available funding. The Secretary of State for Digital, Culture, Media & Sport (DCMS) is responsible for setting the policy directions for funds allocated to England.

In Scotland, Wales and Northern Ireland, the respective Ministers direct funding to various youth and environmental initiatives.

The Act restricts dormant accounts spending to social or environmental causes. In England, this is further restricted to spending on youth, financial inclusion and social investment. The focus on these three areas enables the Scheme to create a lasting legacy, driving systemic change to address deep-rooted social problems – and avoids this impact from being diluted [2].



Big Society Capital and the Access Foundation have worked since 2011 to tackle challenges such as homelessness and access to community energy using social investment.

Two new independent organisations were established in 2019: Youth Futures Foundation and Fair4All Finance. Youth Futures Foundation seeks to tackle youth unemployment, while Fair4All Finance will support the financial wellbeing of individuals in vulnerable circumstances.

1. Formerly Big Lottery Fund.
2. Funding must not replace expenditure that would normally be made by government.

3. Surplus funds are defined as any funds not held to cover potential future reclaims.

Putting dormant assets to use

Big Society Capital has used dormant assets money, alongside co-leveraged investment, to:

Commit £104m to support 50,000 people into training and employment.

Commit £779m to support more than 26,000 people to live in appropriate housing.

Commit £160m to arts, heritage, faith & sport providing the opportunity for 420,000 people take part in arts and cultural events; and

Commit £67m to support 729,000 people take part in physical activity.

Commit £138m to mental health and wellbeing providing the opportunity for 255,000 people to receive online support for mental health.

Big Society Capital
is the world's first social investment wholesaler.
To date, it has used £425m of dormant money to attract significant co-investment, making well over £2.5bn available for charities and social enterprises that are addressing entrenched social challenges and supporting some of the most vulnerable members of society.

BIG SOCIETY CAPITAL

Putting dormant assets to use

Introduction

Over the last two years, £210m has been allocated to two independent organisations: Youth Futures Foundation and Fair4All Finance, in order to deliver the breadth and ambition that the government desired from these programmes.

The two organisations will operate on a lean basis, amplify and partner with existing efforts and be overseen by credible boards. Their independence from government will enable them to take a systemic, long-term approach to social issues in tackling youth unemployment, and supporting the financial wellbeing of consumers in vulnerable circumstances respectively.

Building an economy that works for everyone.

In 2019, dormant assets supported the establishment of Fair4All Finance, an independent organisation established to tackle financial exclusion using £55m of dormant accounts funding.

1

Fair4All Finance will work to increase access to fair, affordable and appropriate financial products and services, working with both public and private companies.

2

The primary focus area is access to affordable credit using a combination of financial support, capability development and ecosystem development programmes.

3

In response to the coronavirus pandemic, Fair4All received a further £41m to support those struggling to gain access to affordable credit.

Putting dormant assets to use

Unlocking young people's potential

Dormant assets has also supported the establishment of Youth Futures Foundation, an independent organisation set up to tackle youth unemployment with allocated dormant asset funding to date totalling £110m.

Youth Futures Foundation seeks to break down the barriers to work for young people across England, with a focus on responding to the findings of the Racial Disparity Audit.

The majority of the funds will be deployed through grants. Youth Futures Foundation will also build the evidence base for what works with the most disadvantaged young people, and build partnerships – particularly with employers – to have the most significant impact possible.

youth futures FOUNDATION

Access – The Foundation for Social Investment

Access works to make charities and social enterprises in England more financially resilient and self-reliant, so that they can sustain or increase their impact. It does this in three ways:

- Funding a broad range of enterprise development activities to support charities and social enterprises to earn more of their own income and specifically develop business models which can be further supported through utilising social investment.
- Managing and promoting blended finance funds which expand the reach of social investment to more charities and social enterprises who are otherwise unable to access the finance they need to grow their enterprise income.
- Sharing learning and data from their work and championing enterprise development and blended finance programmes to develop the social investment ecosystem over the long term.

ACCESS The Foundation for Social Investment

Putting dormant assets to use

The National Lottery Community Fund (TNLCF)

TNLCF is the nominated distributor of dormant assets funds. For the English portion, the Secretary of State for Digital, Culture, Media & Sport (DCMS) directs TNLCF to distribute funding to youth, financial inclusion and social investment initiatives. These are largely delivered by four specialist organisations working across the three areas.

Funding flows to the organisations through grant agreements with TNLCF who, overseen by The Oversight Trust, ensure the appropriate use of the funds, and good governance practices of each organisation.

In Scotland and Wales policy directions to date have largely focused on youth and environmental programmes. TNLCF establishes suitable grant programmes and makes awards to successful applicants.

In Northern Ireland policy directions were issued in 2020 establishing a Dormant Accounts Fund which will be used to increase the capacity, resilience and sustainability of the voluntary, community and social enterprise sector, which will provide multi-year, flexible support. The fund is delivered by TNLCF.

COMMUNITY FUND

youngstart | Delivered by COMMUNITY FUND

CRONFA GYMUNEDOL COMMUNITY FUND

Dormant Accounts FUND NI | Delivered by THE NATIONAL LOTTERY COMMUNITY FUND

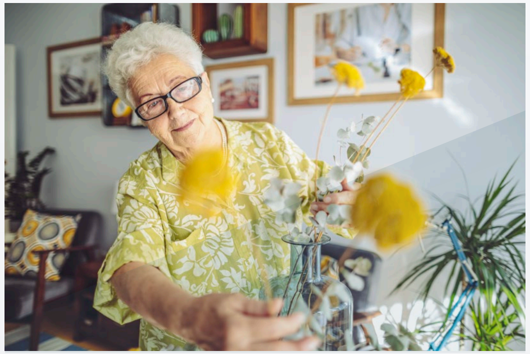
The impact of dormant assets

England

Hometouch is a live in care specialist and have a focus on dementia care, hospital discharge and increasingly live in care for people with spinal injuries, acquired brain injury and learning disabilities UK-wide.

Elderly people and those living with dementia often end up moving to a care home to received 24-hour care, yet many would prefer to stay in their own home for as long as possible to be near loved ones. The familiar environment, close proximity to friends and family, and sense of independence are beneficial for health and wellbeing. With an investment of £1.8 million, Hometouch is well poised to respond through its existing delivery model. It has carers across the country available to deliver live-in care where the risk of cross infection is significantly lower than in care homes as the patient and carer can self-isolate together.

https://myhometouch.com/



5,000+ social enterprises, charities and social purpose organisations using social impact investment from Big Society Capital and those who invest alongside them.

The impact of dormant assets

Scotland

Angus Women's Aid - Young Scots affected by abuse are coming together to help each other through crisis. Their project amplifying the voices of young people in Angus, who have experienced domestic abuse has received £100k of dormant asset funding to expand its work and bring young people together online during the COVID-19 outbreak.

Angus Women's Aid is one of 20 groups which will share £1.4 million from the Young Start fund. The award of £100,863 means the organisation can continue its work across Angus delivering and developing its Young Expert Groups (YEGs). These groups empower young people under 18 who have been affected by domestic abuse, either at home or in their own relationships, to take action on the issues that matter to them while boosting their confidence and self-esteem.

In response to the current coronavirus crisis the Young Start funding will also cover the costs of tablets, data dongles and video conferencing fees so that the young people can meet virtually to take part in weekly sessions.

Young Start awards dormant bank and building society cash to youth-led projects across Scotland.

http://anguswomensaid.co.uk/

Between 2012 and 2021, the Young Start programme has:

Granted Awards
950

Invested so far
£47.9m

Delivered by

"Thanks to this award from the Young Start fund, we will be able to continue the work with our amazing Young Experts Group members over the next three years. These groups give young people a voice within their community, allowing them to learn what domestic abuse is and how to keep themselves safe. During the current lockdown, we have had to make changes to our approach as we cannot have our usual face to face meetings each week. We're grateful for this award which will allow our YEG members to access online resources so they can continue meetings on a weekly basis. Without these funds, some vulnerable young people would have felt excluded and been truly alone throughout this difficult time."

Susie Clark
Participation Worker
Angus Women's Aid YEG project

The impact of dormant assets

England

Step by Step is a youth homelessness charity operating across the region has received over £74k from the Inspiring Futures Funding programmes.

Inspiring Futures is a joint funding programme between BBC Children in Need and the Youth Futures Foundation. The programme has awarded a total of £6million to charities who work to improve the prospects of children and young people, and help overcome the barriers, discrimination and disadvantages they face.

Step by Step, a charity based in Aldershot, Hampshire, has been gifted the grant from the Inspiring Futures initiative after being recognised as an organisation making a real difference to young people at an especially challenging time.

The money from the Inspiring Futures initiative will go towards funding supported independence flats in the charity's Aldershot accommodation to help young people off the streets and into work, education and independent living.

These flats will accommodate and empower homeless young people who do not receive local authority assistance and have nowhere else to go.

Mae Partridge, regional foyer manager at Step by Step, said:

"This funding will allow us to support the most vulnerable young people in our society. These are young people who fall through the gaps with no legal status and under no priority housing. The placements we can offer will provide the final stage support needed for someone to gain independence."

Step by Step supports young people facing homelessness across six counties, providing accommodation and specialist support, including counselling and life-skills training.

Inspiring Futures

BBC Children in Need

youth futures FOUNDATION

The impact of dormant assets

Dormant Accounts FUND NI | Delivered by THE NATIONAL LOTTERY COMMUNITY FUND

Northern Ireland

A Positive Life – NI Buyers Club is using a £97,927 grant to secure its long-term financial sustainability. The two-year project, which is called the NI Buyers Club and modelled on the Dallas Buyers Club of the 1980's, will generate a growing income through their members which will help provide services for people affected by HIV in Northern Ireland and reduce stigma. The project will run high-profile communications activity to increase awareness and bring together organisations and philanthropic individuals who will commit to supporting the NI Buyers Club for five years. Members will donate money, fundraise, and help to grow the membership which will generate income year after year.

"I would like to say a huge thank you to the Dormant Accounts Fund NI for this award which will help Positive Life become more financially sustainable and self-sufficient.

"With these funds we will be able to establish the 'NI Buyers Club', a membership-based income generation model which will bring together organisations and like-minded philanthropic individuals to support our work.

"Positive Life exists to provide a range of services for anyone affected by HIV, to raise awareness for HIV and sexual health, and to achieve our end-goal of removing HIV-related stigma in Northern Ireland. We look forward to launching the Club to generate a continuous level of income to ensure we can achieve our goals.

"Our ambition to become financially sustainable has been the driving force behind the NI Buyers Club concept. With these funds from the Dormant Accounts Fund, Positive Life will be more resilient and better placed to tender for commissioned services and initiate new work to deliver the effective, responsive and high-quality support our services users deserve. This award provides us with a unique development opportunity and we're very excited to start work."

Chief Executive of Positive Life,
Jacquie Richardson

POSITIVE LIFE

Northern Ireland's only HIV charity

The Dormant Accounts Fund NI opened 12th Jan 2021.

Applications received
341

Invested so far
£5.5m

Awards granted
58

The impact of dormant assets

England

Fair for You have teamed up with Iceland to launch Food Club – a new pilot scheme that provides help for low income households to feed their families during the school holiday periods. Research indicates small loans during school holiday periods can help many households reduce grocery costs, improve the nutritional content of children's diets and help repair credit histories.

Food Club customers pay in weekly when they can afford it during term times. They are provided with a prepaid Mastercard they can use for a top up grocery shop at Iceland of up to £75 during each school holiday period.

By linking a structured but flexible credit solution to a pre-paid card Fair for You is driving out the cost of delivering what would otherwise be extremely unprofitable, yet vital, very small loans.

Initiatives like this have helped move over 70% of their customers away from high-cost credit, without this option many parents facing food poverty would inevitably have to resort to borrowing at exceptionally high costs from payday and door to door lenders.

Fair4All Finance started working with Fair for You as part of their Pilot Affordable Credit Scale Up Programme last year with initial funding of £5m. As part of that work they have been able to provide funding for them to commission an independent report into their social impact.

The report by the Centre for Responsible Credit shows how Fair for You have:

Generated over £50 million of social value since 2015

Saved over £2 million from reduced use of NHS services

"There are around 15 million people in the UK struggling to access affordable credit who are just one unexpected bill or bit of bad luck away from a crisis.

Lockdown has made it harder for families to live without basic items such as cookers and washing machines. The need for Fair for You to scale rapidly has never been clearer.

We are delighted to be the first genuine not-for-profit to use the dormant assets funding and ongoing support from social investors to leverage commercial funding and push out firms that take advantage of financially vulnerable customers."

Howard Bell
Chairman
Fair for You

The impact of dormant assets

Wales

Engage to Change is breaking down barriers, enabling young people with learning disabilities and autism into employment.

The Engage to Change project is delivered by Learning Disabilities Wales and their partners Elite, Cardiff University, Agoriad and All Wales People First. The project has received £10.4 million of funding.

When Elenid first joined the Engage to Change Project Search programme in North Wales she had not been in college for a couple of years and was initially worried about being the oldest intern in the group and the fact that she had not been in an academic setting for some time. Joining the Engage to Change Project Search programme has had a big impact on Elenid's life and given her the opportunity to follow her dream.

The Engage to Change project is delivered by Learning Disabilities Wales and their partners Elite, Cardiff University, Agoriad and All Wales People First. The project has received £10.4 million of funding.

" My name is Elenid Williams and since March 2020 I have been working as a bank Health Care Assistant at Ysbyty Gwynedd during the pandemic. I am very passionate about caring for people and it has been a dream of mine to work in a hospital from a very early age. This job has had a great impact on my life….I am so proud to be going to work wearing my scrubs and looking after patients during this terrible time. The job is very rewarding and I am enjoying every second of it! "

http://www.engagetochange.org.uk/

So far the project has successfully supported:

1,045
Young people to develop new skills

414
Young people have paid work

245
Young people to secure employment after their work placement

Dormant Asset **Scheme Expansion**

New Sectors in-scope

"Banks and building societies across the UK are working tirelessly to reunite people with forgotten assets. But on occasions where this isn't possible, it's right that these funds are used to tackle some of the UK's most pressing social and environmental challenges.

The expansion of the Scheme will mean more people are reconnected with their assets, whilst also making more money available for social and environmental initiatives."

John Glen MP
Economic Secretary to the Treasury

1

Insurance & Pensions

2

Investment & Wealth Management

3

Securities

Roadmap to Scheme expansion

2015

Independent Commission on Dormant Assets established. The Commission's remit was to look beyond simple bank and building society accounts and consider the full spectrum of potentially dormant financial and non-financial assets.

2017

The Independent Commission on Dormant Assets reports on the potential to expand the Scheme to include a wider range of financial assets in the **Insurance & Pensions, Investment & Wealth Management and Securities** sectors, together with additional assets held within the Banks & Building Societies.

2018

In response to the Commission's report, Ministers invite four Industry Champions to spearhead an industry-led approach to expanding the Dormant Assets Scheme.

2019

The Industry Champions publish The Dormant Assets Scheme: A Blueprint for Expansion report providing recommendations to government on how the Scheme could be expanded across all four sectors.

Dormant Assets Expansion Board established to support the development of legislation together with operationalising and building participation.

2020

Government launches public consultation on expansion plans and provides a response which forms the basis for the Dormant Assets Bill.

2021

Dormant Assets Bill introduced via House of Lords to provide legislation which will facilitate the expansion of the existing Scheme.

2022

Dormant Assets Act 2022 receives Royal Assent. Regulators, Industry and RFL prepare for operational readiness to launch the expanded Scheme in the second half of 2022.

Industry support for Scheme expansion

Expansion Board Chair:

Jane Hanson
Chairman

Reclaim Fund Ltd

Expansion Board

Attendees:

Industry Champions | HMT | DCMS | RFL|
Regulators | Trade body representatives

The Dormant Assets Expansion Board was established in 2019 to:

- input and support the development and progression of legislation
- Operationalise and build participation in the expanded Scheme.

Industry Champions

Established in 2018, the Industry Champions were invited by Ministers to represent the views of their respective sectors whilst also providing their subject matter expertise on their industry, asset type and asset behaviours.

The Champions play a pivotal role in ensuring that the nuances and interests of their sector are clearly understood whilst acting as industry sector advocates for Scheme participation.

Insurance & Pensions

Industry Champion:

Kirsty Cooper
Group General Counsel and Company Secretary

AVIVA

Trade Association:
Association of British Insurers (ABI)

Banking & Building Societies

Industry Champion:

Tom Riley
Director of Banking & Savings

Nationwide Building Society

Trade Associations:
Building Societies Association
UK Finance

Investment & Wealth Management

Industry Champion:

Jasveer (Jas) Singh
General Counsel

Jupiter Asset Management

Trade Associations:
The Investment Association (IA)

Securities

Industry Champion:

Steve Allen
Group Company Secretary

RioTinto

Registrars:
Computershare | Equiniti | Link Group

Industry support for Scheme expansion

The Industry Champions established agile working groups with key stakeholders who oversee input into the operational delivery of the expanded Scheme working with RFL and Regulators (where applicable). Together they continue the development of technical and practical considerations required to ensure ease of onboarding, management processes and ongoing operation. Going forward, they will endeavour to address these considerations together with the legislative and regulatory implications, and the processes for transferring and reclaiming assets.

1

Banks & Building Societies

Working Group

2

Insurance & Pensions

Working Group

3

Investment & Wealth Management

IA Technical Group

4

Securities

Working Group

Assets **In-Scope**

Bank and Building Societies synopsis

Scope

The scope of eligible assets in the bank and building society sector will remain unchanged, encompassing dormant bank and building society accounts, including those held within a Cash ISA and suspense accounts. There will also be a new provision for unwanted assets.

Definition of dormancy

The definition of a dormant bank or building society account will continue to be that no transactions have been carried out in relation to the account by, or on the instructions of, the holder of the account for 15 years.

Reclaim value

The government intends to maintain the way in which the principle of full restitution is applied in the banking sector. Owners will continue to be entitled to the value of their dormant account including any accrued interest and adjusted for any fees owed.

The requirement to undertake tracing, verification and reunification efforts, based on industry best practice, is not anticipated to have any impact on the operation of the current Scheme.

Alternative Scheme for smaller banks and building societies

The government confirms that the current Alternative Scheme will be maintained but not expanded.

This allows smaller banks and building societies (defined as having total assets of less than £7bn) to transfer an agreed proportion of the balance of their dormant accounts to RFL and the remainder to the local charity of their choice – while RFL takes on the liability for the full balance.

The government will allow RFL to review, in time, the proportion of assets it reserves from the Alternative Scheme on an ongoing basis and, where prudent, to reduce reserve rates to release surplus funds to the agreed charities.

Insurance and Pensions synopsis

£2.1bn
dormant insurance and pensions sector assets

£1.17bn
Could be reunited with rightful owners through enhanced TVR

£959m
Could be transferred to RFL

£575m
Could be released to social and environmental initiatives

In Scope

Proceeds of dormant life insurance and retirement income policies:

- Savings endowments
- Term insurance
- Annuities with a guaranteed payment period
- Whole-of-life assurance
- Investment bonds
- Income drawdowns
- Deferred annuities

The government is considering options whereby contract-based defined contribution pensions may be included in specific and tightly prescribed circumstances

Definition of dormancy

Asset Class	Dormancy definition
Proceeds of dormant life insurance and retirement income policies	Whichever comes earlier: • the point at which it is identified that a deceased owner has no next of kin; or • seven years after a death claim is accepted and there is no ongoing contact with those managing the estate; or • seven years after the end of the contractual term and there is no ongoing contact with the owner
	Or: • the owner's records indicate they were born before the oldest living person known at the time of transfer into the Scheme; and • there has been no contact with those managing the estate for at least seven years

Reclaim value

Asset class	Reclaim Value
Proceeds of dormant life insurance and retirement income policies	The value of the proceeds at the point of crystallisation plus any accrued interest and adjusted for any fees owed per the provider's policies

Investment & Wealth Management synopsis

£1.4bn
Dormant IWM sector assets

£781m
Could be reunited with rightful owners through enhanced TVR

£588m
Could be transferred to RFL

£238m
Could be released to social and environmental initiatives

In Scope

Proceeds of dormant shares or units in collective investments:

- Shares or units in an undertaking for collective investment in transferable securities (UCITS) scheme
- Shares or units in a non-UCITS retail scheme

Dormant investment asset distributions and proceeds:

- Distributions of income
- Redemption proceeds
- Cash held in client money accounts
- Orphan monies

The above includes assets held within a Stocks and Shares ISA.

Definition of dormancy

Asset Class	Dormancy definition
Proceeds of dormant shares or units in collective investments	The owner has been identified as gone-away, in line with industry best practice, for at least 12 years
Dormant investment asset distributions and proceeds	The owner has been identified as gone-away, in line with industry best practice, for at least six years since the last payment became due *Or:* where the owner's other assets held by the participant have already been transferred to the Scheme, any further orphan monies received after a fund is wound up can be transferred immediately
Any of the above	*Or:* • the owner's records indicate they were born before the oldest living person known at the time of transfer into the Scheme; and • There has been no contact with those manging the estate for at least 12 years

Reclaim value

Asset class	Reclaim Value
Proceeds of dormant shares or units in collective investments	The value of the shares or units at the time the owner makes their reclaim and it is verified plus any distributions that would have been payable to the owner after the assets were liquidated and transferred to RFL as well as any accrued interest and adjusted for any fees owed per the fund's policies
Dormant investment asset distributions and proceeds	The value of the distributions and/or proceeds at the time they were due plus any accrued interest and adjusted for any fees owed per the fund's policies

Securities synopsis

£158m
Dormant securities sector assets

£48m
Could be reunited with rightful owners through enhanced TVR

£110m
Could be transferred to RFL

£66m
Could be released to social and environmental initiatives

In Scope

Proceeds of, or distributions from, dormant shares:

- Shares, or distributions from shares, in public limited companies traded on a UK-regulated market or UK multilateral trading facility

Unclaimed proceeds from corporate actions:

- Proceeds from corporate actions, such as takeovers and mergers

Owner

In the securities sector the asset owner is a person who is both the beneficial owner and the legal owner—or shareholder—of the share

Definition of dormancy

Asset Class	Dormancy definition
Proceeds of, or distributions from, dormant shares	No contact has been made in relation to the assets by or on the instructions of the owner for 12 years since the owner has been identified as gone-away, in line with industry best practice
Unclaimed proceeds from corporate actions	12 years after the date the company received the consideration

Reclaim value

Asset class	Reclaim Value
Proceeds of dormant shares	The value of the share at the point it was transferred to RFL plus any accrued interest and adjusted for any fees owed per the company's policies
Distributions from dormant shares	The value of the distributions at the time they were due plus any accrued interest and adjusted for any fees owed per the company’s policies
Unclaimed proceeds from corporate actions	The value of the proceeds at the time they were due plus any accrued interest and adjusted for any fees owed per the company’s policies

Scheme expansion **Q&A**

General

Q Who has been consulted in considering the scope of an expanded Scheme?

A Since the recommendations as set out in industry champion report were published in 2019, the four Industry Champions convened and consulted sector-specific Working Groups involving around 80 different organisations from across the insurance and pensions, investment and wealth management, and securities sectors. They concluded that primary legislation would be needed to expand the Scheme.

Building on this, the government launched a public consultation on expansion in 2020 to gather an even wider set of views on the proposed approach to expanding the Scheme. There were 89 responses to the consultation, representing more than 500 organisations and individuals in total.

Q Why was legislative necessary to adopt an expanded Scheme?

A Legislative change was necessary to ensure that certain types of assets can be included as the original 2008 Act restricted inclusion to dormant bank and building society accounts and provided no opportunity to expand it.

Q To what extent will industry participate?

A Participation will remain voluntary – including whether firms join the Scheme and what eligible assets they choose to transfer. For effective participation and to ensure that only genuinely dormant assets are transferred into the Scheme as far as possible, participating sectors should have in place and use best practice guidance on managing dormant assets. Many already do, and the government has recognized the hard work that has gone into developing and implementing these. For example, the banking sector currently uses its "10 core pledges" as a guide to reunification efforts.

Q What is the time scale for implementing this work?

A The Dormant Asset Bill received Royal Assent on 24 February 2022 and became the Dormant Assets Act. It is expected to be enacted around June 2022 following the period of Commencement. The speed at which funds will start to move into the expanded Scheme is dependent on industry readiness and participation once enactment and regulatory provision has been completed.

Q How will the Scheme apply to assets held as part of a long-term investment strategy?

A Investments that are designed to be held for long periods will not automatically be included in the Scheme; it is only where they are genuinely dormant that they would be included. The term "dormant" has been defined as appropriate to the specific industry, and to the investment, with consideration of the term of the investment.

Moreover, as a first priority each firm will be required to take active steps to trace and reunite an owner with his/her assets. Only where an asset is genuinely dormant, and where firms are unable to reunite owners with their asset, would this be transferred to the Scheme. Even then, owners will be able to reclaim the amount that would have been due to them if the asset were never transferred into the Scheme. This mirrors the existing Dormant Assets Scheme where reclaiming by individuals remains possible in perpetuity and, where individuals are able to reclaim the value of their assets, including any interest that would have been owed to them had the transfer not occurred.

Q Are there any plans to change in how funds from the scheme are distributed in the future?

A The Dormant Assets Act includes the requirement for a consultation on how future funds are spent and government plans to launch the public consultation in Summer 2022. This will give current and future participants, as well as the general public, a say in how future funds are spent in England. The current restrictions of youth, financial inclusion and social investment will continue until any new arrangements come into force. There are no plans to amend how funds are utilised by Scotland, Wales and Northern Ireland.

Banking & Building Society Sector

Q What is the Bank & Building Society sector doing to increase participation?

A Existing participants are encouraged to:

- Continue to identify all potentially eligible assets for inclusion within their future transfers to Reclaim Fund Ltd (RFL).
- Create appropriate processes, where necessary, for eligible Cash Individual Savings Accounts (ISAs) and cash assets held in Suspense Accounts to be included.
- Support RFL's objective of increasing its reclaim modelling capabilities through evaluating additional dormant account data transfer. UK Finance and the Building Societies Association will support their members to make progress against the recommendations.

Q Will there be any changes to how Bank and Building Society accounts are treated today?

A There will be no practical changes to the existing definitions of dormancy, which are believed to remain appropriate for all accounts currently in scope of the Act. The earliest point that funds will be transferred to Reclaim Fund Ltd is 15 years after the customer's last transaction, with term deposits and other accounts with access penalties / restrictions not contributing to this elapsed period. To further embed the principle of prioritising reunification efforts, the government intends to introduce a legal requirement that participants have made efforts, based on industry best practice, to reunite assets with their owner prior to any transfer into the Scheme. These efforts would be based on industry standards, and reflect current practice whereby banks and building societies first try to trace their customers before transferring dormant accounts to Reclaim Fund Ltd.

Q Cash ISAs are tax wrappers. What does this mean if a customer's ISA is transferred into the Scheme?

A HM Revenue and Customs has published guidance for Cash ISA managers which clarifies that Cash ISA tax wrappers will be preserved and survive both transfer to Reclaim Fund Ltd and any subsequent reclaim. So, if an ISA is transferred to the Scheme and then subsequently reclaimed, interest earned will still benefit from its tax-exempt status and payment of a reclaimed Cash ISA will not affect any other ISA allowances in the year of reclaim, subject to the reclaimed amount being kept with the same ISA manager (although a customer has the choice to subsequently transfer to a new provider of choice).

Insurance & Pensions Sector

Q What insurance and pension products will be included in the expanded Scheme?

A Proceeds of savings endowments, term insurance, annuities with a guaranteed payment period, whole-of-life assurance, investment bonds, income drawdowns and deferred annuities are in scope for inclusion, subject to qualifying criteria.

Q What is the government position on the inclusion of pensions in the Dormant Assets Scheme?

A Following substantial support from industry for including certain pension products, the government has concluded that defined contribution personal pensions schemes will be included, with the exception of any products in which the policy holder has been automatically enrolled. As with all asset classes, consumer protection is at the heart of the Scheme.

Q What will the definition of a dormant pension be?

A The industry champions' report proposes that pensions where the policyholder has died be included in the Scheme and that the relevant time period after the death before a pension can be deemed as dormant be seven years if there is no ongoing contact with those managing the estate or, if earlier, where it is identified that there are no next of kin.

Q Will anyone lose their pension?

A Pension schemes will be legally obligated to undertake their industry best practice reunification process to reunite owners with their assets before they transfer a pension product, which will increase the chances that people will be reunited with their assets. The dormancy definition will also reflect the fact that pensions are long-term assets. They will only become dormant and eligible for transfer into the Scheme once the member has died and no next of kin can be identified.

If a beneficiary comes forward after a pension has been transferred, they will always be able to access their money even if their pension pot has been classified as dormant and transferred – they will notice no difference in the transfer process, and the provider will transfer funds within the usual timeframe.

Q How will the Scheme work in relation to the introduction of the pensions dashboard?

A The consultation cited ongoing changes in the pensions landscape, including the introduction of pensions dashboards, as needing time to fully develop. Many responses asserted that the dashboards would interact positively with the Scheme. Both initiatives have the primary aim of reuniting owners with their assets, and the dashboards will make it even more likely that only genuinely dormant pension products that will not be reclaimed would be transferred into the Scheme.

Q Will government include or exclude those assets which do not crystallise to cash?

A The majority of respondents to the consultation had no objections to excluding insurance and pension products that do not crystallise to cash at this time. Some recommended that they be legislated for now, even if the intention is to phase them in at a later date. Others highlighted cases where an owner is almost certainly deceased, but the participant has not been notified of their death nor received a death claim. These respondents recommended that assets in scope with owners that would be at least 120 years old should be included in the Scheme. The government supports the latter recommendation and is doing further work on operationalising it. In all other cases, the government has decided to exclude insurance and pension products that do not meet the test of crystallising to cash from legislation at this time.

Q How will the FCA rules for paying away unclaimed assets be impacted by the introduction of the Scheme to the sector?

A The government wishes to ensure that FCA rules for paying away unclaimed assets and the Scheme operate in a similar way, allowing potential participants to choose between the two freely. As such, government are keen to work with the FCA to ensure that both schemes continue to mirror each other in their approach to dormancy.

Investment & Wealth Management Sector

Q What investment products will be included in the proposed expanded Scheme?

A Proceeds of dormant shares or units in collective investments, such as shares or units in an undertaking for collective investment in a transferable securities (UCITS) scheme, and dormant investment asset distributions and proceeds, such as orphan monies or cash held in client money accounts.

Q What will the definition of a dormant asset be in the Investment & Wealth Management sector?

A Following the consultation and, in line with the current Scheme, legislation will define dormancy at the asset level across all sectors but allow participants the flexibility to consider other indicators of client engagement, in line with FCA rules.

Dormancy in respect of proceeds of dormant shares or units in collective investments where the owner has been identified as gone-away, in line with industry best practice, will be at least 12 years. Dormancy for investment asset distributions and proceeds will be 6 years since the last payment became due or where the owner's other assets held by the participant have already been transferred to the Scheme. Or, in relation to either of the above where the owner's records indicate they were born before the oldest living person known at the time of transfer into the Scheme; and there has been no contact with those managing the estate for at least 12 years.

Q When and how will tracing of customers be undertaken?

A The Investment Association published guidance to its members in October 2018 which outlines the principles for tracing 'gone away' customers. This guidance outlines that, 'A customer account can be considered 'gone away' when the firm has lost faith in the contact details they hold for a customer and they have been unsuccessful in authenticating the customer's current contact details.' More than one attempt would be undertaken to trace a customer and tracing agencies used where necessary.

Q What happens if a customer attempts to reclaim their shares or units when they have already been sold and transferred to RFL?

A As with the current Scheme, the customer will be entitled to full restitution as if the transfer had never taken place. The only difference would be that they would not have the right to reclaim their holdings in shares or unit trusts in their original form; they would receive cash equivalent to the value of those holdings at the time they were reclaimed. They would still be entitled to receive any income on those holdings that they would have received if their share or unit holding was still held on the register including any accrued interest and adjusted for any fees owed per the fund's policies.

Q How will the FCA rules for paying away unclaimed assets be impacted by the introduction of the Scheme to the sector?

A The government wishes to ensure that FCA rules for paying away unclaimed assets and the Scheme operate in a similar way, allowing potential participants to choose between the two freely. As such, government are keen to work with the FCA to ensure that both schemes continue to mirror each other in their approach to dormancy.

Securities Sector

Q What securities products will be included in the proposed expanded Scheme?

A Proceeds of, or distributions from, dormant shares and unclaimed proceeds from corporate actions, subject to qualifying criteria.

Q Will shareholders be consulted before a company joins the Scheme?

A In order for a company to be able to forfeit its shares, it needs to have authority in its articles of association. As articles are approved by shareholders, they are able to have a say on whether a company has the authority to forfeit its shares in the first instance. However, once the forfeiture provisions are in the articles, having been approved by shareholders, it is for the Board to decide whether to use it or not.

Q What is the trigger for dormancy in the securities sector?

A Companies currently use a combination of returned mail and unpresented payments to establish a 'gone-away' shareholder and a specific length of 'no contact' for dormancy. Each of these are determined within their articles. It is intended for industry to implement a standard definition for companies to adopt.

Q Following the trigger, how does the securities sector define dormancy?

A Current market practice is for companies' articles of association to enable them to perform share forfeiture and unclaimed dividend release after no activity has been recorded for 12 years. Under an expanded Scheme, dormancy is now to be defined in respect of proceeds of, or distributions from, dormant shares – no contact has been made in relation to the assets by or on the instructions of the owner for 12 years since the owner has been identified as gone away, in line with sector best practice. In relation to unclaimed proceeds from corporate actions, dormancy is to be defined as 12 years after the date the company received the consideration.

Q How would tracing be done for shareholders?

A Pro-active tracing of shareholders is an activity that has been undertaken in the securities sector for some time. The activity is considered best practice albeit one that is not undertaken on a regular basis by all companies. In an expanded Scheme, tracing will be a key activity that must be undertaken prior to any assets being transferred to Reclaim Fund Ltd, and likely on more than one occasion. Tracing agencies involved in this project are considering ways to maximise repatriation attempts.

Q What happens if an owner attempts to reclaim a stock or a share, when it has already been turned into cash and transferred to RFL?

A Shareholder protection will remain at the heart of the inclusion of this asset type in the expanded Scheme. In recognition of the value of providing clarity and transparency to both participants and owners, the government will formalise the most common market practice option that provides some entitlement to owners – namely, to align reclaim values to the value of the share at the point it was transferred into the Scheme.

This is on the condition that Scheme participants in this sector have this in their own policy, in order to ensure the equivalence of treatment between owners of the same class of shares within a company. The government therefore encourages industry to propose amendments to the model articles of association under the Companies Act 2006 to establish a common set of terms upon which dormant assets could be forfeited and funds transferred into the Scheme.

What’s **next?**

The regulation and legislation

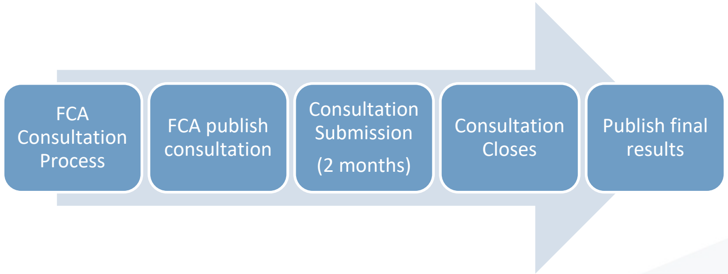
Regulation

The Financial Conduct Authority ("the FCA")

In order that regulated organisations are able to participate in the Scheme, current regulation will require amendments. The FCA have advised that it will consult on any proposed changes required to bring forward to regulation and have provided an indicative process* (see diagram opposite).

The consultation is expected to take the form of a short quarterly consultation paper and will seek views on:

- FCA approach to tracing and verification
- Necessary sector changes, e.g. CASS and Wealth Management
- The Cost Benefit Analysis



The Prudential Regulation Authority ("the PRA")

The PRA will undertake a public consultation process to make necessary amendments to its rules regarding Dormant Account Scheme compensation..

Legislation

The Dormant Assets Act 2022

The Dormant Assets Bill was introduced to Parliament in May 2021. The Bill successfully passed its relevant stages in both houses with cross-party support, successfully achieving Royal Assent in February 2022.

- [x] House of Lords
- [x] House of Commons
- [x] Royal Assent
- [ ] Commencement

Tax Legislation

The assets in scope will only be included in an expanded Scheme if the government is assured that the asset owner is not left better or worse off as a result of the transfer. This is in line with the principle of full restitution.

In some cases, this is dependent on separate changes to tax legislation.

As announced on 23rd March 2021, post Royal Assent, government will make changes in a future Finance Bill to facilitate the inclusion of the asset groups that will be in scope of the expanded scheme. This relates to Capital Gains Tax and pensions tax legislation.

Spend direction

The Dormant Assets Act 2022 makes provision for government to consult on the future spend direction in England.

This includes a requirement for a statutory consultation on the causes to which future funding can be distributed in England, which the government plans to publish in Summer 2022.

Dormant assets funding is unique in being public money but not central government funds, with the monies being managed independently by RFL.

In England, allocations are made via policy directions issues at the start of each funding cycle by the DCMS Secretary of State, which define the broad areas that funding must be spent on. Currently these are social and environmental purposes, with expenditure further ring fenced in England to initiatives focused on youth, financial inclusion or social investment (see page 15 for current allocation and organisations).

Dormant assets funding is distributed in line with the additionality principle, which ensures that the money is used to support projects, or aspects of projects, that are unlikely to receive central or government funds.

The consultation will give an opportunity for current and future participants, as well as the general public, to have a voice and provide their views on how future funds are spent in England.

Government have committed that the consultation will be open for at least 12 weeks to ensure that there is ample time to consider a response. No decisions or changes will be made to the current allocation until the responses to this consultation have been duly considered.

Industry engagement

- **Banks and Building Societies**

RFL, together with banks and building societies, will continue to work to improve the current Scheme by increasing its sector participation for all those eligible to join and look to establish appropriate processes, where necessary, for eligible Cash Individual Savings Accounts (ISAs) and cash assets held in Suspense Accounts to be included.

RFL will also explore with its existing participant base the opportunities to include assets which they hold in the new sectors.

If you are a bank or building society and would like to know more about joining the existing Scheme, please contact reclaimfund@reclaimfund.co.uk.

- **Insurance & Pensions**
- **Investment & Wealth Management**
- **Securities**

The Industry Champions and sector working groups continue the development of technical and practical considerations required to ensure that participation in the Scheme works effectively and efficiently for all sectors.

If you would like to; get involved in this exciting stage of the operational design for industry, know more about participation, or are considering early adoption of the Scheme, please contact dormantassets@reclaimfund.co.uk for further information.

Glossary of terms

The Act	The Dormant Bank and Building Society Accounts Act 2008.
The Oversight Trust	The Oversight Trust - Assets for the Common Good, oversees the operations of companies that receive funding under the Dormant Bank and Building Societies Act 2008 (Dormant Accounts Act) to keep these companies “on mission”.
Asset and product	Each firm in an industry may contain a range of potentially dormant assets (e.g. a share, bond, cash deposit, insurance policy, etc.). Each class of asset may then ultimately incorporate a number of separate products (e.g. live insurance, motor insurance, etc.).
Beneficial Owner	The ‘beneficial owner’, ‘owner’, ‘consumer’, ‘customer’ and ‘client’ should be taken to include investors and security holders, and are all used to refer to the rightful owner of the given (dormant) asset (i.e. the original owner or that person’s beneficiaries).
Company and firm	The terms ‘company’ and ‘firm’ are used interchangeably, and refer to organisations that manage assets, such as banks, insurers, pension providers or issuers of shares. They do not ordinarily refer to third-party organisations such as registrars or tracing agencies unless specified.
The Commission	The independent Commission on Dormant Assets, which was formed in 2016 and reported to the government in 2017.
Consumer, customer and owner	The terms ‘consumer’, ‘customer’ and ‘owner’ are used as catch-all terms to refer to the rightful owner of a given asset. For shares, the asset owner would be the shareholder (i.e. the legal owner of the share on the company's register of members) rather than the beneficial owner.
Dormancy period	15 years of no customer-initiated contact currently for bank and building societies, precise definition of dormancy to be used for different asset classes in an expanded Scheme are as detailed at pages 28-32 (and differ from asset to asset).
Dormant assets	An identifiable and attributable item, valued as a monetary amount or able to be valued as such, which is held by a party other than the beneficial owner of that asset. UK-domiciled financial assets, irrespective of the nationality of the beneficial owner. A dormant asset could be: • An unclaimed asset (an asset which has matured and could be returned by a firm but is yet to be redeemed by the beneficial owner); • A gone-away (a term used by some firms in relation to assets if communications are unable to be delivered and returned to the firms); • An uncashed payment; • Assets which have generated gone-aways, uncashed payments or other forms of dormant asset; or • Lost, of where the beneficial owner cannot be identified.

Participants	Current Main/Alternative Scheme members. The term 'participant' is used to refer to firms, companies and other organisations managing assets that might participate in a Dormant Assets Scheme. It does not ordinarily refer to third-party organisations such as registrars or tracing agencies unless specified.
The Scheme	The UK Dormant Assets Scheme, as established by the Dormant Bank and Building Society Accounts Act 2008 which includes the Main Scheme which facilitates banks and building societies with group balance sheet values above £7bn and the Alternative Scheme which facilitates banks and building societies with group balance sheet values below £7bn.
Expanded Scheme	Proposed expansion of current legislation to include new asset classes from Insurance & Pensions, Investment & Wealth Management and Securities.
Scheme Recipients	Spend-side organisations who receive dormant asset funds for the distribution/utilisation of social and environmental initiatives across the UK namely Big Society Capital, Youth Futures Foundation, Fair4All Finance, Access and Territorial office & Devolved administrations via their nominated distributor The National Lottery Community Fund.
Scheme Beneficiaries	Ultimate organisation(s)/person(s) who via Scheme recipients benefit from dormant asset funds.
Sector and industry	A sector refers to a large segment of the economy. In the dormant asset field, the UK economy has been divided into financial service and non-financial service sectors. The expanded Scheme has four specified sectors: • Banks and Building Societies; • Insurance & Pensions; • Investment & Wealth Management; and • Securities. The term 'industry' describes specific groups of firms i.e. banking industry, insurance industry etc.

ABI	Association of British Insurers
AFB	Association of Foreign Banks
ASIL	Angel Square Investments Ltd
BBSWG	Banks and Building Societies Working Group
BSC	Big Society Capital
BSA	Building Societies Association
CEO	Chief Executive Officer
DATA	Depositary and Trustee Association
DCMS	Department for Digital, Culture, Media and Sport
DWP	Department for Work and Pensions
FCA	Financial Conduct Authority
FOS	Financial Ombudsman Service
FRC	Financial Reporting Council
FSCS	Financial Services Compensation Scheme
GDPR	General Data Protection Regulation
HMRC	HM Revenue & Customs
HMT	HM Treasury
The IA	The Investment Association
ICSA	Institute of Chartered Secretaries and Administrators
IPWG	Insurance & Pensions Working Group
ISA	Individual Savings Account
IWMWG	Investment & Wealth Management Working Group
TNLCF	The National Lottery Community Fund (previously Big Lottery Fund)
PIMFA	Personal Investment Management & Financial Advice Association
PRA	Prudential Regulation Authority
RFL	Reclaim Fund Ltd
SWG	Securities Working Group
TVR	Tracing, verification and reunification
UAR	Unclaimed Assets Register
UKF	UK Finance

www.dormantassets.com

This Guide was developed in collaboration with key stakeholders, namely Reclaim Fund Ltd (RFL), government and industry champions. The views and details contained herein are accurate as at the date of last publication, namely 15 March 2022 and may be subject to change in future publications.

The document is managed and distributed by RFL, for any queries please contact anne-marie.robinson@reclaimfund.co.uk.