

# Annual Report Fiscal Year



Mike DeWine, Governor  
Jon Husted, Lt. Governor

Department  
of Commerce

Sheryl Maxfield, Director

## *A letter from Director Maxfield*

### **Governor DeWine, members of the General Assembly and fellow Ohioans:**

As the state's chief regulator, our work at the Department of Commerce impacts Ohioans every day. We are motivated by our mission to promote prosperity for our licensees and to protect what matters most for the residents of our state. It is our job to ensure compliance and we do it through proactive outreach, education, and customer-focused service.

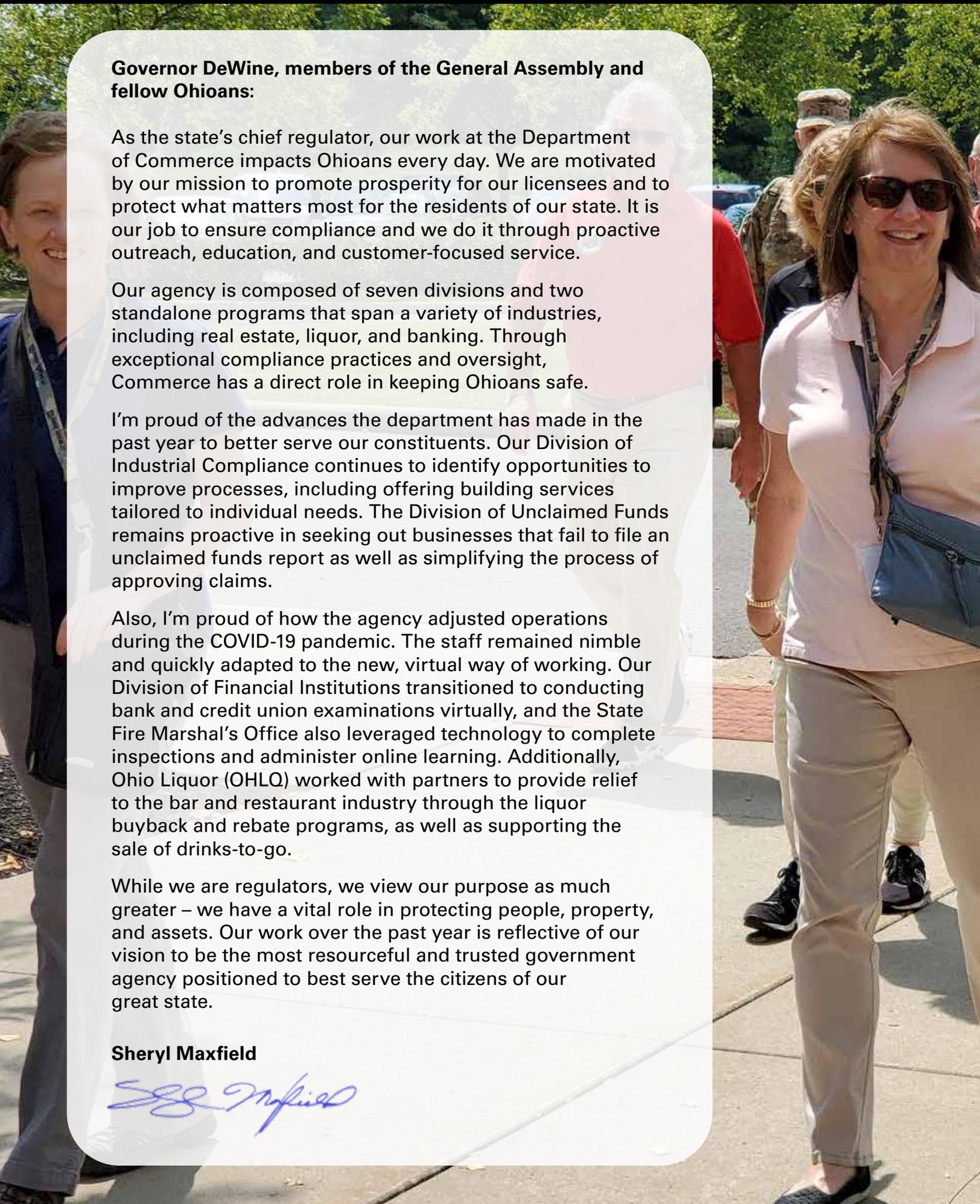
Our agency is composed of seven divisions and two standalone programs that span a variety of industries, including real estate, liquor, and banking. Through exceptional compliance practices and oversight, Commerce has a direct role in keeping Ohioans safe.

I'm proud of the advances the department has made in the past year to better serve our constituents. Our Division of Industrial Compliance continues to identify opportunities to improve processes, including offering building services tailored to individual needs. The Division of Unclaimed Funds remains proactive in seeking out businesses that fail to file an unclaimed funds report as well as simplifying the process of approving claims.

Also, I'm proud of how the agency adjusted operations during the COVID-19 pandemic. The staff remained nimble and quickly adapted to the new, virtual way of working. Our Division of Financial Institutions transitioned to conducting bank and credit union examinations virtually, and the State Fire Marshal's Office also leveraged technology to complete inspections and administer online learning. Additionally, Ohio Liquor (OHLO) worked with partners to provide relief to the bar and restaurant industry through the liquor buyback and rebate programs, as well as supporting the sale of drinks-to-go.

While we are regulators, we view our purpose as much greater – we have a vital role in protecting people, property, and assets. Our work over the past year is reflective of our vision to be the most resourceful and trusted government agency positioned to best serve the citizens of our great state.

**Sheryl Maxfield**





**MISSION**

*Promoting prosperity  
by protecting what  
matters most*



**VISION**

*To be the most trusted and  
resourceful government agency,  
providing a great customer  
experience that inspires success  
and ensures compliance*



**VALUES**

*Inclusive • Motivated  
Proactive • Accountable  
Customer-focused • Teamwork*

Ohio Department of Commerce **Divisions and Programs**



**Financial Institutions**

- Banks/Savings
- Credit Unions
- Consumer Finance
- Office of Consumer Affairs
- Money Transmitters



**Liquor Control**

- Agency Operations
- Investigative Services
- Legal



**Industrial Compliance**

- Building Code Compliance
- Operations & Maintenance
- Wage & Hour Administration



**Real Estate &  
Professional Licensing**

- Real Estate Commission
- Real Estate Appraiser Board
- Cemetery Dispute Resolution Commission
- Home Inspector Board
- Video Services Authorization (Cable TV)
- Land Professionals



**Securities**

- Enforcement
- Licensing
- Registration



**State Fire Marshal**

- Code Enforcement
- Fire & Explosion Investigation
- Fire Prevention
- Forensic Lab
- Ohio Fire Academy
- Testing & Registration
- Underground Storage Tanks (BUSTR)



**Unclaimed Funds**

- Accountability
- Claims Support
- Compliance

**Manufactured Homes Program**

- |                            |  |
|----------------------------|--|
| Installers                 | Brokers/Dealers                              |
| Inspectors                 | Salespersons                                 |
| Parks                      | (Real Estate<br>& Professional<br>Licensing) |
| (Industrial<br>Compliance) |  |

**Medical Marijuana  
Control Program**

- Cultivators
- Processors
- Testing Labs

# Financial Institutions

The **Division of Financial Institutions (DFI)** protects Ohioans' money. DFI examines, supervises and regulates Ohio state-chartered financial institutions, and licenses and regulates nondepository institutions, such as pawnbrokers, money transmitters, and mortgage lenders. In addition, the Division's Office of Consumer Affairs mediates consumer complaints against state-chartered financial institutions and consumer finance companies.

## FORMING THE TECHNOLOGY ADVISORY GROUP (TAG)

Whether it's remote deposits, electronic payments, data analysis, or artificial intelligence, technology impacts almost every aspect of banking. Additionally, startup technology firms – or “Fintechs” – are developing consumer tools and products for debt management, savings programs, and student loan options. Fintechs sometimes compete with financial institutions, and sometimes partner with financial institutions, to bring their products to the market.

Understanding these emerging technologies is vital for regulators to be effective, so the DFI helped form the Technology Advisory Group. The group, which consists of experts across the information technology (IT) and banking industries, discusses new technologies so they can better understand technology risks and educate examiners.

## TRANSITIONING TO REMOTE EXAMINATIONS

Our bank, credit union, and consumer finance examiners typically spend up to two weeks on site at the institutions they are examining, then work off site finalize their exam reports. That all changed when the coronavirus pandemic hit. The transition to work from home full time was fairly simple; what was less certain was how to complete all of their exam duties in the same time frame as before.

A specific challenge for credit unions was the need for a secure platform to gather examination data and transfer it to the examination teams. The Division turned to a secure filesharing platform and set up accounts for the credit unions and provided instructions for how to use the tool. Another challenge was getting all the required documents to review, particularly loan files, which can be hundreds of pages long. By increasing communication and by re-examining the risk scope of portions of the exam, all field examiners have completed full examinations at almost the same turnaround rate as in 2019. This allows the Division to continue to regulate and monitor the soundness of the financial industry.



## Financial Institutions

*by the numbers*



OVERSAW

**233**

DEPOSITORY  
INSTITUTIONS



OVERSAW

**136**

OHIO-LICENSED  
MONEY  
TRANSMITTERS



ISSUED

**30k**

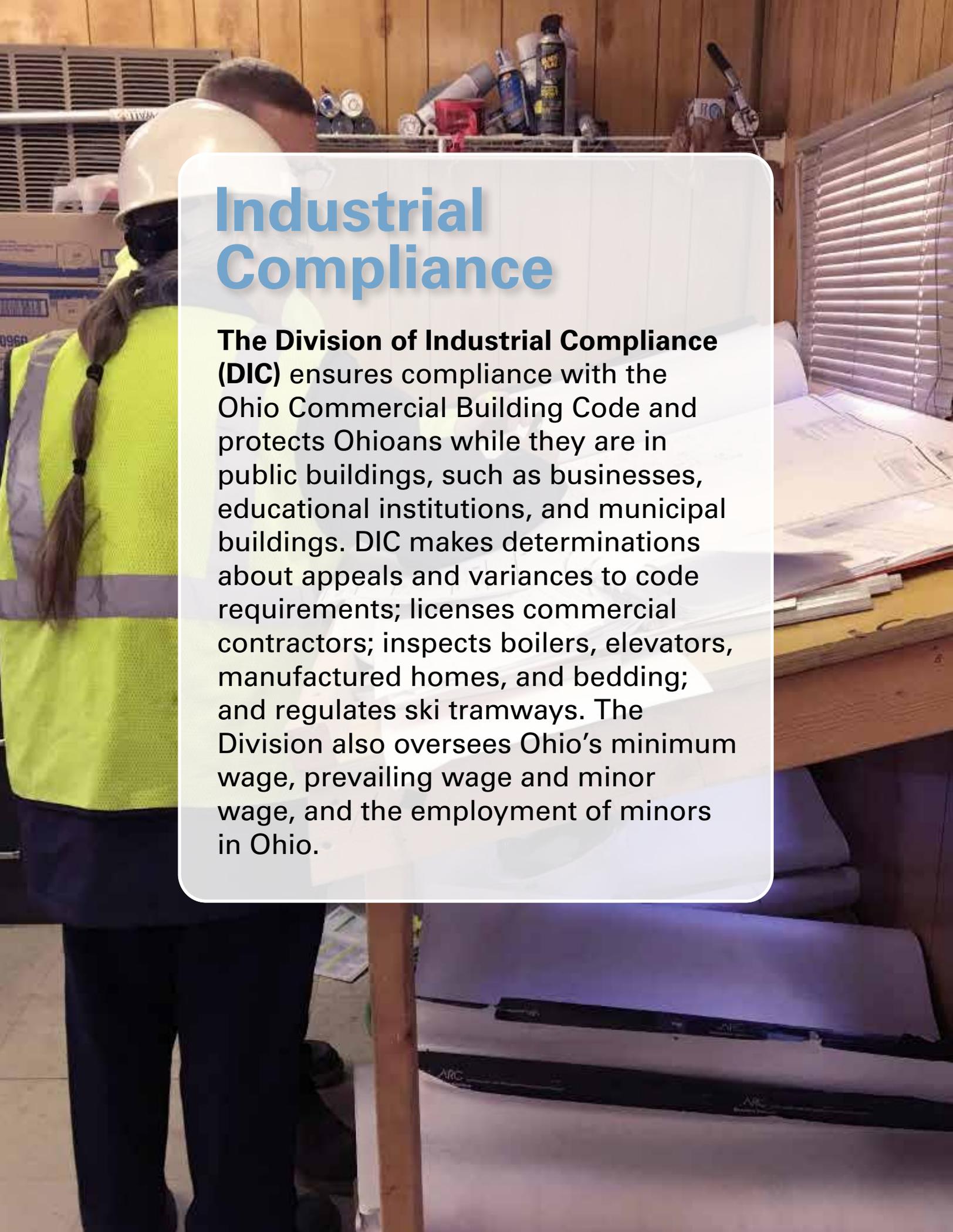
CONSUMER  
FINANCE  
LICENSES



COMPLETED

**797**

EXAMINATIONS



# Industrial Compliance

**The Division of Industrial Compliance (DIC)** ensures compliance with the Ohio Commercial Building Code and protects Ohioans while they are in public buildings, such as businesses, educational institutions, and municipal buildings. DIC makes determinations about appeals and variances to code requirements; licenses commercial contractors; inspects boilers, elevators, manufactured homes, and bedding; and regulates ski tramways. The Division also oversees Ohio's minimum wage, prevailing wage and minor wage, and the employment of minors in Ohio.

## TAILORING SERVICES TO MEET CUSTOMERS DEMANDS

To assist local municipalities in providing cost-effective building department services for commercial and residential construction, language was adopted through the legislative process on House Bill 166 and the Ohio Revised Code that now allows the Division to provide building department services to local building departments. Departments can contract with the Division to provide services for plan reviews, inspections or both. This “a la carte” option allows a tailored fit for customers to address their specific needs. This is in the early stages of adoption as communication continues to stakeholders statewide. Several health districts and building departments have already contacted the Division to gather additional information on available options for consideration.

## HELPING BUSINESSES SELL BEDDING PRODUCTS WHILE PROTECTING CONSUMERS

The Division needed to conduct more weekly bedding inspections and decrease the number of pending lab samples to be tested so business owners could get their products out for sale faster, while assuring consumers received a safe product.

All county jurisdictions were revised for each bedding inspector to align with their work locations, and a new inspection-scheduling process was adopted to eliminate wasted drive time. A college intern was hired and trained to assist with lab samples, and the staff schedules were reviewed to set aside time solely dedicated to testing. A database-record cleanup was also conducted.

Weekly bedding inspections increased by 130 percent, and the number of pending lab samples decreased by 40 percent. The increase in inspections provides an additional layer of safety for products being sold to consumers. More than 800 inactive or expired records were removed from the database.



## PROVIDING VIRTUAL TRAININGS FOR ELEVATOR INSPECTORS

Elevator inspectors must complete in-person continuing education training to maintain their required certification. When the coronavirus pandemic forced staff to work from home, in-person training was no longer possible. Division leadership worked with the National Association of Elevator Safety Authorities (NAESA) to develop a plan to conduct a virtual training that would also meet continuing-education requirements.

The elevator section management team developed a training curriculum and used video conferencing to facilitate the training. All 67 elevator section staff members completed the requirements and retained their Qualified Elevator Inspection certification. The certification ensures inspectors stay up to date with current codes, so the public is safe while riding elevators in Ohio.

## Industrial Compliance *by the numbers*



COMPLETED

**86k**

INSPECTIONS,  
INCLUDING  
REMOTE  
INSPECTIONS



LICENSED

**17.1k**

CONTRACTOR  
THROUGH  
OCILB



REVIEWED

**4.8k**

BUILDING  
PLANS



RECEIVED

**455**

BUREAU OF  
WAGE & HOUR  
COMPLAINTS

# Liquor Control

In Ohio, the **Division of Liquor Control (DOLC)** protects Ohioans by regulating the manufacturing, wholesale distribution, and retail sale of alcoholic beverages. DOLC licenses businesses that provide alcoholic beverages for consumption and ensures proper merchandising of beer, wine, mixed beverages, and spirituous liquor in retail stores. DOLC promotes prosperity through its management of liquor operations with the goal of increasing profits without encouraging increased consumption. Profits from spirits provide dedicated funding for Ohio's economic development efforts.

## RECEIVING NATIONAL RECOGNITION

Ohio Liquor (OHLQ), the partnership between the Ohio Division of Liquor Control and JobsOhio Beverage System, was named as the 2019 "Best of the Best" Control State by industry publication, *StateWays* magazine, in August 2019.

Each year, the magazine solicits entries in nine categories for their Best Practices Awards. From those entries, one state is chosen as "Best of the Best" – signifying excellence overall in stakeholder partnerships, enforcement, education, distribution, technology, and innovation. It's the highest award for a control state, and Ohio beat out 16 other jurisdictions for the honor.

This award is not only a testament to the excellence of the entire team involved, but also to the great work of partner agencies and stakeholders. Through improved relationships with Contract Liquor Agencies, vendors/brokers and consumers, Ohio became the benchmark for which other control states are measured.

## HELPING PERMIT HOLDERS IN A TIME OF NEED

At the onset of the COVID-19 pandemic, Ohio Liquor began working on ways to provide financial support to bars and restaurants struggling due to the closure of dine-in operations.

The first initiative OHLQ introduced was a Liquor Buyback Program, allowing bars and restaurants to put money back into their pockets by returning unopened high-proof spirits to their Contract Liquor Agency. The OHLQ set up the program in a matter of days and has since returned more than \$1.5 million to more than 900 businesses.

As bars and restaurants geared up to reopen, OHLQ worked to support their transition with a \$500 instant rebate for high-proof liquor. Once again, the team quickly created a process for registration and redemption. More than 7,200 bars and restaurants registered for the program with more than \$3.5 million redeemed (as of July 27, 2020).

OHLQ also worked with the Liquor Control Commission on a rule allowing qualifying bars and restaurants to sell cocktails with to-go orders, and partnered with the Ohio Restaurant Association to provide free hand sanitizer to establishments in five cities across the state.



# Liquor Control

*by the numbers*



**487**  
CONTRACT  
LIQUOR  
AGENCIES



**\$1.43B**  
IN HIGH PROOF  
LIQUOR SALES



**35k**  
RENEWED OR  
TRANSFERRED  
LICENSES  
ISSUED



**19**  
DORA  
DESIGNATIONS  
ISSUED IN 2019

**4**

PENDING IN 2020

## UPDATING AUDIT PROGRAM

Currently, all permit applications are mailed to DOLC where staff manually process them for review. Licensees must also manually renew their permits each year rather than having an option for an auto-renewal. Additionally, product registry resides on an inefficient, out-of-date database model.

The new state-of-the-art, centralized system will incorporate workflow, ad-hoc reporting, 24/7 application status review, mobile capabilities for investigations, an electronic permit application process complete with online payments, and more. The upgrade will ensure a secure system is in place to maintain the more than 25,000 permit records, as well as support the pace of stakeholder business operations.

*Introducing...*

## OHLQ WHOLESALE

Our new wholesale website has been developed with the features you have been looking for. You can see what's new, search product availability, create personalized lists, and place orders. Explore the possibilities!



## ENSURING PROPER AUDITS

The Division introduced a revised licensing compliance audit program that captures details on the effectiveness of compliance measures used by the Investigative Services Section. The audit program ensures licensed businesses comply with regulatory requirements and supports division objectives to excel in its customer service support.

Through the Accountability Audit Program, field supervisors evaluate the quality of audits previously conducted by the Division's compliance officers. This allows the Division to ensure a higher level of efficiency in the regulatory process, which improves the overall customer experience and gives business owners a greater sense of security.

Each of these specialty audits consists of a combination of ride-alongs for supervisors to observe compliance agents on duty and post-inspection reviews; a second completed inspection to ensure the work was done properly; and sporadic reviews of inspection reports to make sure determinations were documented appropriately.

Supervisors conduct two accountability audits per quarter – a total of eight per year. In FY20, supervisors conducted 14 accountability audits, 22 ride-alongs, and 39 inspection report reviews.

## Ohio Medical Marijuana Control Program

As part of **Ohio's Medical Marijuana Control Program (MMCP)**, the Ohio Department of Commerce protects patients who use medical marijuana by regulating and licensing cultivators, processors, and testing laboratories.

# Medical Marijuana Control Program

*by the numbers*



**33**

CULTIVATOR  
PROVISIONAL  
LICENSES ISSUED

**23**

CULTIVATOR  
CERTIFICATES OF  
OPERATION ISSUED

**48**

PROCESSOR  
PROVISIONAL  
LICENSES ISSUED

**24**

PROCESSOR  
CERTIFICATES OF  
OPERATION ISSUED



**6**

UNIVERSITY TESTING  
LAB PROVISIONAL  
LICENSES ISSUED



**17.3k**

POUNDS  
OF PLANT  
MATERIAL



**1.1B**

UNITS OF  
MANUFACTURED  
PRODUCT



**\$142.7M**

TOTAL PRODUCT SALES



**1.1M**

TOTAL RECEIPTS

## PROHIBITING VITAMIN E ACETATE IN VAPING PRODUCTS

In response to a 2019 investigation by the Centers for Disease Control and Prevention (CDC) into the dangers of e-cigarettes and vaping, Commerce issued guidance to MMCP licensees on Nov. 8, 2019 prohibiting the use of vitamin E acetate in the manufacture of products used for vaporization – stating the ingredient was not safe for human consumption. According to the CDC’s findings, 100 percent of recently sampled patients with vaping-related lung injuries had vitamin E acetate in their lung fluid.

In addition to the mandatory ban on vitamin E acetate, licensees instituted a voluntary ban on medium chain triglycerides (MCT oil) and polyethylene glycol (PEG), which have been identified as other potentially harmful cutting agents found in certain illicit vaping products. These actions were preemptive as no licensees currently use these ingredients in products used for vaporization. As a result of this collaborative effort, Ohio was one of the first states to prohibit vitamin E acetate and continues to evolve program requirements to ensure patient safety and health.

## FOCUSING ON COMPLIANCE, SAFETY

Since its inception, MMCP has engaged in several efforts to ensure licensee compliance and product safety are the top priorities. In 2019, MMCP performed three product recalls and established several accountability measures for testing laboratory facilities, including performing data and lab documentation audits, establishing new compliance protocols, and reconfiguring the Ohio Marijuana Enforcement Tracking Reporting & Compliance (METRC) program.

At the end of each product recall is an executive summary providing the public with details on product safety and the implementation of additional protocols to reduce the likelihood of similar recalls in the future.

MMCP has also worked diligently to help licensees become operational throughout the past year – increasing the number of processors who manufacture medical marijuana products from six in July 2019 to 20 today. With more licensees participating in the market, more patients have access to affordable products they need, such as lotions, ointments, capsules, patches, edibles, and oils.



A construction worker in a grey jacket is working on the red-tiled roof of a large stone building. The building features two prominent towers with conical red-tiled roofs. Scaffolding is visible on the left side of the building. The sky is overcast with soft, diffused light. A semi-transparent white text box is overlaid on the lower half of the image.

# Real Estate & Professional Licensing

**The Division of Real Estate & Professional Licensing (REPL)** protects Ohioans' investments in their largest assets - their homes. REPL licenses and educates Ohio's real estate professionals including agents, appraisers, land professionals, and home inspectors. The Division also registers cemeteries and houses the Video Service Authorization program.

# Real Estate & Professional Licensing

*by the numbers*



OVERSAW

**51.5k**

LICENSED REAL ESTATE PROFESSIONALS



OVERSAW

**3.5k**

ACTIVE SOLE PROPRIETORSHIPS AND REAL ESTATE COMPANIES



OPENED

**355**

COMPLAINTS AGAINST CEMETERY OPERATORS AND REAL ESTATE PROFESSIONALS

CONDUCTED

**73**

CEMETERY AUDITS



COMPLETED

**4.2k**

ACTIVE AND NEW CEMETERY REGISTRATIONS



OVERSAW

**132**

APPRAISAL MANAGEMENT COMPANIES (ACTIVE)

REGISTERED

**414**

ACTIVE AND NEW LAND PROFESSIONALS



OVERSAW

**608**

MANUFACTURED HOME BROKER/ DEALERS AND SALESPERSONS

## SUPPORTING STATE CEMETERIES

In 2018, the Division's Cemetery Section went to work, administering the newly created Cemetery Grant Program. With the program up and running, the Division awarded \$75,357 to 65 cemeteries in 2019. The grant money could be used for exceptional cemetery maintenance or for training cemetery personnel in upkeep and operations.

One grant recipient, Highland Cemetery in Newberry Township, used its \$3,500 grant funding to repair the roof of the mausoleum. Another recipient, Dayton Memorial Park, received \$5,000 to clean up tree damage left by destructive spring 2019 tornadoes. The Cemetery Grant Program helps assure Ohioans their loved ones' final resting places are respectfully maintained and safe to visit.



## OVERSEEING HOME INSPECTORS

The Ohio Home Inspector Board was established April 5, 2019, by Senate Bill 255, signed by Governor John Kasich before he left office. The bill laid the groundwork for how a previously unfettered field would be regulated by the state.

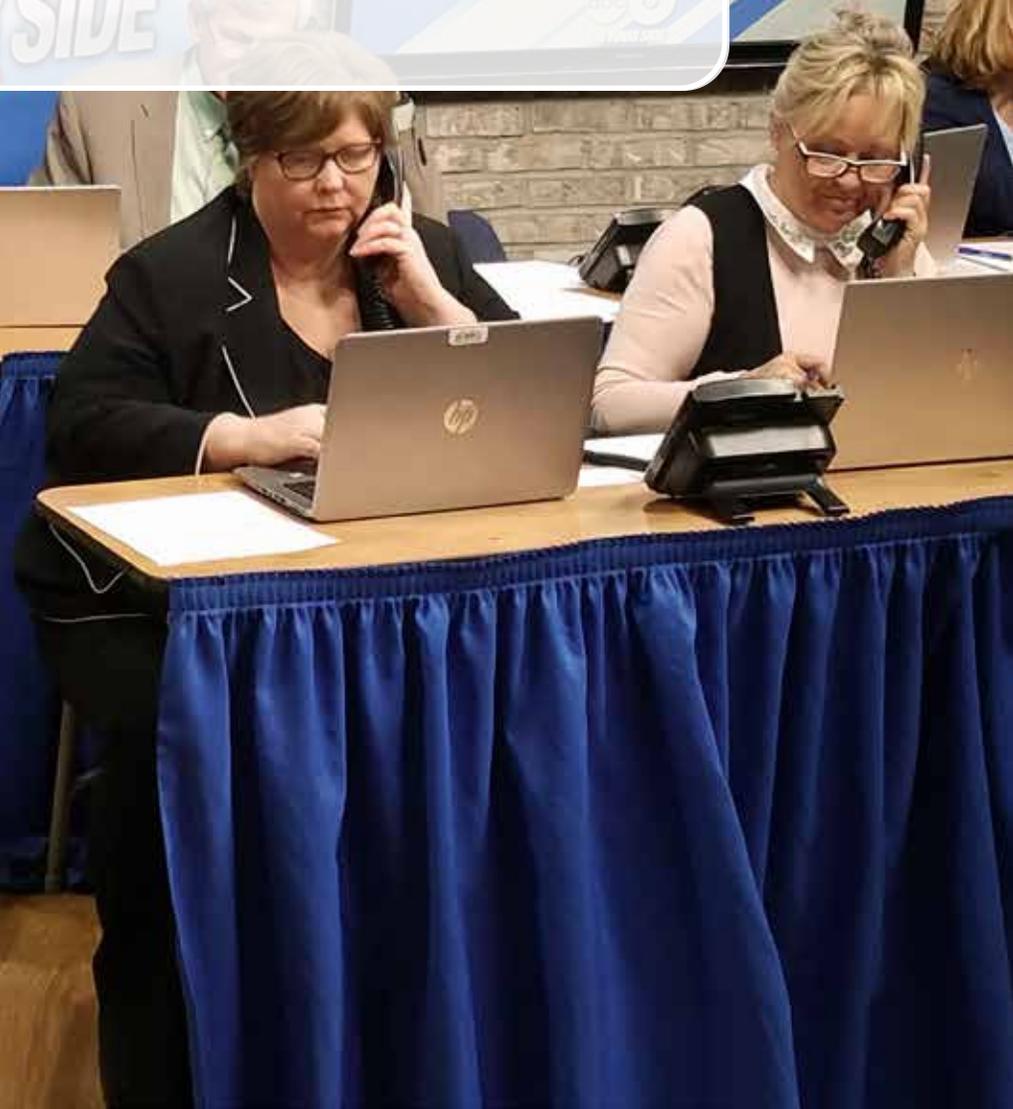
The board, which is made up of five industry professionals and two members of the public, will ensure all home inspectors operating in Ohio are licensed and in compliance with state law to help meet the needs of home buyers and sellers. The five industry members of the board were appointed during its first public meeting, which took place on August 1, 2019. By the end of the year, the two additional members were installed to represent the interests of the public.

Administrative rules are in the process of being promulgated and, during the "grandfather period" provided in the bill, 950 individuals were issued the new credential of licensed home inspector. The board's oversight of home inspectors will prove to be an essential part of the mission to protect Ohioans who are making perhaps their largest investment – their home.

# Securities

## **The Division of Securities (SEC)**

protects Ohioans' life savings and investments by administering and enforcing the Ohio Securities Act. SEC licenses the professionals who sell securities products and registers products for sale. When Ohio's securities laws are violated, the Division pursues administrative and civil actions, and criminal referrals.



## ROOTING OUT FRAUD

Throughout the COVID-19 crisis, four enforcement attorneys with SEC have participated in the North American Securities Administrators Association (NASAA) COVID-19 Fraud Task Force, which includes 111 participants from 44 agencies throughout the United State and Canada. As of today, member states and member provinces have initiated 19 Cease and Desist Orders and 13 consumer alerts related to fraudulent COVID-related scams. The task force was commissioned to review and identify fraudulent securities offerings that have capitalized on the pandemic to lure investors into giving their hard-earned money and savings to scammers. So far, the Division has issued two administrative orders putting Ohio investors on notice of online scams promoting fraudulent schemes based on COVID-19.

The Division also launched its own forensic accounting program this year, hiring a certified public accountant. Since working with the Division, the accountant has saved the Division money, delivered quicker and better results in criminal cases, and improved the management of outside contracts with accounting firms. As the Division's forensic accountant, he brings 24 years of experience in public service, most recently with the Ohio Bureau of Criminal Investigation.

## STAYING ON TOP OF REGULATORY, POLICY CHANGES

The Division's Licensing section completed its third-annual update to the "Ohio Investment Adviser Handbook" this year. The publication serves as a resource for state-licensed investment advisers and their compliance professionals, whether they are applying for a license or seeking guidance on compliance with the Ohio Securities Act's recordkeeping and conduct requirements.

The publication is updated annually to reflect any regulatory and policy changes or clarifications. The current publication is available on the Division's website and hard copies are provided free to new applicants and licensees during on-site examinations.

## PROVIDING OUTREACH, EDUCATION

Despite ceasing all in-person outreach in March due to the COVID-19 pandemic, Division staff educated more than 4,000 people at 30 events about safe investing practices and important steps to avoid becoming a victim of fraud. Outreach efforts have also included frequent activity on Facebook and Twitter, as well as several public service announcements on the Ohio Department of Commerce's YouTube channel.



## Securities

*by the numbers*



SECURED

4

INDICTMENTS

7

CONVICTIONS



ON BEHALF OF

110

VICTIMS



LICENSED

219.4k

SECURITIES  
PROFESSIONALS  
AND FIRMS



REGISTERED

7.7k

SECURITIES  
PRODUCTS  
(NEW AND  
RENEWALS)

A photograph of firefighters at a scene. In the foreground, a firefighter in a tan uniform with reflective yellow stripes is pushing a yellow stretcher. To the left, another firefighter is visible. In the background, a red fire truck is parked. To the right, a large building is on fire, with thick white smoke billowing from the windows. A set of blue stairs with red railings leads up to the building. The scene is outdoors on a paved area.

# State Fire Marshal

**The Division of State Fire Marshal (SFM)** protects Ohioans and their property from fire and related risks through enforcement of Ohio's Fire Code, and through education, training, regulation, and investigating the cause and origin of fires, and regulating and testing underground storage tanks.

## IMPROVING CUSTOMER EXPERIENCE

SFM's Fire & Explosion Investigation Bureau (FEIB) transitioned to the U.S. Department of Justice's Bomb and Arson Tracking System (BATS) as its new records management system. Planning and training began in 2019 and continued until its Jan. 1, 2020 launch. This system provides real-time metrics on all FEIB investigations and activities, and can produce breakdowns and isolated statistics spanning various categories. BATS produces creative graphs and charts that make it easy to interpret. FEIB also adjusted its public records request process during the transition, which involved the SFM legal team and the customization of the BATS report template.

The "Click Scheduling" program used to schedule operational compliance inspections of underground storage tank systems (UST) was replaced using the Ohio Tank Tracking & Environmental Regulations (OTTER) database. By using the agency's publicly available database to schedule UST inspections, stakeholders will find updates to operational status of all Bureau of Storage Tank Regulations regulated facilities in more timely fashion.

SFM's Testing and Registration (T&R) Bureau deployed paperless license delivery to more than 30,000 licensees. Whether renewing a license or applying for a new one, licensees no longer have to wait for a printed copy to arrive in the mail. All licenses issued by T&R are now sent to customers via email. This serves as the actual license, which can be downloaded and printed, or saved to a mobile device such as a phone or tablet. This new feature is a convenient, more efficient way we are serving our customers.

# State Fire Marshal

*by the numbers*



OVERSAW

**21k**

UNDERGROUND STORAGE TANKS



COMPLETED

**1.8k**

INSPECTIONS OF UNDERGROUND STORAGE TANKS



TRAINED

**9.1k**

STUDENTS



AWARDED

**\$5.2M**

IN GRANTS



ASSISTED IN

**921**

INVESTIGATIONS



RECEIVED

**613**

FORENSIC LAB CASES WITH PIECES OF EVIDENCE



EDUCATED

**52k**

OF OHIO'S CITIZENS IN FIRE SAFETY

## ADAPTING TO A NEW WAY OF WORKING THROUGH TECHNOLOGY

The COVID-19 pandemic prompted work adjustments in the Department of Commerce.

SFM's Code Enforcement Bureau leveraged technology by conducting fire safety inspections – where feasible – via video chat. Conducting inspections this way allowed Ohio businesses to remain in compliance with fire- and life-safety requirements.

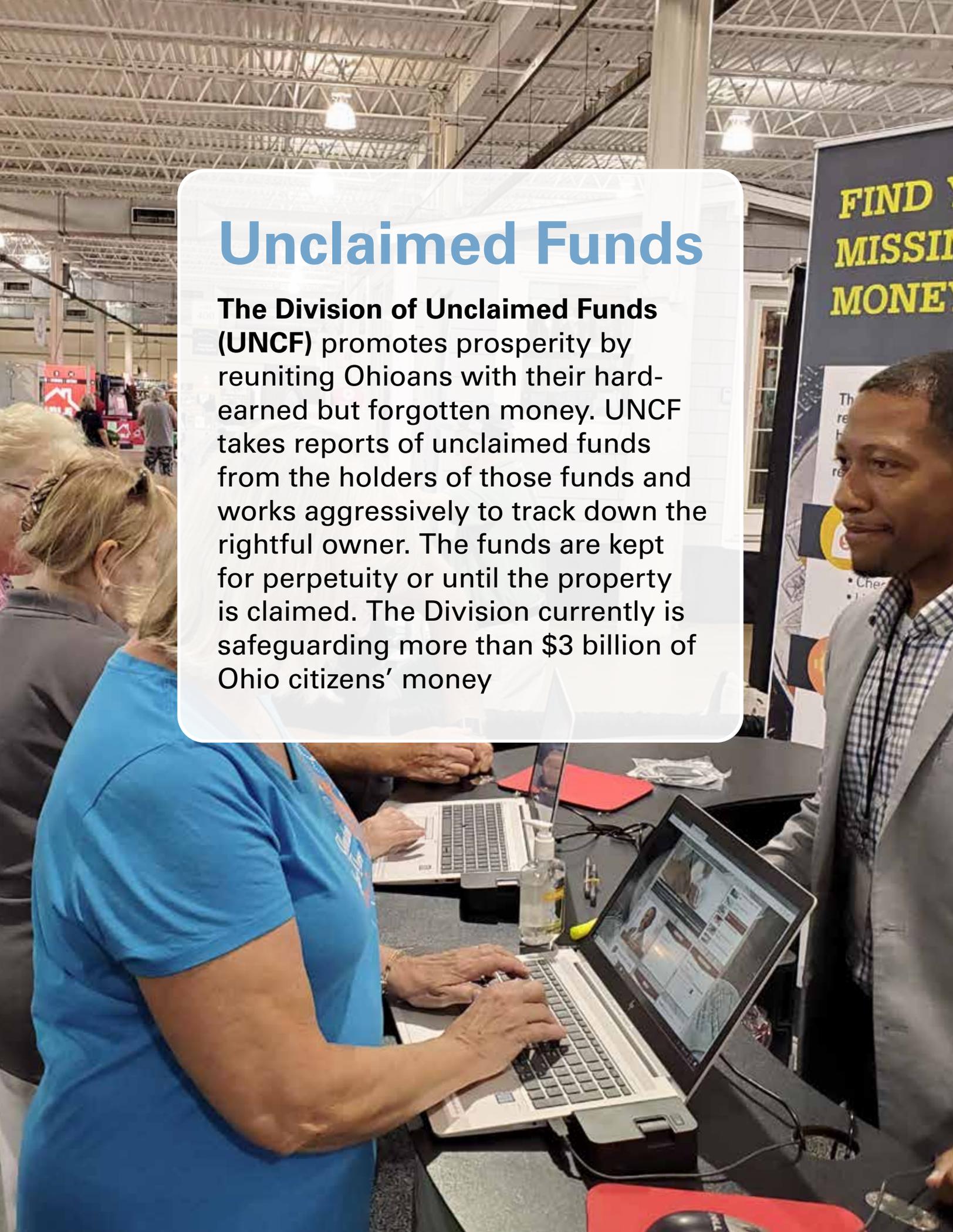
The Fire Prevention Bureau developed online learning options using a video conferencing application. Where possible, existing courses were recreated to better suit the online learners while continuing to meet objectives. By strictly evaluating data to identify fire fatality causes in Ohio, field staff realigned strategies to address hazards and risks that contribute to fatal fires, and two new programs were introduced to reduce the top two known causes of these fatalities—smoking and cooking.

The Fire Prevention Bureau applied for a FEMA Fire Prevention & Safety Grant to acquire software that will allow the bureau to analyze fire data at a more granular level. If awarded, the funding will enhance fire prevention and risk-reduction efforts in coming years.



# Unclaimed Funds

**The Division of Unclaimed Funds (UNCF)** promotes prosperity by reuniting Ohioans with their hard-earned but forgotten money. UNCF takes reports of unclaimed funds from the holders of those funds and works aggressively to track down the rightful owner. The funds are kept for perpetuity or until the property is claimed. The Division currently is safeguarding more than \$3 billion of Ohio citizens' money



## ENCOURAGING COMPLIANCE AMONG BUSINESSES

UNCF must ensure businesses operating in Ohio understand the law and maintain compliance by filing an annual unclaimed funds report. The reality is only 70,000 of the nearly 500,000 Ohio businesses filed a report last year.

In January, the Division began the Voluntary Compliance Outreach Program. A database was compiled of businesses that have either never reported unclaimed funds or demonstrated inconsistent reporting. Staff reached out to 500 businesses to assist them with reporting unclaimed funds, show them how to file electronically on Ohio Business Gateway, how to file an extension, where to find and download forms and instructions, and educate them on Voluntary Compliance Agreements. The results? About 21 percent of those contacted have filed reports and have remained engaged in the process and are on the path to compliance.

## REMINDING OHIOANS ABOUT FINDING THEIR MONEY

Outreach to the general public is key to reuniting people with their money. The Division does this through print advertisements, telethons, newsletters, mailings, partnerships with local governments, and by participation in events such as the Ohio State Fair. The Division implemented processes to obtain records of proof of ownership onsite at these events to ensure a more efficient review and approval of claims.

The Division participated in 15 events (21 were scheduled prior to the pandemic), surpassing last year's number of 12. This resulted in 1,089 claims generated and \$367,691.22 paid, both more than the previous year.

## PREPARING FOR PAPERLESS CLAIMS APPROVAL

Division staff adjusted to the pandemic by adopting new policies, processes, and procedures. Fortunately, UNCF was already preparing for the paperless review and approval of the thousands of claim documents mailed annually.

Standard operating procedures were documented to allow for the review and internal transactions involving a claim. Previously, the physical paper document would move through every step of the claims process and sometimes required additional time-consuming steps to ensure claims were properly paid. Today, far less time and resources are needed to track, maintain, and manage those documents. Additionally, claims examiners are more effectively using email and telephone to retrieve additional documents and provide expedient customer service. In many cases, this reduces turnaround times by seven to 10 days.



## Unclaimed Funds

*by the numbers*



RETURNED  
**\$93.8M**  
IN UNCLAIMED  
FUNDS



PAID  
**33k**  
CLAIMS



**83.2k**  
ORGANIZATIONS  
SUBMITTED  
REPORTS OF  
UNCLAIMED  
FUNDS



SAFEGUARDING  
**\$3.2B**  
IN UNCLAIMED  
FUNDS

## Division of Financial Institutions

### State-Chartered Banks (As of 3/31/20)

<b>City</b>	<b>Depository Bank Name</b>	<b>Charter Number</b>	<b>Total Assets (000's omitted)</b>
Andover	Andover Bank	1023X	\$446,481
Antwerp	Antwerp Exchange Bank	1031	\$125,776
Apple Creek	Apple Creek Banking Company	1067X	\$142,610
Archbold	Farmers & Merchants State Bank	1048	\$1,631,395
Athens	Hocking Valley Bank	1088X	\$288,338
Attica	Sutton Bank	615	\$633,712
Bainbridge	Rockhold Bank	1137	\$40,519
Baltic	Baltic State Bank	609	\$80,558
Bellaire	Belmont Savings Bank	SB0017	\$388,168
Bethel	Community Savings Bank	SL8094	\$80,097
Beverly	Citizens Bank Company	1020	\$230,673
Bexley	Ohio State Bank	1174	\$130,519
Brookville	Brookville Building and Savings Association	SL2076	\$46,277
Cadiz	Equitable Savings and Loan Company	SL4440	\$13,291
Caldwell	Farmers and Merchants Bank	1071	\$112,495
Cincinnati	CBank	1158	\$205,963
Cincinnati	Cincinnati Savings and Loan Company	SL1016	\$96,981
Cincinnati	Eagle Savings Bank	SL5337	\$144,094
Cincinnati	First Financial Bank	1167X	\$14,986,621
Cincinnati	New Foundation Savings Bank	SL8122	\$20,022
Cincinnati	North Side Bank and Trust Company	69X	\$770,063
Cincinnati	Union Savings Bank	SL8109	\$3,168,704
Circleville	Savings Bank	552	\$364,646
Cleveland	Pioneer Savings Bank	SB0044	\$41,299
Coldwater	Peoples Bank Co.	1122	\$530,238
Columbus	First City Bank	60	\$65,363
Columbus Grove	Union Bank Company	1058	\$903,272
Conneaut	Conneaut Savings Bank	SB0042	\$76,433
Cortland	Cortland Savings and Banking Company	530X	\$709,306
Coshocton	Home Loan Savings Bank	SB0049	\$228,849

## Division of Financial Institutions

### State-Chartered Banks (As of 3/31/20)

<b>City</b>	<b>Depository Bank Name</b>	<b>Charter Number</b>	<b>Total Assets (000's omitted)</b>
Defiance	State Bank and Trust Company	341X	\$1,082,283
Deshler	Corn City State Bank	544X	\$72,872
Fort Jennings	Fort Jennings State Bank	1115	\$192,156
Fremont	Croghan Colonial Bank	1021X	\$879,963
Galion	Galion Building and Loan Bank	SL8123	\$63,095
Gallipolis	Ohio Valley Bank Company	130X	\$1,021,704
Gambier	Peoples Bank	725	\$59,177
Genoa	Genoa Banking Company	1013X	\$408,929
Hamler	Hamler State Bank	757X	\$85,676
Harrison	Harrison Building and Loan Association	SL866	\$231,929
Hicksville	Hicksville Bank	1012	\$120,983
Independence	Independence Bank	984	\$169,345
Ironton	Liberty Bank	SB0052	\$51,892
Kent	Hometown Bank	1170	\$219,873
Kenton	Home Savings and Loan Company of Kenton, Ohio	SL3681	\$142,900
Killbuck	Killbuck Savings Bank Company	1086X	\$569,965
Lancaster	Standing Stone Bank	1164	\$101,914
Liberty Township	Valley Central Bank	SB0013	\$156,220
Lorain	Buckeye Community Bank	1134X	\$181,506
Magnolia	Bank of Magnolia Company	1103	\$80,515
Mansfield	Mechanics Bank	SB0016	\$574,313
Marblehead	Marblehead Bank	1101X	\$49,542
Marietta	Peoples Bank	1166X	\$4,462,869
Marietta	Settlers Bank	1131X	\$126,758
Marion	Fahey Banking Company	177	\$283,072
Martins Ferry	Unified Bank	1015	\$715,205
Mason	Peoples First Savings Bank	SL5752	\$71,063
Metamora	Metamora State Bank	1052X	\$81,184
Miamisburg	Farmers & Merchants Bank	1006	\$185,484
Miamitown	Miami Savings Bank	SL8104	\$127,407

## Division of Financial Institutions

### State-Chartered Banks (As of 3/31/20)

<b>City</b>	<b>Depository Bank Name</b>	<b>Charter Number</b>	<b>Total Assets (000's omitted)</b>
Middlefield	Middlefield Banking Company	1075	\$1,212,746
Milford	CenterBank	1138	\$237,075
Milford	RiverHills Bank	1160	\$201,249
Millersburg	Commercial and Savings Bank of Millersburg, Ohio	529X	\$809,877
Minster	Minster Bank	1132X	\$524,671
Mount Victory	Mt. Victory State Bank	1095	\$19,814
Napoleon	Henry County Bank	896	\$296,878
Nelsonville	Nelsonville Home & Savings Bank	SB0045	\$31,182
New Lexington	Peoples State Bank	1172	\$145,274
New Madison	Farmers State Bank	1014	\$185,459
New Matamoras	Peoples Savings Bank	536	\$62,257
Old Fort	Old Fort Banking Company	661	\$582,828
Osgood	Osgood State Bank	1114	\$285,838
Ottoville	Ottoville Bank Company	384X	\$82,184
Pataskala	Pataskala Banking Company	635	\$33,693
Pomeroy	Farmers Bank and Savings Company	1050	\$337,575
Powell	Buckeye State Bank	3	\$146,713
Ravenna	Portage Community Bank	1121X	\$366,114
Republic	Republic Banking Company	228	\$50,032
Richwood	Richwood Banking Company, Inc.	1074X	\$740,202
Saint Henry	St. Henry Bank	528X	\$313,488
Sandusky	Civista Bank	1064X	\$2,571,288
Sherwood	Sherwood State Bank	909	\$74,077
Somerset	Commodore Bank	861	\$75,613
Somerville	Somerville Bank	1171	\$207,842
Spencer	Farmers Savings Bank	830	\$293,343
Strasburg	SSB Community Bank	SB0035	\$109,786
Tiffin	First Bank of Ohio	252	\$209,741
Urbana	Peoples Savings Bank	SB0012	\$124,750
Urbana	Perpetual Federal Savings Bank	1176	\$393,506

## Division of Financial Institutions

### State-Chartered Banks (As of 3/31/20)

City	Depository Bank Name	Charter Number	Total Assets (000's omitted)
Versailles	Versailles Savings and Loan Company	SL2186	\$56,331
Wapakoneta	Home Savings Bank of Wapakoneta	SL4893	\$37,217
Waterford	Waterford Commercial and Savings Bank	18	\$43,971
West Alexandria	Twin Valley Bank	808	\$82,321
West Liberty	Peoples Savings and Loan Company	SL6068	\$55,651
West Mansfield	Union Banking Company	857	\$58,300
West Salem	Farmers State Bank	1081	\$133,622
Whitehall	Heartland Bank	532X	\$1,171,589
Wilmington	Wilmington Savings Bank	SB0002	\$174,229
Winchester	First State Bank	943	\$528,713
Woodsfield	Woodsfield Savings Bank	SB0030	\$74,536
Wooster	Wayne Savings Community Bank	1169	\$494,914
Wyoming	Spring Valley Bank	1111	\$84,114
Youngstown	Premier Bank	1179	\$6,519,264
Zanesville	Community Bank	1070	\$457,957
Zanesville	North Valley Bank	338X	\$245,198
<b>Total Assets</b>			<b>\$60,215,579</b>
<b>Non-Depository Trust Companies</b>			
Canton	Preferred Legacy Trust Company	1178	
Cincinnati	Johnson Trust Company	1116	
Cleveland	Cleveland Private Trust Company	1177	
Cleveland	PNC Ohio Trust	1165	
Cleveland	Western Reserve Trust Company	1168	
Youngstown	Farmers Trust Company	1116	

## Division of Financial Institutions

### State-Chartered Credit Unions(As of 3/31/20)

<b>Institution</b>	<b>Total Assets</b>
Ohio's First Class	\$46,692,599
Postal Family	\$58,078,153
United Methodist Financial	\$82,538,292
Abbey	\$97,527,930
Akron Fire Police	\$29,098,744
Akron Municipal Employees	\$6,238,293
Towpath	\$135,576,632
Antioch	\$2,812,443
Community First	\$79,458,860
Atomic	\$369,642,438
Advantage	\$36,120,178
The Catholic	\$9,918,592
BSE	\$16,848,631
Buckeye State	\$78,805,984
Community Star	\$75,287,194
CES	\$151,524,569
Southeastern Ohio	\$32,974,731
Community One Credit Union of Ohio	\$91,794,825
C.C.C. Van Wert	\$535,930
Champion	\$55,031,308
TruPartner	\$162,811,347
Painesville	\$30,979,999
Greater Cleveland Community	\$7,082,395
Cleveland Heights Teachers	\$7,044,662
The Ohio Educational	\$126,993,268
Cleveland Police	\$35,373,828
Impact	\$150,227,667
Code	\$135,269,185
Columbiana County School Employees	\$8,667,031
Education First	\$118,367,626

## Division of Financial Institutions

### State-Chartered Credit Unions(As of 3/31/20)

<b>Institution</b>	<b>Total Assets</b>
Maumee Valley	\$21,062,854
Wright-Dunbar Area	\$562,480
Day Air	\$439,952,078
Daymet	\$92,624,080
River Valley	\$357,080,005
Freedom 1st	\$40,299,904
Deca	\$5,867,717
Community United	\$11,678,593
Eaton Family	\$65,486,955
Falls Catholic	\$43,547,142
Whitewater Community	\$8,528,740
Members Choice	\$22,327,470
Emerald Group	\$37,734,911
Geauga	\$40,936,096
General Electric	\$3,552,146,400
GenFed	\$256,012,519
Girard	\$1,616,286
Golden Circle	\$90,580,824
Goodyear Employees	\$4,983,166
GROhio Community	\$9,300,936
HTM Area	\$29,427,699
540 IBEW	\$1,016,744
IH	\$299,785,662
KH Network	\$57,911,812
Kemba	\$1,076,987,428
KEMBA Financial	\$1,535,597,550
Kyger Creek	\$16,713,865
L. E. O.	\$13,964,907
Pathways Financial	\$417,236,010
Lakewood Fire Fighters	\$1,302,085

## Division of Financial Institutions

### State-Chartered Credit Unions(As of 3/31/20)

<b>Institution</b>	<b>Total Assets</b>
Latvian Cleveland	\$30,819,055
Superior	\$1,092,921,215
Local 673	\$1,853,339
Marion Community	\$80,255,861
Friends and Family	\$94,303,005
Homeland	\$466,416,541
Cardinal	\$239,334,507
MidUSA	\$214,763,800
Atrium	\$9,606,009
Middletown Area Schools	\$8,448,714
Millstream Area	\$47,321,822
Faith Community United	\$14,424,458
Aurgroup Financial	\$167,218,806
Universal 1	\$426,847,238
FirstEnergy Family	\$41,345,374
Ohio Teamsters	\$13,770,702
Ohio University	\$385,938,886
Orange School Employees	\$3,513,280
PSE	\$157,615,936
Best Reward	\$163,362,338
Producers Employees	\$713,458
First Choice Community	\$18,690,986
SCFE	\$1,063,097
Achieve	\$163,267,918
Seven Seventeen	\$1,145,799,946
Sharefax	\$407,030,186
Bay Area	\$68,246,424
Edison	\$3,927,571
St. James Parish	\$5,825,665
St. Paul AME Zion Church	\$322,386

## Division of Financial Institutions

### State-Chartered Credit Unions(As of 3/31/20)

<b>Institution</b>	<b>Total Assets</b>
Credit Union Of Ohio	\$147,439,570
Bridge	\$92,583,370
Superior Savings	\$24,137,415
Tappan Community	\$9,525,170
Taleris	\$62,552,768
Telhio	\$867,954,178
The Way	\$12,641,695
Directions	\$926,804,682
Educational Community Alliance	\$47,189,154
Trumbull County Postal Employees	\$997,671
North Coast	\$13,605,687
UPS	\$3,569,204
WES	\$12,962,171
Wiremen's	\$30,892,343
Scott Associates	\$11,495,383
Heekin Can Employees	\$566,070
Cincinnati Employees	\$26,926,260
Firefighters Community	\$259,258,297
Greater Cincinnati Schools	\$111,114,011
New Horizons	\$40,443,535
Wright-Patt	\$5,247,401,569
Associated School Employees	\$139,679,538
Genesis Employees	\$14,486,981
Youngstown City Schools	\$7,952,645
Nueva Esperanza Community	\$2,409,375
Totals for 115 institutions	\$24,381,153,517