

**Edith Brownbryant
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April 14, 2017

Ms. Manju Ganeriwala,
Treasurer
Virginia Department of the Treasury
101 North 14th Street
Richmond, VA 23219

RE: Unclaimed Property – Letter of February 23, 2017 – Telephone Follow-up

Dear Ms. Ganeriwala:

It has been over two weeks since my conversation with a subordinate representative that answered the telephone and I have not received any further communication from your agency. Kindly, have some one to address my inquiry and reply.

I happen to be a retired senior, government employee and disabled, who has a **very low tolerance** for those employees of our government, that have no interest in doing their job. As for the female that answered my telephone followup, I don't think training could help her. My initial contact person, Ms. Edwards was most professional, helpful in instructing me on filing my claim and courteous. I commend her.

I received a letter from your agency acknowledging my filing on unclaimed properties, namely:
13433059
15875966
11312773
12014074
5516249
14704599.

After receipt of your agency's letter asking for a picture ID. I called to speak to my initial contact and was given a different representative. This individual did not identify herself. I attempted to tell this female representative (again no name was provided), that a copy of my passport ID card was included in my letter and that my address has been the same since 2004. I further explained to the representative that I think the unclaimed properties were probably from some of my investments (stocks) and were sent in error, as I still have ITF stock investments. I named some of the companies to confirm my ownership and this was not sufficient.

I then requested if I could have the name and account information that was submitted as I

have had problems with some of my stock dividend reinvestment. I was told that this information could not be provided to me. When I requested to speak to her manager or someone in authority who can make a decision beyond what is on her computer display; I was told that that person would also tell me the same thing.

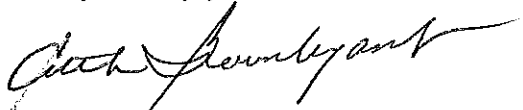
I became distressed that I was being denied information after verifying that the unclaimed properties were legitimately mine and in addition not being provided a manager to oversee her inadequacy. My next quest was that I would like a copy of the documents sent to your agency be mailed to me at my address. Again, I was told this information could not be given to me.

My final request was to get her full identify, and I requested her full to provide me with her name, title, and or ID. Her reply was "we are not allowed to give that information, for privacy and security reasons". I demanded to know to whom I had given my personal information and verify and as to whom I was speaking with. I was told to hold on for one minute, however, the call was abruptly disconnected.

Ms. Ganeriwala, I had to provide my private, personal information and could not get a verification on who was receiving my information. Since when does a government employee has more privacy rights than the citizens for which they are there to serve. This is totally unacceptable.

If further information is needed, you may reply to my address as noted. Thank you for your assistance in expediting this matter and I await your reply.

Respectfully yours,

A handwritten signature in cursive script, appearing to read "Edith Brownbryant", written in black ink.

Edith Brownbryant