

How to Reclaim a Reported Property via UP3 (Paperless)

(Aggregate Properties NOT Available for Paperless Claim)

1. Log into your UP3 account
2. From the Main Page choose Holder Reporting » Search the Property Database
3. Enter information for the property you want to reclaim such as name, tax ID or amount in the search fields. **Notice the statement:** "Only Properties from your Approved Holders are Available." The security of our system only allows you to view properties that you submit.
4. A list of matching properties will display. Click **View** next to the property record you want to reclaim.
5. If the property allows* reimbursement **Claim This Property as the Remitting Holder** will appear in the **Available Options** section on the right side of the screen.
 - * If the property has been paid this option will not appear. Our office has already received and processed a claim against this property amount and therefore it is not available to reclaim. You can view the name of the claimant and the mailing city of the claimant that we paid in the 'Claims Against This Property Section'.
6. Click on **Claim This Property as the Remitting Holder**
7. The **Holder Claim** page will display. Enter the information requested. UP3 will auto-fill the holder information and allow you to change the information if needed.
8. Read the statements regarding the reclaiming of the property. Choose the appropriate statement and click **Generate the Claim**.
9. Correspondence will be sent electronically to us and our claims staff will review the information you entered. You will receive a response from our office within 10 days.
10. If you have any questions about the status of a property or would like to file a paper reimbursement claim, please contact Dondie Meyer at 785-296-2031.