

## Frequently Asked Questions

<p>Is this a scam?</p>	<p>While we understand that you need to be cautious, we list our company details below for you to investigate further  Australian Business Number – Business is registered in Australia  Address: P O Box 503, Deception Bay, Queensland 4508  Mobile: 040 663 4000  Email: <a href="mailto:moira@registeredrefunds.com.au">moira@registeredrefunds.com.au</a></p>
<p>What does “unclaimed Money” mean?</p>	<p>Unclaimed money is money that has been forgotten or left behind by an individual, a group of individuals, a family or a Company or other organisation. Unclaimed money is usually held up in unclaimed pay cheques, superannuation funds, insurance claims, government Departments and other places where the money has been ‘abandoned’, mostly without knowing that it exists.</p>
<p>What do Refund Consultants do?</p>	<p>Consultants are responsible for gathering data from various sources specifically in the area of unclaimed money. Registered Refund Consultants search millions of records, find the lost funds, prove ownership and then reunite funds and owner.</p>
<p>Proof of evidence and ownership</p>	<p>Registered Refunds takes great care to protect the privacy of personal information of clients and other persons with whom we conduct business or hold information.</p> <p>If you are forwarding the requirements by post, please ensure you send clear certified copies of your identification ORIGINAL DOCUMENTS ARE NOT TO BE SENT BY POST</p> <p>Depending on the State where the claim is made you may need to provide Evidence from each of the following groups</p> <ul style="list-style-type: none"> <li>• Residential Address - this is where you are living at the time of claim</li> <li>• Community ID - Medicare, Drivers license etc</li> <li>• Photo ID - Drivers license or passport</li> <li>• Linking Documents - something that links you to the claim tax claim, contract letter</li> </ul> <p>For a full list of documents please contact us directly.</p>
<p>What happens if you do not claim the money?</p>	<p>In most states, when the money has been unclaimed for a certain amount of time, the State Government then absorbs those funds into consolidated revenue. This means that this money is then no longer yours, and cannot be claimed back.</p>
<p>How does Registered Refunds operate</p>	<p>There are mainly two ways that Registered Refunds get involved in sourcing your data</p> <ul style="list-style-type: none"> <li>• Individuals, companies and organisations who believe they have unclaimed funds somewhere contact us directly</li> <li>• Registered Refunds search over 30 odd databases we find many other amounts belonging to people and/or organisations. It is then our responsibility to contact you directly and offer our services in recovering your funds</li> </ul>

**Registered Refunds**

P O Box 503  
Deception Bay  
Queensland  
4508



<p>What can Registered Refunds do for you?</p>	<p>Registered Refunds is responsible for sourcing your lost funds, completing all due diligence and ensuring your lost money is returned to you. Our services give you peace of mind and makes the process less stressful for you.</p>
<p>Privacy - Is my information private with Registered Refunds</p>	<p>Registered Refunds takes great care to protect the privacy of personal information of clients and other persons with whom we conduct business or hold information. We must be certain of the identity of those to who we give relevant information and service All the searches on lost money found are 100% private and secured, so you can be sure that no one besides you will know about the searches we conduct for your privacy is paramount to Registered Refunds.</p>