REV - Mail Returned Procedure

Purpose:
Insufficient or incorrect information is often received, mostly from computerized lists, and initial contact mail is returned.

Identification of Roles:
Administrative Assistant or Research Assistant reviews files and researches to find correct address for personal representative.

Performance Standards:
N/A

Path of Business Procedure:
Step 1: Returned mail arrives in mailroom.
Step 2: Research Assistant researches to find correct addresses. Examples of sources of information are Whitepages.com, real estate records, nursing homes, funeral homes, obituaries.
Step 3: Research Assistant enters information in the Estate Recovery database to queue for another initial contact letter upon finding correct address.

Forms/Reports:
Various online research tools may produce reports, i.e. obituary, real estate record, etc, to place in the file to confirm correct addresses.

RFP References:
N/A

Interfaces:
MMIS
Internet websites

Attachments:
N/A