



**JOHN CHIANG**  
**California State Controller**  
**DIVISION OF COLLECTIONS**

December 19, 2011

Sundahl & Associates Detective Agency  
4195 Chino Hills Parkway, #76  
Chino Hills, CA 91709

The Unclaimed Property Division is continually reviewing the effectiveness of our processes to provide customer service to the public through our partners, the investigators and heir finders. This letter is to inform you of several changes we are implementing to improve our service to both you and the rightful owners of unclaimed property.

Investigators and heir finders provide a valuable service to Californians by assisting the Office of the State Controller in reuniting owners with their property. Our goals are to:

- Treat all investigators, heir finders and SCO Staff in a courteous, equitable and consistent manner.
- Maintain the integrity of the Unclaimed Property Program.
- Process completed claim packages for consistent processing.

We have established procedures to return your telephone calls within a 24-hour period. In an ongoing effort to enhance customer service to our investigator group, our goal is to respond to your telephone calls no later than the next working day. All other forms of inquiries will be responded to within five working days. Please limit your request to a maximum of ten (10) status inquiries. The facsimile number for the Unit is (916) 464-6230.

We also ask for your cooperation and assistance in allowing our staff to focus on the processing of claims and that you defer requesting the status of any claim less than one-hundred eighty (180) days old. This will allow our evaluators to focus on completing their claim evaluation work and approving claims within the timeframes required by law. Please continue submitting your claims and correspondence to the attention of the Investigator Unit. You may obtain additional information concerning investigative services policies on our website at [www.sco.ca.gov/col/ucp/heirfinders/index.shtml](http://www.sco.ca.gov/col/ucp/heirfinders/index.shtml).

We look forward to working with you in the coming year and we will keep you informed of any other improvements we plan to make to provide increased customer service to you and our claimants.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tyrone Williams", is written over the word "Sincerely,".

Tyrone Williams, Manager  
Consumer Services  
Investigator Unit

Unclaimed Property Division  
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