



## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

### Frequently Asked Questions

This page of Frequently Asked Questions applies during the time period for filing a claim with Metro Unclaimed Property before the State deadline.

#### **I am confused about what to do with the notice or the claim form received from the Unclaimed Property Office. What should I do? How do I know this is legitimate?**

For claims, complete the online e-form at [hub.Nashville.gov](http://hub.Nashville.gov) or download the hubNashville 311 mobile app. Please provide the requested proof by uploading the attachments. If you are still uncomfortable with this after you have read the letter and FAQ's, please contact the Unclaimed Property Office at [unclaimed.property@nashville.gov](mailto:unclaimed.property@nashville.gov) ; or 615-862-6100, then press 5 for Unclaimed Property.

#### **Do businesses transfer unclaimed property to the Metropolitan Government Unclaimed Property Office?**

No. Businesses with unclaimed property or funds belonging to others make such transfers with the State government unclaimed property office. For the State of Tennessee's unclaimed property office, please call (866) 370-9429 or visit that office's website.

The Metropolitan Government Unclaimed Property staff processes funds from unclaimed transactions in the city / county government's normal business operations. This process makes reasonable attempt of contacting such property owners before it must report and transfer remaining unclaimed property or funds to the State government unclaimed property office.

#### **How can I find out how much money the Metropolitan Government has for me?**

You may determine the amount of unclaimed property owed to you by clicking on the link **Find Unclaimed Property 2024** on [Unclaimed Property \(Finance\) | Nashville.gov](http://Unclaimed Property (Finance) | Nashville.gov). You can then match your unclaimed property number on the notice you received from Metro's Unclaimed Property Office to the same number on the Listing. This list is only available during Metro Nashville's Unclaimed Property processing period: June-July.

## **Why do I have an Unclaimed Property number?**

An Unclaimed Property number is a unique identifier assigned to each person or business for which we have unclaimed property. By providing this specific number, we can allow you to search for your unclaimed property and limit personal information. On all claim e-forms completed on hubNashville, the Unclaimed Property number is required.

## **How can I get more information (including what specifically is the unclaimed property)?**

For questions, you may call us at 615-862-6100, then press 5 for Unclaimed Property; or email (Q&A only) to [unclaimed.property@nashville.gov](mailto:unclaimed.property@nashville.gov).

## **Does the rightful owner or heir need to come to your office for the refund? How do I file a claim?**

No one is required to visit the office in person. Claims may be filed online at [hub.nashville.gov](http://hub.nashville.gov). We do not accept documentation or claims by email or fax. The check or electronic payment will be sent to the rightful owner after the claim has been approved for payment. Checks are prepared and mailed from a separate location.

## **What proof of identification is required by your division to release funds?**

The proof required by this office depends on the information we have on file regarding that particular account. For each claim, please make clear copies of the following and upload these with your claim e-form. Please provide:

1. Picture identification such as a copy of your driver's license (front & back);
2. Proof of your social security number; and,
3. Proof of your current address.

Additional documents may be required for complicated claims. We often need proof of a former address or addresses and proof that you did business with the Metropolitan Government. Because of the similarity of names, we will require sufficient proof that your name matches and that you previously did business with the Metropolitan Government.

NOTE: We cannot use the proof supplied unless we have the information on file to match against it.

## **If I am claiming property on behalf of an estate, what documentation must I provide?**

Estates and heirs may claim property when the original owner is deceased. The claimant must prove the deceased was the rightful owner and that the claimant is entitled to claim as the executor of the estate or the rightful heir.

Be prepared to provide copies of personal identification, wills, letters testamentary, probate documents, estate tax ID number, as well as a death certificate for the deceased owner. Complicated claims require additional documentation.

The deceased owner often provided for the disposition of property by leaving a will. If there was a will, the executor or administrator will make claim on the property and distribute the property according to will. The executor or administrator must supply a certified copy of the probated will or Letters Testamentary to document that they are authorized to act on behalf of the estate.

The death certificate should be an official certified copy issued by the state's Office of Vital Statistics. Letters testamentary or letters of administration must be recent and certified by the court.

**How long does it take to process the claim?**

The time required to process a claim varies. If the claim e-form is filled out correctly and sufficient proof is supplied, the process usually takes four to six weeks.

The Metropolitan Government issues one check/electronic payment payable to the claimant. If more than one property is listed for the same owner, the amounts are added together on one check or electronic payment.

**What if I do not file my Unclaimed Property Claim form by the stated deadline?**

If you do not file your Unclaimed Property Claim form by the stated deadline, your claim form will not be honored. Any property still in possession of the Metropolitan Government for which we have not received valid and verified documentation will be sent to the State of Tennessee. After which time, you may claim the property from the State of Tennessee's Unclaimed Property.

**Why does Tennessee have an Unclaimed Property law?**

Consumer protection is established by the Uniform Disposition of Unclaimed Property Act. It protects the owner's rights to the property by restricting private escheat by the holder. The act protects the owners and collects on their behalf. Then owners are located through advertising on the Internet and newspapers as well as by letter and various outreach programs. The holders are provided relief from liability when they remit the property to the State. The act provides for a central point of contact for potential owners of unclaimed property.

**At what point does custody of unclaimed funds transfer from Metro to the State?**

After the deadline for submitting your claim to the Metro Unclaimed Property, the Unclaimed Property staff begin the process of remitting the funds to the state of Tennessee. This requires us to "freeze" our unclaimed property records at that time. When our records are "frozen", we cannot honor any late claims received. By state law, the Metropolitan Government of Nashville & Davidson County Unclaimed Property must remit all unclaimed property to the state no later than November 1 of each calendar year. The State of Tennessee will then normally have the property ready for claim within 6 weeks of the time Metro Unclaimed Property has submitted the property to the State.

You may view the State's Unclaimed Property website from this link. [State of TN Treasury-Unclaimed Property](#) Tennessee is a custodial state. The owner or heirs may claim property at any time. The funds always belong to the owner and will not become the property of the State.

## **Contact Unclaimed Property**

Metropolitan Government of Nashville & Davidson County  
Unclaimed Property  
P.O. Box 196300  
Nashville, TN 37219-6300

**Telephone:** 615-862-6100, then press 5 for Unclaimed Property  
**Hours:** 8:00 AM to 4:30 PM Central Monday-Friday, closed Holidays